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- [Cymraeg](#)
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- [Home](#)
- [Making a complaint](#)
- 
- [Making a complaint](#)

**Information:**

- 
- 
- [How to complain](#)
- [Factsheets](#)
- [Organisations you can complain to us about](#)
- [How we can help you to use our service](#)
- [Microsoft 365 Secure Email](#)

**Complaints About:**

- 
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- [Complaints about public service providers in Wales](#)
- [Complaints about the conduct of local councillors](#)
- [Complaints about independent care providers](#)
- [Complaints about Nosocomial COVID-19](#)

## Other Organisations:

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- 
- [Other organisations that may be able to help you](#)
- [Advice and Advocacy bodies](#)
- [Free online training for Senedd and Westminster Parliament constituency teams](#)

- [About Us](#)

[About Us](#)

## About us:

- 
- 
- [Who We Are](#)
- [Our mission, ambition, principles and aims](#)
- [Our Own Initiative Investigations](#)
- [Our Service Standards](#)
- [Our Policies and Procedures](#)

## Request

- 
- 
- [How to make a request](#)
- [How to make a request](#)
- [How to make a request](#)
- [Guidance](#)

## Other:

- 
- 
- [News](#)
- [Accessibility](#)
- [Read the Public Services Ombudsman \(Wales\) Act 2019](#)

- [Publications](#)

[Publications](#)

## Publications:

- 
- 
- [Factsheets](#)
- [Information for Councillors](#)
- [Consultations](#)
- [Research and Surveys](#)
- [Annual Letters](#)
- [Independent Review](#)

## Case Findings:

- 
- 
- [Our Findings](#)
- [Public Interest Reports](#)
- [Own Initiative Reports](#)

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- [Equality and Human Rights Casebook](#)
- [Open Data](#)

## Plans and Reports:

- Plans and Reports:
- Plans and Reports:
- [Annual Reports and Accounts](#)
- [Thematic Reports](#)
- [Strategic Plans](#)
- [Sustainability Reports](#)

## Other Documents:

- Other Documents:
- Other Documents:
- [Equality](#)
- [Welsh Language Standards](#)

- [For Service Providers](#) Expand For Service Providers

For Service Providers

### For Service Providers

- ☐
- ☐
- [Guidance to public bodies in Wales](#)
- [Information for independent care providers](#)
- [Facts](#)
- ☐
- ☐
- [Comp](#)
- [Colla](#)
- ☐
- ☐
- [Clinic](#)
- [Mem](#)

- [EasyRead](#)

EasyRead

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- ☐
- ☐
- ☐
- [How](#)
- [Infor](#)
- [Complaints about public service providers](#)
- [Complaints about Education](#)
- ☐
- ☐
- [Complaints about Health](#)
- [Complaints about Housing & Your Home](#)
- [Complaints about Parking](#)
- [Complaints about Planning](#)
- ☐
- ☐
- [Complaints about Social Services](#)
- [Complaints about Other things](#)
- [Own Initiative Investigations](#)
- [Thematic Reports](#)
- ☐
- ☐
- [Annual Reports & Accounts](#)
- [Sustainability Reports](#)
- [Equality Documents](#)

- [Join us](#)

- [Contact us](#) Expand Contact us

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- ☐
- ☐
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- [Media Centre](#)

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# Housing Allocation

## Factsheet chapters

- [Introduction](#)
- [What we can do](#)
- [What we cannot do](#)
- [Issues to be aware of](#)
- [Further information](#)
- [Contact us](#)

## Introduction

Social housing in policy explaining

There are stricter rules including: homelessness applies to transfer

Housing associations can make claims to another

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Both Councils and Housing Associations can only offer accommodation to people who are eligible. People who are subject to immigration control or who have behaved unacceptably during a previous tenancy may not be eligible for a property.

The Council’s or housing association’s policy will set out how it will decide who gets offered housing first e.g. a points scheme; band scheme/quotas; or a bidding system for certain properties.

## What we can do

We can look at:

- Whether your housing application has been dealt with properly;
- Whether the Council or housing association has properly applied its policy to your housing application e.g. whether you are in the correct band;
- Whether the organisation has told you how it has dealt with your housing application e.g. has it sent you a letter detailing any points awarded;
- Whether the organisation has delayed dealing with changes in your situation which you have told it about e.g. you have been asked to leave your home;
- Why your application may have been suspended e.g. has the Council followed the correct procedure if the reason(s) for suspension is your behaviour.

## What we cannot do

We cannot:

- Force the Council/Housing Association to give you a property, or any particular property that you may want.
- Change a properly made decision about your housing application.

## Issues to bear in mind

There are not enough homes for everyone who wants one. The policy may limit the number of offers you can be given or restrict the areas you can choose on your housing application.

## Further information

You may want to consider contacting the following organisations for advice:

**Shelter Cymru** which provides independent and free housing advice and support. You can contact them by phone on **08000 495 495** or via [www.sheltercymru.org.uk](http://www.sheltercymru.org.uk).

**Citizens Advice Cymru** which provides independent and free advice and support on a range of problems (including housing). You can contact them via [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) (selecting the ‘Wales’ site page option) and entering your postcode for details on how to reach your nearest CAC advice office.

Your local Assembly Member may also be able to offer advice and assistance.

## Contact us

If you are not sure

Also available in

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- [Contact Us](#)

### Get In Touch

0300 790 0203 Our phone line is open 10am-12:30pm and 1:30pm-4pm Monday – Friday

Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae, Pencoed  
CF35 5LJ

You can contact us in Welsh and we will respond in Welsh.  
This will not lead to a delay in responding.  
All our documents are available in both Welsh and English.

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