

Cloch Housing Association  
Annual Assurance Statement 2022



In reviewing the evidence and assessing compliance, we have taken account of good practice advice, using the SFHA toolkit as a guide. We have obtained external support to provide us with additional assurance that our approach is effective and robust and conducted external surveys of tenants in both Equalities and Tenant Satisfaction.

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

The Board of Cloch Housing Association is satisfied that, to the best of our knowledge, Cloch is compliant with the requirements of Chapter 3 of the Regulatory framework and the Regulatory Standards of Governance and Financial Management. We have gained this assurance from a review of a comprehensive bank of evidence, including our external review, and from our ongoing oversight of Cloch's affairs throughout the year 2021 to 2022.

Our externally reviewed Internal Audits gave substantial assurance for "Tenant and Resident Safety/Duty of Care", "Procurement" and "Equality and Diversity".

We are assured that Cloch Housing Association has the necessary arrangements in place to identify any risks to compliance in the course of the conduct of our business and governance arrangements.

In reviewing our compliance with the Regulatory Framework, we are assured that we have appropriate systems in place for the collection of equalities data and that data is now collected for 2022. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

We currently have 19% of properties which do not have a valid EICR. This is mainly a direct result of the pandemic and understandable tenant concerns about potential transmission of Covid by inspecting contractors, who require access to every room in a property to carry out these inspections and is also due to tenants who resist giving access to their property and shortages of materials. All outstanding inspections are scheduled to be completed at the same time as our Gas Safety Checks. As reported in our ARC, these properties are currently categorised as 'in abeyance' for the purposes of the SHQS.

In December 2021, we carried out our three yearly Tenant Satisfaction Survey, and we are assured that we are taking account of comments on our services and have created an action plan to work on to improve our services. Given that the survey results were down in some areas, partly because of the lack of services during the

pandemic, we are going to bring it forward a year and the next survey will be in late 2023.

The Board can confirm that we have seen and considered appropriate evidence to support the level of assurance we have.

The date of the Board Meeting where this has been confirmed and agreed the Statement is 11<sup>th</sup> October 2022.

Signed:

Name: Kelly Ferns

Position Held: Chair of Cloch Housing Association Board

Date: 31<sup>st</sup> October 2022