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| Macintosh HD:Users:Wyatt2:Documents:ombudsman flyers:social care pics:rules building.png | **This fact sheet is about:**  **Building Control** |
|  | This is about a Council’s role in Building Regulation applications and  Building Controls. |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to the Council |
|  | **What can the Ombudsman do?** |
|  | We can do something if the Council: |
|  | * has not looked at plans and the building work to make sure it   follows the rules. |
| C:\Users\barod\AppData\Local\Microsoft\Windows\INetCacheContent.Word\approved-29149_1280.png | * said the building work follows the rules **but** it does not really follow   the rules. |
|  | * does not take any action and your house is badly affected. |
|  | **What can’t the Ombudsman do?**  We cannot: |
|  | * change the Council’s decision to say no to a building application.   You need to complain to the  Welsh Government about this. |
|  | * stop building work next door if the Council said the work follows the rules. You might need legal advice. |
|  | * change anything that was already wrong with your house before you bought it. |
|  | **Things to think about** |
|  | The Ombudsman can tell the Council what we think it should do if we think it  has done something wrong. |
|  | **More information** |
|  | You can find more information about Building Regulations at: [www.planningportal.gov.uk](http://www.planningportal.gov.uk) |
|  | Your Council website should have more information. |

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|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |