

## Viewpoint Housing Association Ltd

### 31 March 2016

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 2015 was just over £13.68 million.

Viewpoint is considering a potential development opportunity which will deliver a 60-bed care home and 30 extra care flats. Viewpoint will decide whether to progress with this proposal later this year.

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 Viewpoint is in the bottom quartile for all 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.

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

We will have medium engagement with Viewpoint to get further assurance about its service quality.

1. We will 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.
2. We will continue to engage as necessary with Viewpoint about the proposed development opportunity. We will discuss with Viewpoint the specific information we need for this.
3. 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:

Name: Eni Adesida, Regulation Manager  
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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.