



**DfC**

Department  
for Communities

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# Regulatory Framework

Ark 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 and 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

Founded in 1987, Ark Housing Association (henceforth referred to as Ark Housing) provides social rented accommodation throughout Northern Ireland for families, the elderly, those with disabilities, single persons and others in housing need. In addition, Ark Housing works with various partners to provide housing and support services to individuals recovering from mental illness and those with learning difficulties.

Ark Housing is the only Housing Association in Northern Ireland to own, manage and directly deliver support services to homeless families at their own centres in 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:**

**Ark Housing**

**1**

Meets the requirements

Based on a review of the evidence submitted by the RHA, Housing Regulation Branch has determined that Ark Housing demonstrated that it meets the Regulatory Standards for Governance, Finance and Consumer. 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:**

Ark Housing 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:**

Ark Housing demonstrated that they have a robust approach for assessing and managing risk. In addition, they demonstrated that they have an effective decision-making process which allows for informed and transparent decisions.

## Outcome of Finance Standard - MET

### **Finance Standard 1:**

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

### **Finance Standard 2:**

Ark HA have demonstrated that they are achieving value for money in meeting their organisation's objectives.

## Outcome of Consumer Standard - MET

### **Consumer Standard 1:**

Ark Housing demonstrated that they manages their business so tenants and other customers find it easy to participate and influence decisions at a level they feel comfortable with.

### **Consumer Standard 2:**

Ark Housing demonstrated that they provides 'Decent Homes' standard accommodation with good service quality choices appropriate to the diverse needs of their tenants.

### **Consumer Standard 3:**

Ark Housing demonstrated how they contributes to supporting vibrant communities, encouraging tenant opportunities and promoting well-being.

## Anticipated Level of Engagement for 2018/19:

**Level 1** – Where following submission of the Regulatory Standards Annual Return (RSAR) and required financial information, we are content there is sufficient assurance and little additional contact is required unless other matters arise.

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](#).