

This Factsheet is about complaints about housing/transfer applications. It should be read together with our Complaints Procedure. You may also wish to read our homelessness leaflet which may also be relevant.

We, along with other housing associations that work in the county, have a written policy explaining how we offer our properties, taking into account the applicant's needs.

There are strict legal requirements on us, as a Council e.g. there are certain people we have to give a reasonable preference to (a head-start) including: homeless people; those living in overcrowded or unsuitable housing; people who have certain medical needs or disabilities; this also applies to transfers.

Housing associations can be more flexible in who they offer accommodation to. Our policy sets out how we decide who gets offered housing first.

The complaints procedure can consider:

- Whether your housing application has been dealt with properly.
- Whether we have properly applied our policy to your housing application e.g. have you had the right number of points?
- Whether we have told you how we have dealt with your housing application e.g. have we sent you a letter detailing any points awarded?
- Whether we have delayed dealing with changes in your situation which you have told us about e.g. you have been asked to leave your home.
- Why your application may have been suspended e.g. have we followed the correct procedure if the reason(s) for suspension is your behaviour?

The complaints procedure cannot:

- Force us or one of the housing associations to give you a house, or any particular house that you may want.
- Change a properly made decision about your housing application.

Issues to bear in mind:

There are not enough houses 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.

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 **0845 075 5005** or via the internet at 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 the internet at 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.