

Viewpoint Housing Association Ltd

18 August 2017

This Regulation Plan sets out the engagement we will have with Viewpoint Housing Association Ltd (Viewpoint) during the financial year 2017/18. Our regulatory framework explains more about our assessments and the purpose of this Regulation Plan.

Regulatory profile

Viewpoint was registered as a social landlord in 1975 and provides supported housing and care services for older people. It owns and manages 1,313 homes across Edinburgh, the Lothians and Fife. It is a charitable organisation and employs 253 people.

At 31 March 2016, its turnover was just over £15.31 million and its debt per unit was £5,791.

Engagement

During 2016/17 we engaged with Viewpoint to address weaknesses in the delivery of some of its services to tenants. We had identified that its performance was 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.

In December 2016, we carried out a data accuracy visit to seek further assurance in relation to Viewpoint's reported performance on gas safety performance. We found that its reported performance on gas safety was inaccurate and unreliable. We also found that there was insufficient management, control and oversight of the process.

Viewpoint has worked 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 a broader review of the accuracy of its Annual Return on the Charter. It also commissioned an independent review of the role of the governing body and its oversight of Viewpoint's performance. This work identified a number of further weaknesses in Viewpoint's performance reporting and the governing body's oversight of this.

Viewpoint has taken forward an action plan to address some of the weaknesses in relation to performance reporting. It will now develop a comprehensive improvement plan that addresses all of the remaining issues identified.

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 and that Viewpoint has the capacity to take forward this development.

Viewpoint also has a number of loan stock properties and it is currently reviewing these arrangements.

Our engagement with Viewpoint Housing Association Ltd in 2017/18 – Medium

We will have medium engagement with Viewpoint to get assurance that it is complying with our Regulatory Standards.

1. Viewpoint will liaise with us to develop a comprehensive improvement plan which addresses all of the outstanding weaknesses identified in its performance reporting and governance.
2. Viewpoint will provide us with quarterly reports on its progress with the improvement plan and the quality of services being delivered to its tenants and we will discuss any issues arising from this.
3. Viewpoint will engage with us about its plans for the extra care development, including its proposals to ensure that Viewpoint has the capacity to deliver this development, its plans to fund the development and the timescales for delivery.
4. Viewpoint will provide us with details of its plans to review its arrangements for its loan stock properties.
5. 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;
 - Annual Return on the Charter; and
 - the return on the Energy Efficiency Standard for Social Housing.

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 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.