

**West Whitlawburn Housing Co-operative Ltd****4 April 2012 - 24 September 2012**

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

**Regulatory profile**

West Whitlawburn registered as a social landlord in March 1989. It is a fully mutual housing co-operative with charitable status and employs around 30 full time equivalent staff. It owns and manages 644 homes in South Lanarkshire. Its turnover for the year ended March 2011 was just over £2.5 million.

We have assessed West Whitlawburn's performance against key service quality measures. West Whitlawburn's performance in letting its empty houses and for current tenants owing more than 13 weeks rent is poor compared to the rest of the sector. Its performance in collecting former tenant arrears is poor and is deteriorating. During an APSR verification visit in 2010 we could not verify its data on completion of reactive repairs.

Achieving the Scottish Housing Quality Standard (SHQS) is a key area of work for West Whitlawburn. It has plans to meet the standard by the end of 2015 and to achieve this it will have high planned maintenance spend in the two years before 2015.

**Our engagement with West Whitlawburn Housing Co-operative -  
Medium**

1. We intend to engage with West Whitlawburn in 2012/13 using our inquiry powers to gain a higher level of assurance and scrutinise the Co-operative's service performance and progress with SHQS in greater depth.
2. West Whitlawburn 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](http://www.scottishhousingregulator.gov.uk).

Our lead officer for West Whitlawburn 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.