

Whiteinch and Scotstoun Housing Association Ltd

29 March 2018

This Regulation Plan sets out the engagement we will have with Whiteinch and Scotstoun Housing Association Ltd (WSHA) during the financial year 2018/19. Our regulatory framework explains more about our assessments and the purpose of this Regulation Plan.

Regulatory profile

WSHA was registered as a social landlord in 1978. WSHA currently owns and manages 1,298 homes and provides factoring services to 500 owners. It has charitable status and employs 35 people. WSHA has two unregistered subsidiaries, WS Property Management Ltd, which delivers factoring services and WS Estate Services Ltd, which delivers backcourt, close cleaning and concierge services.

As at 31 March 2017 WSHA's turnover for the year was almost £7.8 million and its debt per unit was £1,755.

Engagement

We are engaging with WSHA about its approach to tenant engagement and about its handling of complaints. WSHA has commissioned independent investigations and we will review our engagement once the investigations have concluded.

Our engagement with Whiteinch and Scotstoun Housing Association Ltd in 2018/19 – Medium

We will engage with WSHA to gain assurance about its approach to tenant engagement and complaints handling.

1. WSHA will send us a copy of the investigation reports. We will liaise as necessary with the governing body once we have considered the findings to gain the assurance we need.
2. WSHA 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 Whiteinch and Scotstoun 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.