

Wellhouse Housing Association Ltd

4 April 2012 - 25 September 2012

This Regulation Plan sets out the engagement we will have with Wellhouse Housing Association Ltd during the financial year 2012/2013. Our regulatory framework explains more about our assessments and the purpose of this Regulation Plan.

Regulatory profile

Wellhouse was registered in April 1994 and is a community based, charitable housing association operating in the east end of Glasgow. It owns 829 properties and factors a further 51. Wellhouse employs around 11 full time equivalent staff and its turnover for the year ended 31 March 2011 was almost £2.3 million.

We have assessed Wellhouse's performance against key service quality measures. Wellhouse's performance for current tenants owing more than 13 weeks rent and gross arrears is poor compared to the rest of the sector and is deteriorating. Its performance in sustaining tenancies is poor compared to the rest of the sector.

A recent APSR verification visit raised issues with reporting of the amount of rent collected and emergency repairs. We also found some risks with its approach to APSR reporting as it relies extensively on one member of staff for advice on calculations, record keeping and completion of the APSR.

Our engagement with Wellhouse Housing Association Ltd – Medium

1. We intend to engage with Wellhouse in 2012/13 using our inquiry powers to gain a higher level of assurance and scrutinise its service performance in greater depth.
2. Wellhouse should provide us with an action plan by the end of April setting out how it will address the issues raised by our visit to verify the 2010/11 APSR data. We may carry out further verification as part of our inquiry activity.
3. Wellhouse 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 performance and statistical return.

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 Wellhouse 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.