

Glasgow West Housing Association Ltd

28 March 2013

This Regulation Plan sets out the engagement we will have with Glasgow West Housing Association Ltd (Glasgow West) during the financial year 2013/14. Our regulatory framework explains more about our assessments and the purpose of this Regulation Plan.

Regulatory profile

Glasgow West was registered in 1978. It owns and manages 1,534 houses and provides factoring services to 470 owners in the west end of Glasgow. It has charitable status and employs around 51 full time equivalent staff. It has one non registered subsidiary Glasgow West Housing Enterprises Ltd. Its turnover for the year ended 31 March 2012 was just over £5 million.

We have assessed Glasgow West's performance against key service quality measures. Glasgow West's reported performance for percentage current tenants rent collected and for percentage of emergency repairs completed on time is poor and deteriorating. Its performance for current tenants owing more than 13 weeks rent is in the bottom quartile for all RSLs and deteriorating. Its performance for the percentage of dwellings with gas safety certificates is poor.

Glasgow West still has substantial work to do to achieve the Scottish Housing Quality Standard (SHQS) by 2015. It had a high failure rate at March 2012 and will have a high level of spend for each house to be improved. It also reported a low proportion of its stock had been surveyed in the last three years.

We have reviewed Glasgow West's financial returns and want to engage with it to get an update on business plan, its subsidiary activity and its plans to manage the welfare reform changes including the impact on income, costs and assumptions for arrears and bad debts.

Our engagement with Glasgow West - Medium

We will engage with Glasgow West in 2013/14 to gain a higher level of assurance about its service quality and business planning.

1. We will engage with Glasgow West in 2013/14 to discuss how we obtain the assurance we need from it on its service quality. Depending on the outcome of this engagement, we may review our regulatory engagement with it.
2. In quarter one, Glasgow West will send us the business plan and 30 year projections for it and its subsidiary including the income and expenditure account, balance sheet, sensitivity analysis, cash flows and covenant calculations and results.
3. In quarter three, Glasgow West will send us an update on its progress with SHQS, including the outcome and implications from its survey work.

4. By 30 September 2013, Glasgow West will send us:
 - the management accounts for its subsidiary; and
 - its plans to manage welfare reform including the impact on income, costs and assumptions for arrears and bad debts.

5. Glasgow West 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 annual accounts and external auditor's management letter;
 - loan portfolio return;
 - five year financial projections; and
 - annual performance and statistical return.

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.

Our lead officer for Glasgow West for governance and performance is:

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Our lead officer for Glasgow West for business planning 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.