

The Caledonia Housing Group

Annual Assurance Statement 2025



In the preparation of this statement of assurance, the governing bodies of the Caledonia Housing Group have assessed our compliance with the regulatory requirements and standards set out in section three of the Scottish Housing Regulator's Regulatory Framework.

Members of Caledonia Housing Association's Management Board and Cordale Housing Association's Management Committee have scrutinised our regulatory compliance assessment which comprises of an assurance checklist (with appropriate commentary and evidence), and four in-depth thematic reviews of key areas deemed significant to the Group's operations. The thematic reviews undertaken were:

- Customer Engagement
- Cyber Security
- Stock Investment and Service Delivery
- Tenant and Resident Safety

The Management Board of Caledonia Housing Association, and the Management Committee of Cordale Housing Association confirm our compliance with the:

- Regulatory Requirements and the Standards of Governance and Financial Management, as set out in section three of the Regulatory Framework.
- Relevant standards and outcomes of the Scottish Social Housing Charter.
- Statutory obligations relating to tenant and resident safety, housing and homelessness, and equalities and human rights.

Tenant and resident safety

The governing bodies acknowledge the critical importance of upholding the safety of tenants and residents. The Health, Safety and Wellbeing Committee includes participation from governing body members, as well as senior leaders and front-line staff from across the organisation, to facilitate meaningful and informed discussions. Regular reports and briefings from senior management are presented at governing body meetings, providing assurance of our effective risk management in these areas. We also have a robust programme of internal audit which provides professional external scrutiny of our processes and performance, including our management of tenant and resident safety. We are therefore assured of our compliance with all relevant safety requirements in relation to:

- Gas safety
- Electrical safety
- Water safety
- Fire safety
- Asbestos
- Damp and mould, and
- Lift safety

The Group maintains a comprehensive policy framework establishing key responsibilities for assessing and managing risks to tenant and resident safety, and has programmes in place to conduct all relevant safety inspections.

Continuous Improvement and tenant feedback

The Caledonia Housing Group has adopted an approach to compliance based on continuous improvement. We monitor and evaluate year-on-year performance, gathering valuable feedback from our tenants on the thematic reviews, which offers valuable insight to us as governing body members about the issues and priorities that matter most to our tenants. We have agreed an improvement plan for 2025/26 which we will monitor on a quarterly basis at our respective Management Board and Management Committee meetings.

Compliance Status

We have not identified any areas of non-compliance as part of our regulatory compliance assessment.

As a Management Board and Management Committee, we recognise that we are required to notify the Scottish Housing Regulator of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to do so.

This statement is provided for, and on behalf of, the Caledonia Housing Group. A Short Life Working Group have considered the contents of this statement and recommended its approval, which was granted by the Cordale Management Committee at their meeting on 21 October 2025, and the Caledonia Management Board at their meeting on 28 October 2025.

I have been authorised by the respective governing bodies to sign this Annual Assurance Statement on behalf of the Group.

Signed:

Date:

Chair of Caledonia Housing Association