

## **Linstone Housing Association Ltd**

4 April 2012

This Regulation Plan sets out the engagement we will have with Linstone Housing Association Ltd during the financial year 2012/2013. Our regulatory framework explains more about our assessments and the purpose of this Regulation Plan.

### **Regulatory profile**

Linstone was registered in May 1997 and is a community based, charitable housing association operating in Renfrewshire. It owns 1,572 houses and factors a further 2,332. Linstone employs around 31 full time equivalent staff and its turnover for the year ended 31 March 2011 was almost £5.5 million.

We have assessed Linstone's performance against key service quality measures. Linstone's performance for time taken to re-let empty houses is poor and is deteriorating. Its performance for current tenants owing more than 13 weeks rent, percentage lets to homeless, percentage tenancies sustained and percentage of emergency repairs on time are all poor compared to the rest of the sector.

### **Our engagement with Linstone – Medium**

1. We intend to engage with Linstone in 2012/13 using our inquiry powers to gain a higher level of assurance and scrutinize its service performance in greater depth.
2. Linstone 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](http://www.scottishhousingregulator.gov.uk).



Our lead officer for Linstone is:

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Address: Highlander House, 58 Waterloo Street, Glasgow, G2 7DA  
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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.