

## **Pentland Housing Association Ltd**

**31 March 2016**

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

### **Regulatory profile**

Pentland was registered as a social landlord in 1993. It owns and manages 526 houses in Caithness in the Highland local authority area. It has charitable status and employs 11 people. Its turnover for the year ended 31 March 2015 was over £2.1 million. Pentland had two subsidiaries Pentland Community Enterprises, a community enterprise looking for business and development opportunities and Pentland Energy Advice a provider of energy services across the north Highlands. During 2015 Pentland merged its two subsidiaries.

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 Pentland is in the bottom quartile for all social landlords in relation to complaints handling, the percentage of lets to homeless people, gas safety check renewal timescales, anti-social behaviour cases resolved within local targets and arrears management.

Pentland is working to bring 17 properties up to the Scottish Housing Quality Standard (SHQS) following successfully obtaining an Energy Savings Trust HEEPS grant for external wall insulation.

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

We will have medium engagement with Pentland to get further assurance about its service quality and to monitor progress with achieving SHQS.

1. We will:
  - engage with Pentland about the service quality areas we have highlighted; and
  - review Pentland's progress towards achieving SHQS when we receive the Annual Return on the Charter and liaise as necessary.
2. Pentland 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 Pentland Housing Association Ltd is:

Name:	Joyce Stewart, Regulation Manager
Address:	Europa Building, 450 Argyle Street, Glasgow, G2 8LG
Telephone:	0141 242 5577

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.