



Department for

Communities

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Regulatory Framework

Clanmil Housing Association - Regulatory Judgement

Report 2023/24



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 and we seek to protect the interests of tenants, homeless people and others who use the services provided by RHAs. 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

Clanmil Housing Association (HA) was first registered as a HA in 1977. In October 1996, it re-registered as a non-profit making Industrial and Provident Society as Clanmil Housing Association Limited. The association currently employs around 330 staff. It has in excess of 5,600 units of social housing comprising family homes, independent living for older people and supported housing for people with dementia.

Regulatory Approach

Through our risk-based and proportionate approach to regulating RHAs, we focus our attention on the important risks and key aspects of an 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 referring to 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:

Clanmil Housing Association

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

Based on a review of the evidence submitted by the RHA, Housing Regulation Branch has determined that Clanmil HA has demonstrated that it meets the Regulatory Standards for Governance, Finance and Consumer in respect of the 2023/24 year.

Assessment Findings

Outcome of Governance Standard - MET

Governance Standard 1:

Clanmil HA has demonstrated that it has effective governance arrangements that deliver its aims, objectives and intended outcomes for tenants and potential tenants in an effective, transparent and accountable manner.

An issue has been identified in relation to the status of some tenancies. A recommendation has been made to ensure the matter is resolved as quickly as possible.

Governance Standard 2:

Clanmil HA adopts a robust approach to the assessment and management of risk and demonstrates informed and transparent decision-making processes.

Outcome of Finance Standard - MET

Finance Standard 1:

Clanmil HA has demonstrated that it manages its resources effectively to ensure financial viability is maintained in the short, medium and longer term.

Finance Standard 2:

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

Outcome of Consumer Standard - MET

Consumer Standard 1:

Clanmil HA has managed its businesses so that tenants and other customers find it easy to participate in and influence decisions at a level they feel comfortable with.

Consumer Standard 2:

Clanmil HA has demonstrated that it provides 'Decent Homes' standard accommodation with good service quality choices appropriate to the diverse needs of its tenants.

One recommendation has been raised to address non-achievement of response maintenance targets.

Consumer Standard 3:

Clanmil HA has illustrated how it contributes to supporting vibrant communities that encourages tenant opportunities and promotes well-being.

Anticipated Level of Engagement following 2023/24 assessment:

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

Further information on our Regulatory Standards, how we reach our Regulatory Judgement decision and the different levels of engagement can be found on our website at the following link [Regulatory Framework for Registered Housing Associations in Northern Ireland and supporting advice notes | Department for Communities](#)