

## **Cassiltoun Housing Association Ltd**

**31 March 2016**

This Regulation Plan sets out the engagement we will have with Cassiltoun Housing Association Ltd (Cassiltoun) during the financial year 2016/17. Our regulatory framework explains more about our assessments and the purpose of this Regulation Plan.

### **Regulatory profile**

Cassiltoun was registered as a social landlord (RSL) in 1985. It owns and manages 993 homes and provides factoring services to a further 136 owners in the Castlemilk area of Glasgow. It has charitable status and employs 26 people.

Its turnover for the year ended 31 March 2015 was just under £4.05 million. Cassiltoun has two unregistered subsidiaries. Cassiltoun Trust is a regeneration project which aims to conserve local buildings and the environment and also provide employment opportunities. Cassiltoun Stables Nursery is a relatively new organisation and since 2012 has been working to establish itself as a viable local childcare provider.

To assess the risk to social landlord services we have reviewed and compared the performance of all Scottish social landlords to identify the weakest performing landlords. We found that Cassiltoun is in the bottom quartile for all social landlords in relation to the percentage of tenants satisfied with the standard of their home when moving in, the percentage of tenancy offers refused, the percentage of lets to homeless people, anti-social behaviour cases resolved within local targets and for tenancy sustainment.

### **Our engagement with Cassiltoun Housing Association Ltd – Medium**

We will have medium engagement with Cassiltoun to get further assurance about its service quality.

1. We will engage with Cassiltoun about the service quality areas we have highlighted and depending on the outcome of this engagement we may review our future regulatory engagement with it.
2. Cassiltoun should alert us to notifiable events and seek our consent as appropriate. It should provide us with the annual regulatory returns we review for all RSLs:
  - audited financial statements and external auditor's management letter;
  - loan portfolio return;
  - five year financial projections; and
  - Annual Return on the Charter.

This plan will be kept under review and may be changed to reflect particular or new events. The engagement strategy set out in this plan does not restrict us from using any other form of regulatory engagement to seek additional assurance should the need arise. Our regulatory framework and other relevant statistical and performance information can be found on our website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).

Our lead officer for Cassiltoun Housing Association Ltd is:

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We have decided what type of engagement we need to have with this organisation based on information it provided to us. We rely on the information given to us to be accurate and complete, but we do not accept liability if it is not. And we do not accept liability for actions arising from a third party's use of the information or views contained in the Regulation Plan.