



Housing Act 1996

1996 CHAPTER 52

PART I

[^{F1}SOCIAL RENTED SECTOR [^{F1}REGULATED BY THE WELSH MINISTERS]]

CHAPTER V

MISCELLANEOUS AND GENERAL PROVISIONS

Housing complaints

51 Schemes for investigation of complaints.

- (1) The provisions of Schedule 2 have effect for the purpose of enabling tenants and other individuals to have complaints against social landlords investigated by a housing ombudsman in accordance with a scheme approved by the Secretary of State.
- (2) For the purposes of that Schedule a “social landlord” means—
 - [^{F1}(za) a local authority in England which is a registered provider of social housing.]
 - [^{F2}(a) a [^{F3}private registered provider] of social housing.]
 - (b) a transferee of housing pursuant to [^{F4}—
 - (i) a large scale disposal, within the meaning of section 34 of the Housing Act 1985, for which consent was required under section 32 or 43 of that Act; or
 - (ii) a qualifying disposal that was made] under section 135 of the ^{M1}Leasehold Reform, Housing and Urban Development Act 1993;
 - (c) a body which has acquired dwellings under Part IV of the ^{M2}Housing Act 1988 (change of landlord: secure tenants); or
 - (d) any other body which was at any time registered with [^{F5}the Regulator of Social Housing or] the [^{F6}Housing Corporation, or with Housing for Wales.] and which owns or manages publicly-funded dwellings.

Status: Point in time view as at 26/01/2019.

Changes to legislation: Housing Act 1996, Cross Heading: Housing complaints is up to date with all changes known to be in force on or before 17 August 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details)

- (3) In subsection (2)(d) a “publicly-funded dwelling” means a dwelling which was—
- (a) provided by means of a grant under—
 - [^{F7}section 19 of the Housing and Regeneration Act 2008 (financial assistance) where the grant was made on condition that the recipient provides social housing ^{F8} ...,]
 - section 18 of this Act (social housing grant), or
 - section 50 of the Housing Act 1988, section 41 of the ^{M3}Housing Associations Act 1985, or section 29 or 29A of the ^{M4}Housing Act 1974 (housing association grant)[^{F9}, or a grant from the Greater London Authority which was a grant made on condition that the recipient provides social housing; or]^{F10} ...
 - (b) acquired on a disposal by a public sector landlord.
- [^{F11}(3A) In subsection (3) “provides social housing” has the same meaning as in Part 1 of the Housing and Regeneration Act 2008.]
- (4) The Secretary of State may by order add to or amend the descriptions of landlords who are to be treated as social landlords for the purposes of Schedule 2.
 - (5) Before making any such order the Secretary of State shall consult such persons as he considers appropriate.
 - (6) Any such order shall be made by statutory instrument which shall be subject to annulment in pursuance of a resolution of either House of Parliament.
- [^{F12}(7) This section shall not apply in relation to social landlords in Wales (within the meaning given by [^{F13} section 41 of the Public Services Ombudsman (Wales) Act 2005]).]
- [^{F14}(7) Section 52 shall apply to an order under subsection (4) (with any necessary modifications).]

Textual Amendments

- F1** S. 51(2)(za) inserted (1.4.2013 for E.) by [Localism Act 2011 \(c. 20\), ss. 181\(3\), 240\(2\)](#) (with s. 181(11)); S.I. 2013/722, art. 2(c)
- F2** S. 51(2)(a) substituted (1.4.2010) by [Housing and Regeneration Act 2008 \(c. 17\), ss. 124\(2\)\(a\), 325\(1\)](#); S.I. 2010/862, art. 2 (with Sch.)
- F3** Word in s. 51(2)(a) substituted (1.4.2010) by [The Housing and Regeneration Act 2008 \(Registration of Local Authorities\) Order 2010 \(S.I. 2010/844\), art. 1\(2\), Sch. 2 para. 23\(5\)](#)
- F4** Words in s. 51(2)(b) substituted (1.12.2008) by [Housing and Regeneration Act 2008 \(c. 17\), s. 325\(1\), Sch. 14 para. 4\(2\)](#); S.I. 2008/3068, art. 4(1)(c) (with arts. 6-13)
- F5** Words in s. 51(2)(d) inserted (1.4.2010) by [Housing and Regeneration Act 2008 \(c. 17\), ss. 124\(2\)\(b\), 325\(1\)](#); S.I. 2010/862, art. 2 (with Sch.)
- F6** Words in s. 51(2)(d) substituted (1.11.1998) by 1998 c. 38, s. 140, [Sch. 16 para. 90\(b\)](#) (with ss. 139(2), 141(1), 143(2)); S.I. 1998/2244, [art.5](#).
- F7** Words in s. 51(3)(a) inserted (1.4.2010) by [The Housing and Regeneration Act 2008 \(Consequential Provisions\) Order 2010 \(S.I. 2010/866\), art. 1\(2\), Sch. 1 para. 8](#) (with art. 6, Sch. 3)
- F8** Words in s. 51(3)(a) repealed (1.4.2012) by [Localism Act 2011 \(c. 20\), s. 240\(2\), Sch. 19 para. 34\(2\)\(a\), Sch. 25 Pt. 31](#); S.I. 2012/628, art. 6(i)(j) (with arts. 9, 11, 14, 15, 17)
- F9** Words in s. 51(3)(a) inserted (1.4.2012) by [Localism Act 2011 \(c. 20\), s. 240\(2\), Sch. 19 para. 34\(2\)\(b\)](#); S.I. 2012/628, art. 6(i) (with arts. 9, 11, 14, 15, 17)
- F10** Word in s. 51(3)(a) repealed (1.4.2012) by [Localism Act 2011 \(c. 20\), s. 240\(2\), Sch. 25 Pt. 31](#); S.I. 2012/628, art. 6(j) (with arts. 9, 11, 14, 15, 17)

Status: Point in time view as at 26/01/2019.

Changes to legislation: Housing Act 1996, Cross Heading: Housing complaints is up to date with all changes known to be in force on or before 17 August 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details)

- F11** S. 51(3A) inserted (1.4.2012) by [Localism Act 2011 \(c. 20\)](#), s. 240(2), **Sch. 19 para. 34(3)**; S.I. 2012/628, art. 6(i) (with arts. 9, 11, 14, 15, 17)
- F12** S. 51(7) inserted (14.7.2005) by [Housing Act 2004 \(c. 34\)](#), **ss. 228(1)**, 270(7); S.I. 2005/1814, arts. 1(2), 2(c)
- F13** Words in s. 51(7) substituted (1.4.2006) by [Public Services Ombudsman \(Wales\) Act 2005 \(c. 10\)](#), s. 40, **Sch. 6 para. 57**; S.I. 2005/2800, art. 5(1)(3)
- F14** S. 51(7) added (1.4.2010) by [Housing and Regeneration Act 2008 \(c. 17\)](#), **ss. 124(2)(c)**, 325(1); S.I. 2010/862, art. 2 (with Sch.)

Modifications etc. (not altering text)

- C1** S. 51(2)(d) modified (1.12.2008) by [The Transfer of Housing Corporation Functions \(Modifications and Transitional Provisions\) Order 2008 \(S.I. 2008/2839\)](#), arts. 1(1), 3, **Sch. para. 5** (with art. 6)

Commencement Information

- I1** S. 51 wholly in force 1.4.1997; s. 51 not in force at Royal Assent see s. 232(3); s.51 in force for certain purposes at 1.8.1996 by [S.I. 1996/2048](#), **art. 2**; s. 51(1) in force so far as not already in force and 51(2)–(6) in force at 1.4.1997 by [S.I. 1997/618](#), **art. 2** (subject to the limitation in (2) of that art.)

Marginal Citations

- M1** 1993 c. 28.
M2 1988 c. 50.
M3 1985 c. 69.
M4 1974 c. 44.

^{F15}51A Social Housing Ombudsman for Wales

.....

Textual Amendments

- F15** Ss. 51A-51C repealed (1.4.2006) by [Public Services Ombudsman \(Wales\) Act 2005 \(c. 10\)](#), s. 40, **Sch. 6 para. 58**, **Sch. 7**; S.I. 2005/2800, art. 5(1)(3) (with Sch. 2)

^{F15}51B Investigation of complaints

.....

Textual Amendments

- F15** Ss. 51A-51C repealed (1.4.2006) by [Public Services Ombudsman \(Wales\) Act 2005 \(c. 10\)](#), s. 40, **Sch. 6 para. 58**, **Sch. 7**; S.I. 2005/2800, art. 5(1)(3) (with Sch. 2)

^{F15}51C Meaning of “social landlord in Wales”

.....

Status: Point in time view as at 26/01/2019.

Changes to legislation: Housing Act 1996, Cross Heading: Housing complaints is up to date with all changes known to be in force on or before 17 August 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details)

Textual Amendments

- F15** Ss. 51A-51C repealed (1.4.2006) by [Public Services Ombudsman \(Wales\) Act 2005 \(c. 10\)](#), s. 40, Sch. 6 para. 58, [Sch. 7](#); S.I. 2005/2800, art. 5(1)(3) (with Sch. 2)

Status:

Point in time view as at 26/01/2019.

Changes to legislation:

Housing Act 1996, Cross Heading: Housing complaints is up to date with all changes known to be in force on or before 17 August 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.