

## THE RESIDENTIAL PROPERTY TRIBUNAL FOR WALES Annual report for 2017-18 – Welsh Language Standards

### 1. Introduction

This is the Residential Property Tribunal for Wales (“the Tribunal”) second annual report on its compliance with the Welsh Language Standards since the standards came into force on 30 March 2017. The focus of this report is the period from 1 April 2017 to 31 March 2018.

### 2. Service Delivery Standards

The tribunal ensures compliance with the service delivery standards by:

- Providing staff with guidelines on responding to correspondence, telephone answering and e-mail messages.
- A pre-recorded message on our helpline that actively offers a Welsh language service.
- The Tribunal’s administrative staff offers its users the opportunity to be transferred to a Welsh speaker when contacting the Tribunal (if they aren’t Welsh speakers themselves).
- Letter templates offering Tribunal users an opportunity to receive correspondence in Welsh.
- All documents produced for public are available in Welsh and English, including application forms and guidance documents.
- Every page of our website is available in Welsh and English.

### 3. Policy Making Standards

The Tribunal exercises its statutory functions as set out by its governing legislation. The Tribunal does not have a remit to develop policy. However, we consider the impact of our operational decisions on the delivery of our services in Welsh.

### 4. Record Keeping Standards

The Tribunal’s Compliance Notice (that details the Service Delivery, Policy Making and Record Keeping Standards that the Tribunal must comply with) has been published on the Tribunal’s website: <https://gov.wales/docs/rpt/publications/180323-rpt-welsh-lang-standards-compliance-notice-en.pdf>

We keep a record of the number of complaints we receive, if any, relating to our compliance with the Standards.

### 5. Complaints

The Tribunal received no complaints with regard to the implementation of the Standards during the reporting period.