

*These notes refer to the Housing (Wales) Measure 2011 (c.5)*

# HOUSING (WALES) MEASURE 2011

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## EXPLANATORY NOTES

### COMMENTARY ON SECTIONS

#### **Part 2: Registered Social Landlords**

##### *Chapter 1: Performance*

##### *Section 39 - Guidance about complaints about performance*

82. This section inserts a new section 35A into the 1996 Act which allows the Welsh Ministers to publish guidance about the way in which complaints may be made to them about the performance of RSLs. The guidance may specify various matters, such as the procedure for making a complaint, the criteria to be used by the Welsh Ministers in deciding whether to investigate a complaint, and the period within which they aim to inform complainants of the outcome.
83. Subsection (3) of new section 35A provides that the Welsh Ministers may revise or withdraw such guidance.