



# Housing (Wales) Measure 2011

2011 nawm 5

## PART 2

### REGISTERED SOCIAL LANDLORDS

#### CHAPTER 1

##### PERFORMANCE

#### 35 Standards of performance

Before section 34 of the Housing Act 1996 (but after the italic heading immediately before that section) insert—

“33A **Standards of performance**

- (1) The Welsh Ministers may set standards to be met by registered social landlords in connection with—
  - (a) their functions relating to the provision of housing, and
  - (b) matters relating to their governance and financial management.
- (2) In setting standards the Welsh Ministers must have regard to the desirability of registered providers being free to choose how to provide services and conduct business.
- (3) This section does not apply in relation to a registered social landlord's provision of housing in England.”

**Annotations:**

**Commencement Information**

**II** S. 35 in force for specified purposes at 18.10.2011 by [S.I. 2011/2475](#), [arts. 1\(2\)](#), [2\(a\)](#)

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*Changes to legislation: There are currently no known outstanding effects for the Housing (Wales) Measure 2011, CHAPTER 1. (See end of Document for details)*

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**I2** S. 35 in force in so far as not already in force at 2.12.2011 by S.I. 2011/2475, arts. 1(2), 3(a)

### 36 Guidance on standards of performance

After section 33A of the Housing Act 1996 insert—

#### “33B Guidance on standards of performance

- (1) The Welsh Ministers may issue guidance that—
  - (a) relates to a matter addressed by a standard, and
  - (b) amplifies the standard.
- (2) In considering whether standards have been met the Welsh Ministers may have regard to the guidance.
- (3) The Welsh Ministers may revise or withdraw the guidance.
- (4) The Welsh Ministers must make arrangements for bringing the guidance to the attention of registered social landlords.”

#### Annotations:

#### Commencement Information

- I3** S. 36 in force for specified purposes at 18.10.2011 by S.I. 2011/2475, arts. 1(2), 2(b)  
**I4** S. 36 in force in so far as not already in force at 2.12.2011 by S.I. 2011/2475, arts. 1(2), 3(b)

### 37 Consultation

After section 33B of the Housing Act 1996 insert—

#### “33C Consultation

Before setting standards under section 33A, or issuing, revising or withdrawing guidance under section 33B, the Welsh Ministers must consult -

- (a) one or more bodies appearing to them to represent the interests of registered social landlords,
- (b) one or more bodies appearing to them to represent the interests of tenants, and
- (c) one or more bodies appearing to them to represent the interests of local housing authorities.”

#### Annotations:

#### Commencement Information

- I5** S. 37 in force at 18.10.2011 by S.I. 2011/2475, arts. 1(2), 2(c)

### 38 Information as to levels of performance

- (1) Amend section 35 of the Housing Act 1996 (information as to levels of performance) as follows.

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*Changes to legislation:* There are currently no known outstanding effects for the Housing (Wales) Measure 2011, CHAPTER 1. (See end of Document for details)

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(2) Before subsection (1) insert—

“(A1) The Welsh Ministers shall from time to time collect information as to the levels of performance achieved by registered social landlords in connection with—

- (a) their functions relating to the provision of housing in Wales, and
- (b) matters relating to their governance and financial management.”

(3) In subsection (1), after “housing” insert “ in England ”.

(4) In subsection (2), for “section 34” substitute “ section 33A or 34 ”.

**Annotations:**

**Commencement Information**

**I6** S. 38 in force at 2.12.2011 by S.I. 2011/2475, arts. 1(2), 3(c)

**39 Guidance about complaints about performance**

After section 35 of the Housing Act 1996 insert—

*“Complaints about performance*

**35A Guidance about complaints about performance**

- (1) The Welsh Ministers may publish guidance about complaints to the Welsh Ministers about the performance of registered social landlords.
- (2) The guidance may specify (among other things)—
  - (a) the procedure to be followed in making a complaint;
  - (b) the criteria used by the Welsh Ministers in deciding whether to investigate a complaint;
  - (c) periods within which the Welsh Ministers aim to inform complainants of the result of complaints.
- (3) The Welsh Ministers may revise or withdraw the guidance.
- (4) This section does not apply in relation to complaints about a registered social landlord's provision of housing in England.”

**Annotations:**

**Commencement Information**

**I7** S. 39 in force at 18.10.2011 by S.I. 2011/2475, arts. 1(2), 2(d)

**40 Consultation**

After section 35A of the Housing Act 1996 insert—

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*Changes to legislation:* There are currently no known outstanding effects for the Housing (Wales) Measure 2011, CHAPTER 1. (See end of Document for details)

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### “35B Consultation

Before publishing, revising or withdrawing guidance under section 35A the Welsh Ministers must consult—

- (a) one or more bodies appearing to them to represent the interests of registered social landlords,
- (b) one or more bodies appearing to them to represent the interests of tenants,
- (c) one or more bodies appearing to them to represent the interests of local housing authorities, and
- (d) the Auditor General for Wales.”

#### Annotations:

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#### Commencement Information

**18** S. 40 in force at 18.10.2011 by S.I. 2011/2475, arts. 1(2), 2(e)

**Changes to legislation:**

There are currently no known outstanding effects for the Housing (Wales) Measure 2011,  
CHAPTER 1.