

## Linstone Housing Association Ltd

19 July 2013

This Regulation Plan sets out the engagement we will have with Linstone Housing Association Ltd (Linstone) during the financial year 2013/2014. 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 1,568 houses and factors a further 2,336. The Association employs around 37 full time equivalent staff and its turnover for the year ended 31 March 2012 was almost £5.8 million.

In December 2012 we carried out on-site inquiry work at Linstone because its performance for rent arrears, lets to homeless, tenancy sustainment and the proportion of emergency repairs carried out within the target timescales were all poor compared to the sector. We found that Linstone had made some progress in improving its performance in the weaker areas of its service delivery. We saw that it had improved its performance in carrying out responsive repairs however while some progress has been made in relation to its serious rent arrears over a period of time, its performance still remains in the poorest performing quartile of RSLs. Its tenancy sustainment remains below the national figure.

While Linstone is aware that it needs to make a range of further improvements in order to strengthen its performance, the pace of change has been slow in some areas. Linstone's performance in re-letting in empty houses is poor and continues to deteriorate.

### Our engagement with Linstone – Medium

1. Linstone should:
  - Develop and provide us with a robust action plan to address the recommendations outlined following our recent on-site scrutiny work by the end of August 2013; and
  - provide us with details in quarter three of the specific measures it intends to take in order to improve its performance in re-letting its empty houses.
2. We will:
  - Consider Linstone's progress with the action plan and provide feedback in quarter four on Linstone's measures to improve its performance in re-letting its empty houses.
3. 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 Registered Social Landlords:
  - audited annual accounts and external auditor's management letter;
  - loan portfolio return;
  - five year financial projections; and
  - annual return on the Charter (ARC).

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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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.