



HOUSING ASSOCIATION LIMITED

Scottish Housing Regulator  
Buchanan House  
58 Port Dundas Road  
GLASGOW  
G4 0HF

Date: 25/10/2023

Dear Sirs

**ANNUAL ASSURANCE STATEMENT 2023 ON BEHALF OF THE BOARD OF  
BRIDGEWATER HOUSING ASSOCIATION LTD**

In reviewing the evidence and assessing compliance, we have taken account of good practice advice, using the SFHA toolkit as a guide.

As a result of robust, timely and regular evidence-based reporting to the Board and its Sub Committees, along with ongoing self-assessment and internal audit and having made all reasonable enquiries and based on sufficient and reliable information, to the best of our knowledge and belief we comply with all requirements outlined in the Regulatory Framework with the exception of Chapter 3 – (3.5).

We are working toward compliance in matters relating to Customer Safety Compliance (Chapter 3 – 3.5). We have approved an independent audit to assess our Tenant and Resident Safety Compliance against legislative and regulatory requirements, and to address any gaps in compliance by 31st March 2024. This plan will be closely monitored until its conclusion.

In reviewing compliance, we have adopted an improvement focus and have also identified several improvement actions which we will progress during the year. To support effective implementation, these actions form an Improvement Action Plan which will be monitored by the Board at agreed intervals to ensure successful achievement.

We have gained this assurance from a review of a comprehensive bank of evidence, including our audit review, and from our ongoing oversight of Bridgewater's affairs throughout the year to 31<sup>st</sup> October 2023.

We are assured that Bridgewater Housing Association has the necessary arrangements in place to identify any risks to compliance during the conduct of our

**Bridgewater Housing Association, India of Inchinnan, Greenock Road, Inchinnan, Renfrew PA4 9LH**  
T: 0141 812 2237 E: [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk) f: [@BridgewaterHA](https://www.facebook.com/BridgewaterHA) W: [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk)

**Access your online account: [www.mybha.org.uk](http://www.mybha.org.uk)**

Recognised Scottish Charity No SCO35819. Scottish Housing Regulator No HAL301.

Co-operative and Community Benefit Societies Act 2014 No 2525R(S). Property Factor Registration Number PF000105.

business and governance arrangements.

Key sources of information considered in preparing this statement, in the period to 31st October 2023, include:

- External audit
- Internal audit programme
- External Health and Safety audits
- Independent large-scale Tenant Satisfaction Survey
- Advice from external and specialist advisers
- Data analysis about our tenants and customers
- Benchmarking
- Reports, advice, and information from senior staff

In reviewing our compliance with the Regulatory Framework, we are assured that we have appropriate systems in place for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our approach to decisions, policy-making and day-to-day service delivery.

Our Business Plan review commenced in September 2022 and a new business plan covering 2023-2028 is now in place.

We undertake to notify the SHR should there be any supplementary information or changes to the assurances reported in this statement and will make this statement available to our tenants and stakeholders by publishing it on our website.

As Chair, I was authorised by the Board at the meeting held on 25th October 2023 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Yours faithfully

John Paterson  
Chair of Bridgewater Housing Association