

## Milnbank Housing Association Ltd

### Regulatory Status:

We have not included a regulatory status in this box. After we receive the first annual Assurance Statements in October 2019 from all landlords and complete our annual risk assessment we will give Registered Social Landlords (RSLs) a regulatory status in line with our Regulatory Framework.

### Why we are engaging with Milnbank Housing Association Ltd (Milnbank)

We are engaging with Milnbank about its **governance** and **service quality**.

We engaged with Milnbank about the findings of an investigation relating to governance issues. This included how it handled complaints and dealt with conflicts of interest. Milnbank's response to the investigation, and its engagement with us, raised governance concerns.

Milnbank has agreed to commission an independent, comprehensive review of its compliance with the Regulatory Standards of Governance and Financial Management.

To assess the risk to social landlord services we have reviewed and compared the 2017/18 performance of all social landlords to identify the weakest performing landlords. Milnbank is in the bottom quartile for all social landlords in relation to:

- complaints management;
- lets to homeless people;
- anti-social behaviour cases resolved within local targets; and
- percentage gross rent arrears of rent due.

### What Milnbank must do

Milnbank must:

- send us the reports on the independent review of compliance with the Regulatory Standards;
- send us any action plan arising from the review; and
- deliver improvements in its services to tenants in the areas we have highlighted in this engagement plan.

### What we will do

We will:

- liaise as necessary with Milnbank about the outcome of its review of compliance with Regulatory Standards; and

- review the information Milnbank has sent us and its Annual Return on the Charter in June 2019 and continue to engage with Milnbank about its service quality outcomes.

## Regulatory returns

Milnbank must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections;
- Annual Return on the Charter; and
- the return on the Energy Efficiency Standard for Social Housing.



[Read more about Milnbank Housing Association Ltd >](#)

### Our lead officer for Milnbank Housing Association Ltd is:

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