



# Housing (Wales) Measure 2011

## 2011 nawm 5

### PART 2

#### REGISTERED SOCIAL LANDLORDS

#### CHAPTER 1

#### PERFORMANCE

#### **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.”

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**Status:** Point in time view as at 18/10/2011.

**Changes to legislation:** There are currently no known outstanding effects for the Housing (Wales) Measure 2011, Section 39. (See end of Document for details)

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**Commencement Information**

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

**Status:**

Point in time view as at 18/10/2011.

**Changes to legislation:**

There are currently no known outstanding effects for the Housing (Wales) Measure 2011, Section 39.