



DfC

Department
for Communities

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Regulatory Framework

Grove Community Housing Association - Regulatory
Judgement

Report 2017/18

Introduction

The Department for Communities (DfC) is the Regulatory Authority for Registered Housing Associations (RHAs) in Northern Ireland. The Housing Regulation Branch within DfC undertakes this Regulation activity on behalf of the Department as we seek to protect the interests of tenants, homeless people and others who use the services provided by RHA's. To ensure this is achieved, RHAs must provide us with the necessary information on a regular basis to demonstrate how the Regulatory Framework Standards are being achieved.

RHA Background

Grove Community Housing Association, hereafter referred to as Grove HA, was first registered with the Industrial and Provident Society (I & PS) in 1976 and with the Department of the Environment the following year. The Association was established to address poor housing and environmental conditions in the area and has worked to improve these through renovating old dwellings and building new homes. They have 218 properties in and around the Shore Road area in North Belfast.

Regulatory Approach

Through our risk-based and proportionate approach to regulating RHAs, we focus our attention on the important risks and key aspects of the RHA's performance. This includes having different levels of engagement depending on the RHA's risk and performance profile.

When we refer to risk, we are talking about the risk to the interests of tenants and other service users. This may not always be the same as an RHA's own detailed assessment of the operational risks it faces. This judgement is completed in accordance with the risk based approach to Regulation introduced in April 2017.

Overall Opinion

Regulatory Judgement:

**Grove Community
Housing Association**

2

Meets the requirements but needs to improve in some areas to ensure continued compliance.

For the 2017/18 reporting year and based on a review of the evidence submitted by Grove HA, Housing Regulation Branch has determined that Grove HA has met the Governance, Finance and Consumer Standards but needs to improve in some areas to ensure continued compliance. Further information on our Regulatory Standards can be obtained within the following Advice Note; [How we Regulate](#)

Assessment Findings

Outcome of Governance Standard – MET

Governance Standard 1:

Grove HA has ensured that their Board, has an appropriate mix of skills and composition. Grove HA has demonstrated that they have effective governance arrangements in place that deliver their aims, objectives and intended outcomes for tenants and potential tenants in an effective, transparent and accountable manner.

Governance Standard 2:

Grove HA has demonstrated that they have a robust approach for assessing and managing risk. In addition they have an effective decision-making process in place allowing for informed and transparent decisions to be made.

Outcome of Finance Standard - MET

Finance Standard 1:

Grove HA has demonstrated that they manage their resources effectively to ensure financial viability is maintained in the short, medium and longer term.

Finance Standard 2:

Grove HA has articulated and delivered a comprehensive and strategic approach to achieving value for money in meeting their organisation's objectives.

Outcome of Consumer Standard – MET

Consumer Standard 1:

Grove HA has managed their business so that tenants and other customers find it easy to participate in and influence their landlord's decision process at a level they feel comfortable with.

Consumer Standard 2:

Grove HA has demonstrated that they provide 'Decent Homes' standard accommodation with a structured maintenance plan intended to raise quality of homes beyond the basic regulatory standards.

Consumer Standard 3:

Grove HA has provided evidence of developing a community investment strategy, opportunities for community engagement, funding for community projects and working in partnership.

Anticipated Level of Engagement for 2018/19:

Level 2 – Targeted engagement to be carried out where there is additional assurance required which is not covered in the standard information

Further information on how we reach our Regulatory Judgment decision and the different levels of engagement can be found in the following advice note; [Regulatory Judgements and Engagements](#)

Engagement Plan 2018/19

Grove HA role:

- Grove HA has agreed a time bound action plan with Housing Regulation Branch to implement 4 recommendations. This should be concluded by September 2019.

Housing Regulation Branch role:

- Regularly meet with Grove HA's Board to discuss and monitor progress and ensure the recommendations are implemented on a timely basis.

Engagement Plan 2018/19 Review

Grove HA's Regulation plan will be kept under review and may be amended subject to changes or addition of events. If we are required to use alternative regulatory engagement to seek additional assurance, we may do so.

Our level of regulatory engagement has been decided from the information supplied to us as part of the Regulatory Framework annual assessment. We rely on the

information supplied being accurate and complete. We do not accept liability if this is not the case. Liability will also not be accepted by us for actions arising from a third party's use of the information or views contained in the Regulation Plan.