

## Assurance Statement November 2020



**Our Conclusion:** Based on the assessment of our performance against the Scottish Social Housing Charter (SSHC), the 7 Regulatory Requirements contained in Chapter 3 of the Scottish Housing Regulators Framework 2019 and the evidence we have obtained, nothing has come to our attention that causes us to believe we are not compliant in any material form against Standards 1 to 7.

As a Registered Social Landlord (RSL) Cathcart & District Housing Association is required to submit its annual Assurance Statement to the Scottish Housing Regulator (SHR) by 30 November 2020.

- When considering whether we are compliant or not with our legal and regulatory requirements we have given full and frank discussion to the impact of Covid-19 on our service provision. All changes have been made in line with Government Guidelines and we continue to do that. We are confident that the changes we have put in place meet all national and local policy requirements and as a result we have been able to meet our obligations to service users.
- The Governing Body has undertaken an annual overview of its on going self assessment and satisfied itself that all the evidence that supports our self assessment is collated in a manner that is easily demonstrated.
- Whilst we operate on a continual improvement basis, and currently in difficult times we have noted some areas that we will continue to work on through our internal action plans, there is no area within the Regulatory Standards or SSHC that we are of the belief we show any material failings in. In addition to measuring our performance against the standards and SSHC we have assured ourselves that we meet the criteria of Assurance and Notification as contained in the SHR Framework document Pages 7, 8 and 9. In carrying out our final assessment we referred to:

Legal Requirements	Scottish Social Housing Charter	Business Plan and Committee Reports	Committee Minutes	Policies	Constitution
Codes of conduct	Standing orders and delegated authority	Committee Skills and training	SHR guidance	SFHA Guidance	SHN Guidance
HA publications and consultations with our tenants	Financial returns	Internal and external audit reports			

We used the updated toolkit issued by SFHA as the basis for our self-assessment against the Regulatory requirements, and evidences our compliance with supporting documentation. We note that owing to Covid during 2020 we:

- Closed our Office on 23 March 2020 and have employed work from home practice since
- We missed 3 gas services owing to tenants shielding and these have now been carried out
- We rolled over our planned maintenance programme and plan to tender same in Q4 and bring forward the following year to that time in the interest of value for money in the procurement process.

We do not consider these issues to constitute non-compliance with Regulatory Standards.

The Governing Body continues to seek assurance through challenging information at every Committee meeting and ensure that information provided is robust and meaningful.

We will continue to keep our processes under review and strive to deliver excellent services to our customers.

Approved at the Full Committee meeting of 17 November 2020

Signed .....(Marion McMillan, Chairperson)