

Tollcross Housing Association Ltd

28 March 2014

This Regulation Plan sets out the engagement we will have with Tollcross Housing Association Ltd (Tollcross) during the financial year 2014/15. Our regulatory framework explains more about our assessments and the purpose of this regulation plan.

Regulatory profile

Tollcross registered as a social landlord in 1975. Tollcross owns and manages 2,241 houses and factors a further 582 in the east of Glasgow. It grew significantly in 2011 when it acquired 1,572 homes from Glasgow Housing Association through second stage transfer. Tollcross is a registered charity and employs around 41 full time equivalent staff. Its turnover at the end of March 2013 was over £7.3 million.

Since the stock transfer Tollcross has been working to improve its current tenant rent collected and has made significant improvements in this area. We have assessed Tollcross' performance against key service quality measures and need to engage with it to understand its performance for former tenant arrears, lets to homeless people and tenancy sustainment.

Our engagement with Tollcross – Medium

We intend to have medium engagement with Tollcross in 2014/15 to gain a higher level of assurance about its service quality.

1. We will engage with Tollcross to get assurance about its performance for former tenant arrears management, lets to homeless people and tenancy sustainment.
2. Tollcross 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 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.

Our lead officer for Tollcross 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.