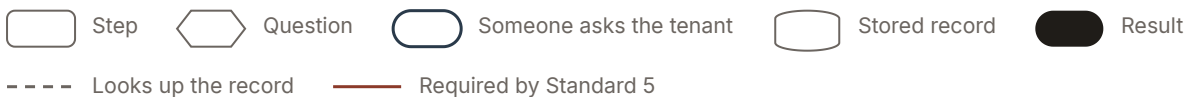
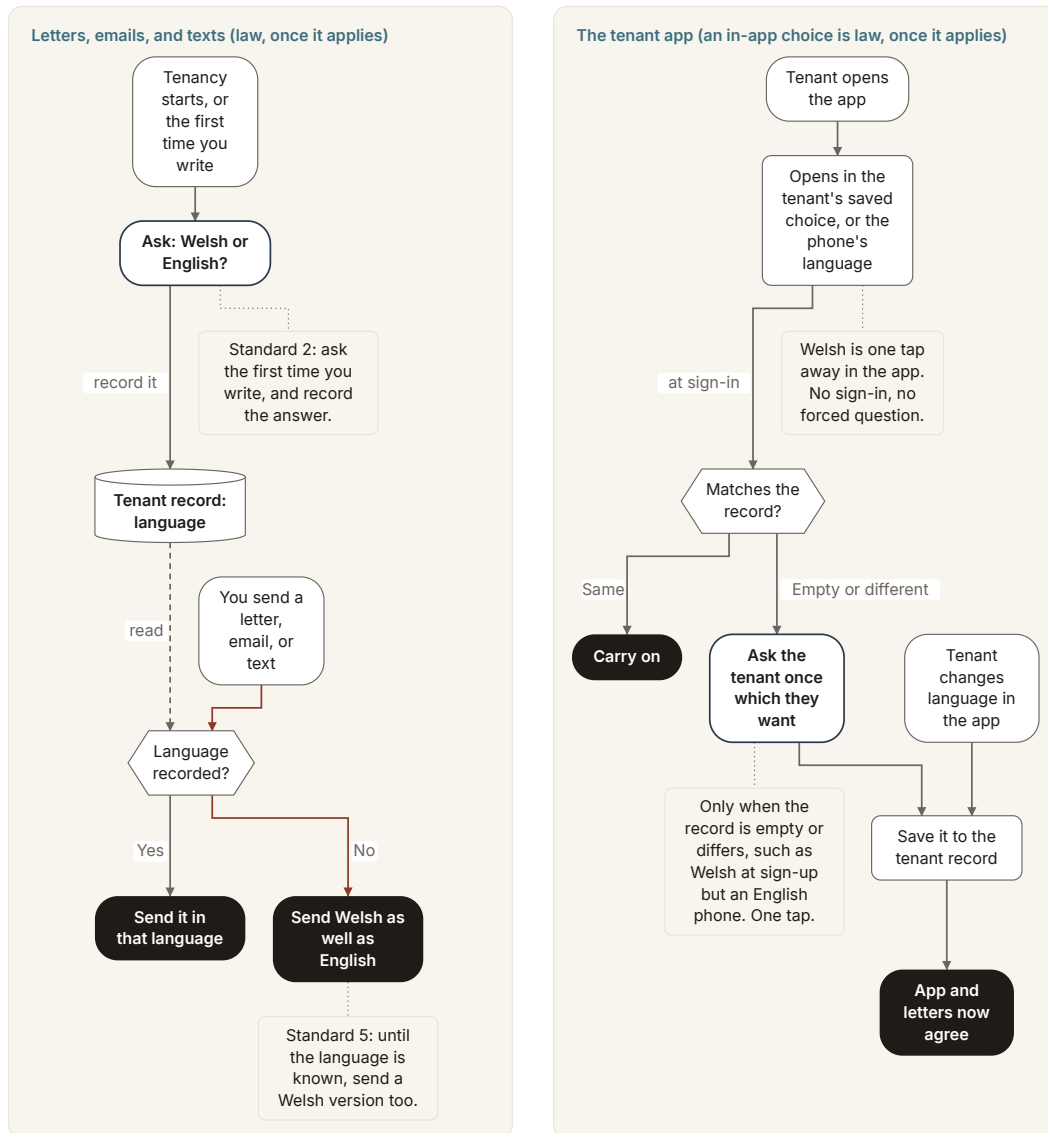




Welsh or English? Keeping the app and your letters in step

One record holds each tenant's language. Letters, emails, texts, and the app all follow it, and a tenant is never stopped from using the app.

Delivery is Claude-assisted. Rob Nash, director, reviews and signs off every finding. Emails you send us are not put through Claude.



Ask your supplier: what happens when a tenant chose Welsh at sign-up, then installs the app on an English phone, or changes it in the app later?

This is not legal advice. Standard numbers are from the Welsh Language Standards (No. 10) Regulations 2026 (SI 2026/99), and each applies to an association only once its compliance notice includes it. Once Standard 45 applies, an app must let a tenant choose Welsh inside the app (Commissioner case CS1161). The other app steps are good practice, not law. Sources are on the one-page briefing.

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