



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.”

36 Guidance on standards of performance

After section 33A of the Housing Act 1996 insert—

Status: This is the original version (as it was originally enacted).

“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.”

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.”

38 Information as to levels of performance

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

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.”

40 Consultation

After section 35A of the Housing Act 1996 insert—

“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.”