

This Factsheet is about complaints about Homelessness. It should be read together with our Complaints Procedure; and, if you have made a Housing Application to us, or one of the Registered Social Landlords that work in Carmarthenshire (Bro Myrddin, Coastal, Tai Cantref, Tai Cymdogaeth or Family Housing), you should also read our factsheet on Housing Applications.

The Council has responsibility by law to provide help to certain people who are or may become homeless.

Only certain people (known as People in Priority Need) are entitled to emergency accommodation and help with their belongings. Examples are people with dependent children and people who are disabled.

The Council may have less responsibility if you are found to have caused your own homelessness (“intentionally homeless”).

### **The complaints procedure can consider:**

- Whether we have prevented you from making a homelessness application or have failed to recognise that you could be homeless (e.g. your housing application says that you are overcrowded; the Authority failed to offer you emergency accommodation if you are in the group entitled to it e.g. you are pregnant).
- Whether we have looked at your homelessness situation properly e.g. if you have been evicted have we contacted your former landlord to find out why.
- Whether we have taken too long to reach a decision on your case e.g. we ought to reach a decision within 33 working days.
- Whether we have failed to give you a written decision telling you: (i) if we will help you, (ii) if not why that is, (iii) about your rights to appeal.
- Whether we have looked after your furniture and belongings e.g. arranged storage.
- Whether we have failed to deal (or unreasonably delayed dealing) with your case properly.

### **The complaints procedure cannot:**

- Force us to provide you with accommodation.
- Overturn a properly made decision on your homelessness case

### **Issues to bear in mind:**

- We will normally only have a responsibility to those people who usually work or live in the county (called having a local connection). There are certain exceptions e.g. if you are fleeing violence.
- Even those with no Priority Need are entitled to advice and assistance from us on their housing situation.

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 the internet at [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 homelessness). You can contact them via the internet at [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.

**Welsh Women's Aid** which provides independent and free advice and support on a range of problems (including homelessness) for those who are fleeing domestic violence. You can contact them **0808 8010 800** or via the internet at [www.welshwomensaid.org.uk](http://www.welshwomensaid.org.uk)