



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 other relevant employees
- Consideration of tenant and service user feedback in the form of large scale satisfaction surveys, service specific surveys, service user complaints and consultation exercises.
- Reports and analysis from internal and external auditors, external membership bodies, appointed external advisers and specialist consultants all of whom provide external independent evaluation, feedback and validation.

The last year continued to provide a difficult external environment for the association and our tenants and service users. Despite these challenges relating to the economic environment, the rising prices of labour and materials and wider inflationary pressures, ongoing staffing changes and a competitive recruitment market together with political and global instability the association

maintained good performance across almost all areas of the Scottish Social Housing Charter evidenced within our 2022-23 ARC return.

The robust assurance process and the above sources of assurance has identified a range of non-material enhancements which we will seek to implement over the next 12 months including development of a robust Asset Management Strategy taking account of the recent stock condition and tenement stonework surveys; development of an Equalities and Human Rights Strategy with clarity around how we will use this information in our decision making and ongoing improvements to how we monitor and produce performance information across the organisation.

In May 2023 the Scottish Housing Regulator visited the association as part of its thematic review to help them understand the participating associations approach to preparing the Annual Assurance Statement and how we assured ourselves around compliance with the Regulatory Requirements. During this visit they identified various areas of positive practice including that the annual assurance programme took the form of a three year programme which is regularly reviewed with a clear action plan for implementing enhancements and that the association had a strong focus on tenant and resident safety along with effective financial management. It identified one area where we could strengthen our approach around involving tenants and service users in the assurance process and this will be considered in conjunction with our ongoing tenant engagement processes.

During the year our external Health and Safety consultant carried out follow-up audits of two areas of Tenant Safety with these (Gas Safety and Asbestos Management) moving from 'adequate' to 'substantial' assurance with the intention that further external audits will take place over the following twelve months to review progress across the other significant areas of tenant safety. In addition the association has put in place mechanisms and a new policy for the identification and management of instances of Damp and Mould in recognition of the increased emphasis in this area.

In reviewing our compliance with the Regulatory Framework we are assured that we have established appropriate systems for the collection of equalities data initially carried out through a large scale anonymised survey in February 2023 with the association considering how best to use this data to take account of equality and human rights issues in relation to our decision making, policy development and day to day service delivery.

We are assured that we have the necessary systems and approaches to identify issues of material non-compliance in relation to our governance and the operation of our business.

As Chair, I was authorised by the Board at a meeting held on 31<sup>st</sup> October 2023 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

[REDACTED – PERSONAL DATA]

**Maureen McDonald, Chairperson**