

## Viewpoint Housing Association Ltd

### 2 March 2017

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

### Regulatory profile

Viewpoint was registered as a social landlord (RSL) in 1975 and provides supported housing and care services for older people. It owns and manages 1,318 homes across Edinburgh, the Lothians and Fife. It is a charitable organisation and employs 213 people. Its turnover for the year ended 31 March 2016 was just over £15.31 million.

We have been engaging with Viewpoint to address weaknesses in the delivery of some of its services to tenants. We had identified Viewpoint as being in the bottom quartile for all Scottish social landlords in relation to tenant satisfaction with opportunities to participate, the percentage of tenancy offers refused, complaints handling, the percentage of repairs completed right first time, gas safety check renewal timescales and time to re-let empty properties.

As a result of information we received from Viewpoint about its performance which it reported to us in the Annual Return on the Charter (ARC), we carried out a data accuracy visit in December 2016 to seek further assurance in relation to its gas safety performance.

The data accuracy visit did not provide us with assurance about Viewpoint's approach to gas safety as we found that Viewpoint's reported performance on gas safety was inaccurate and unreliable. We also found that there is insufficient management, control and oversight of the process.

Viewpoint is working constructively with us to review the accuracy of its performance information. It commissioned an internal audit to clarify the position in relation to gas safety and it is taking forward the findings from this. It has also commissioned a broader review of the accuracy of its ARC return. This broader review will also look at the role of the governing body and its oversight of Viewpoint's performance. We will engage with Viewpoint around the findings of these investigations.

Viewpoint is currently considering opportunities to develop an extra care facility. We will need assurance that any future decisions about this are based on appropriate financial and risk information.

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

We will have medium engagement with Viewpoint to get further assurance about its approach to data accuracy and data integrity and to review the findings of the investigations.

1. Viewpoint will provide us with a copy of the independent investigation report on its gas safety compliance and the independent investigation which will be carried out to verify that its performance reported in the Annual Return on the Charter is accurate. We will discuss with Viewpoint how it intends to address any findings from these reports and review our engagement with Viewpoint once we receive this information.
2. We will continue to engage with Viewpoint about the service quality areas we have highlighted and depending on the outcome of this engagement we may review our future regulatory engagement with it.
3. Viewpoint will tell us if it decides to pursue any development opportunities and we will discuss the specific information we need for this at that time.
4. Viewpoint 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 Viewpoint Housing Association Ltd 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.