



The Management Committee of Elderpark Housing is of the opinion that we are 'assured' that we remain **materially compliant** with the Regulatory Standards set out in Chapter 3 of the Regulatory Framework. Over the last twelve month period we have conducted a thorough and robust self-assurance process, sought extensive external validation against key aspects of Governance and Financial Management and made decisions based upon good quality information which supports the association in achieving our objectives.

In undertaking the self-assurance exercise Elderpark Housing has gathered appropriate assurance that we:

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory Framework
- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services
- Comply with the relevant legislative duties
- Have taken appropriate account of the regulatory advice provided by the Scottish Housing Regulator and other regulatory bodies
- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management.

Evidence of these sources of assurance include:

- A detailed self-assurance framework which provides evidence and review of the Regulatory Requirements
- Management Committee reports on business areas such as governance, finance, human resources, asset management, housing management and development which all include consideration of risk, relevance to our business plan, regulatory compliance, impact on tenants and financial implications
- Detailed professional advice in the form of reports and updates from the Chief Executive, Senior Management Team and relevant employees
- Reports and analysis from internal and external auditors, external membership bodies, appointed advisers and specialist consultant advisers all of whom provide external independent evaluation, feedback and validation.

The association recognises that we continue to live in uncertain times and the challenges to the organisation and our tenants and residents have never been more evident. Despite these challenges the performance in relation to the Annual Return on the Charter saw improvements across most areas including reduced rent arrears, reduced days to relet and the time taken to complete emergency repairs. The large scale independent tenant satisfaction survey concluded in April 2022 showed a small decline across most satisfaction indicators however based upon the information provided by the independent researcher this decline was generally not as steep as has been felt across most of their RSL clients undertaking satisfaction surveys during a similar period.

An internal audit has recently been completed on Governance and Risk Management which examined arrangements to ensure compliance with the SHR's Regulatory Standards and our arrangements for identifying, mitigating and monitoring risks. This internal audit has provided 'Substantial Assurance' against these key areas and cited areas of positive practice in relation to our assurance processes.

Tenant Safety has been a focus for the Management Committee during the year with the completion of the external consultancy project which audited each of the six major areas of tenant safety which concluded in each area that we had 'adequate assurance' and provided a range of recommendations for implementation within the following twelve month period. Progress against these actions has been substantial with the Management Committee content that the follow-up audit due in the summer of 2023 will identify excellent progress.

In addition, 2021-22 also saw new requirements to complete LD2 and EICR works within all of our properties and the association confirms that we are compliant with these areas with small numbers of follow up works in relation to the EICR's currently being undertaken. Finally with regards to Tenant Health and Safety we continue to liaise with our contractor to undertake remedial and enhancement works to a property which has HPL Panels with work scheduled to be concluded by the end of the financial year.

The association undertook a follow up external business planning day in the summer of 2022 to review the plan in recognition that significant changes in the external environment had taken place and had the potential to impact on our current and future plans. This exercise identified that good progress had been made against year one of the plan and solidified that the trajectory of the association is in line with our vision and aims.

In the year the association also engaged with an external finance consultant to assist with a full review of our thirty year plan which demonstrated that the association was able to achieve our covenants and retain a positive cashflow throughout the life of this plan. In recognition of the volatile external environment and recent Scottish Government emergency legislation we are in the process of carrying out further sensitivity analysis on the significant areas in relation to income and expenditure however based upon our cashflow, borrowing capacity and existing loan portfolio we are content that the issues prevalent at this time, while challenging, will be able to be managed by the association and continue to deliver high quality services and homes to our tenants and residents.

The association has recently commenced the data collection in relation to the National Guidance on the Collection of Equality Information and this information will be gathered anonymously in the first instance with any particular trends or observations which are identified in relation to the characteristics of our tenants, service users and people will be subject to further collection to ensure this information is able to be utilised as a tool for delivering our services.

The Management Committee are satisfied that we have taken all reasonable steps to ensure that we have achieved compliance against all areas of the Scottish Housing Regulator's Regulatory Framework and are content that we have achieved the best outcomes for our tenants and service users.

Signed on behalf of Management Committee on the 25th October 2022:

[REDACTED - PERSONAL DATA]

John Kane, Chairperson