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."

Commencement Information

I1 S. 39 in force at 18.10.2011 by S.I. 2011/2475, **arts. 1(2)**, 2(d)

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