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|  | **This fact sheet is about:**  **Housing** |
|  | It is about help if you need to complain about Council housing or Housing Associations. |
|  | They will have policies saying how they look at people’s needs. |
|  | You may need help with housing more than others if you are: |
|  | * homeless. |

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|  | * sick or disabled. |
|  | * living with too many people. |
|  | * in a building not right for you. |
|  | * in a building that is not safe. |
|  | If you owe rent to another landlord the Council may not give you housing. |

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|  | **What do you do before you contact the Ombudsman?** |
|  | Read our leaflet about being homeless. |
|  | Complain to your Council or  Housing Association |

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|  | **What can the Ombudsman do?**  We can look to see: |
|  | * if your application was treated fairly. |
|  | * if the Council or Housing Association followed their rules. |
|  | * if you were told how your application was dealt with. |
|  | * if things moved too slowly when things got worse for you. |
|  | * why your application may   be delayed. |
|  | **What can’t the Ombudsman do?**  We cannot: |
|  | make a Council or Housing Association give you a house. |
|  | change a decision when the Council has followed the rules. |
|  | **Things to think about** |
|  | There are not enough houses  for everyone. |
|  | You may not have much choice about the house or area you live. |
|  | If you say no to a house you may be taken off the list. |
|  | The Ombudsman can tell the Council or Housing Association what we think they should do if we think they have done something wrong. |
|  | **More information** |
|  | **Shelter Cymru** gives free housing advice and support: 0845 075 5005  [www.sheltercymru.org.uk](http://www.sheltercymru.org.uk) |
|  | **Citizens Advice Cymru**  gives free advice and support:  [www.citizensadvice.org.uk/wales/](http://www.citizensadvice.org.uk/wales/) |
|  | Your local **Assembly Member** may also be able to help. |
|  | 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. |