

Fyne Homes

Regulatory Status:

We have not included a regulatory status in this box. After we receive the first annual Assurance Statements in October 2019 from all landlords and complete our annual risk assessment we will give Registered Social Landlords (RSLs) a regulatory status in line with our Regulatory Framework.

Why we are engaging with Fyne Homes

We are engaging with Fyne Homes about its **service quality** and its **development plans**.

To assess the risk to social landlord services we have reviewed and compared the 2017/18 performance of all social landlords to identify the weakest performing landlords. Fyne Homes is in the bottom quartile for all social landlords in relation to:

- tenants satisfied with opportunities given to them to participate in landlords decision making;
- tenants satisfied with the quality of home;
- tenancy offers refused;
- rent lost through properties being empty;
- average days to re-let properties; and
- percentage rent collected of rent due.

Fyne Homes plans to develop a small number of affordable homes for social rent.

What Fyne Homes must do

Fyne Homes must:

- deliver improvements in its services to tenants in the areas we have highlighted in this engagement plan; and
- tell us if there are any material adverse changes to its development plans which might affect its financial position or reputation, in line with our notifiable events guidance.

What we will do

We will review Fyne Homes' Annual Return on the Charter in June 2019 and engage with it as necessary about the service quality areas we have highlighted in this engagement plan.

Regulatory returns

Fyne Homes must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;

- 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.



[Read more about Fyne Homes >](#)

Our lead officer for Fyne Homes is:

Name: Joyce Stewart, Regulation Manager
Address: Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF
Telephone: 0141 242 5577
Email: Joyce.stewart@scottishhousingregulator.gsi.gov.uk