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Making a complaint

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About Us

About Us

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Publications

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Complaints about Parking

Complaints about Planning

Annual Reports & Accounts
 Sustainability Reports
 Equality Documents

• Thematic Reports

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Complaints about Social Services
 Complaints about Other things
 Own Initiative Investigations

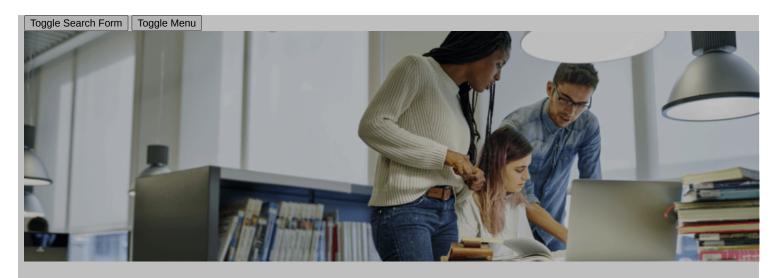
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Housing Allocation

Factsheet chapters

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Introductio

Social housing in policy explaining

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Housing association 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 pervious 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
- 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
- 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.

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 (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.

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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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