

## Assurance Statement

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 continued our ongoing self-assurance process and, where appropriate, have sought external assistance across various business areas to support our decision-making process and ensuring these are based upon good quality information which seeks to achieve our Business Plan Vision and Strategic Objectives.

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

- We comply with all relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework
- We comply with all relevant standards and outcomes in the Scottish Social Housing Charter
- We comply with all relevant legislative duties
- We comply with the Standards of Governance and Financial Management

Evidence of these sources of assurance gathered include:

- A detailed self-assurance framework which provides a robust evidence bank and is subject to an ongoing review of the Regulatory Requirements
- Management Committee reports across all 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 received in the form of reports, updates and guidance from the Chief Executive, Senior Management Team and other relevant employees
- Consideration of tenant and service user feedback in the form of satisfaction surveys (including large scale survey), service specific surveys, service user complaints and consultation exercises
- Review and development of a range of policies in the year directly linked to the Regulatory Framework and / or our business functions
- Reports, advice and information from internal and external auditors, external membership bodies, any appointed external advisers and specialist consultants all of whom provide external independent evaluation, feedback and validation.
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The association fully understands the benefit obtained through appropriate external support particularly in relation to complex business areas highlighted within the Standards of Governance and Financial Management. The association engaged with external consultants in the year where it is either beneficial to provide a level of independence or the association does not have the relevant expertise in-house. Some of the external support in the year includes the use of a consultant in the development of a new Business Plan for the next five years, the use of a development agent for our new build development, housing specialists in the review of our service provision and asset management support to cover unforeseen gaps within resource.

The association recently undertook a full review of our thirty-year plan taking into account the financial implications of a new build development proposal, together with a fully revised 30 years planned maintenance programme, which factors in some of the increasing financial challenges across this area of work. This plan will inform our borrowing requirements for the new build development at Nimmo Drive and the refinancing of an existing loan with this taking place in 2026.

Given the complex operating environment, the association restructured across our assets team introducing a new role of Asset Officer (Safety and Compliance) in recognition of the importance of continuing to ensure that Tenant Safety compliance is a critical part of the association's activities. This role is supported by our external Tenant Health and Safety Consultants who provide expert advice and guidance together with ongoing audits of our approach.

We recognise that we are required to notify the SHR of any changes in our compliance during the year and are assured that we have effective arrangements in place to enable us to do so. At each Management Committee meeting, Governance is a standard item within the agenda and includes all aspects including notifiable events, compliance with our rules and standing orders, any regulatory publications and our ongoing assurance process.

We have established appropriate systems for the collection of equalities data with a recent large scale satisfaction survey gathering extensive anonymised equalities data. This was supplemented by an independent survey to tenants on our draft Equalities Strategy with feedback from this considered in the production of the strategy and accompanying updated Equality and Diversity Policy.

As part of our ongoing assurance process, we continue to identify non-material actions which will enhance our practices, policies and processes and these form the basis of an assurance action plan which is monitored regularly. In addition, there are various action plans created through other areas of work, for example, actions contained within any Risk Register, Internal Audit Programmes and Tenant Safety Audits and the implementation of these actions also form part of our work both within the year and in future years.

We are assured that we have the necessary systems, approaches and expertise within the association 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 Management Committee at a meeting held on 28<sup>th</sup> October 2025 to sign and submit this Annual Assurance Statement to the Scottish Housing Regulator.

**[REDACTED – PERSONAL DATA]**

**Maureen McDonald, Chairperson**