



## Introduction

As a Registered Social Landlord (RSL), Craigdale Housing Association is required to submit its annual Assurance Statement to the Scottish Housing Regulator (SHR) before the 30<sup>th</sup> November 2020.

In considering our compliance with our legal and regulatory requirements in 2020, we have taken full account of the impact of COVID 19 on our services. We have complied with the temporary changes to legislation and continue to follow national and local policy requirements. This includes health and safety, social distancing, office opening, use of PPE, application of Test and Protect requirements and indoor gatherings.

We are confident that the measures that we have put in place and the contingency planning that we have implemented have ensured that we are able to continue meet our responsibilities to our tenants, regulators and funders.

Where we have adapted revised standards of service delivery, we have communicated changes clearly to our tenants and are maintaining the necessary records to ensure a smooth resumption of normal services in due course.

Our Assurance Statement was approved by the Board at its meeting on 27<sup>th</sup> November 2020.


## Format of our Assurance Statement

The SHR has not been prescriptive about how the Assurance Statement should look, therefore we have been able to develop a Statement that we feel works for us and our customers, whilst meeting the SHR's expectations as contained within their document '*Regulation of Social Housing in Scotland: Our Framework, February 2019*'.

## Assurance

Our Assurance Statement takes account of sector guidance, with the Board evaluating the Association's compliance with our Regulatory requirements, the Standards of Governance & Financial Management and our legislative duties (now referred to as the Regulatory requirements), which are contained within the SHR's Framework, Chapter 3 Regulatory Requirements.

This Statement is available in other languages and formats free of charge. Please contact a member of Staff if you, or anyone you know would benefit from this service

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The table below summarises our compliance with the Regulatory requirements:

Regulatory Requirements	Compliant?
Assurance & Notification	Yes
Scottish Social Housing Charter (SSHC)	Yes
Tenant & Service User Redress	Yes
Whistleblowing	Yes
Equality & Human Rights	Yes
Statutory Guidance	Yes
Organisational Details & Constitution	Yes
Regulatory Standards of Governance & Financial Management (RSGFM)	Yes
Legislative Duties	Yes

In determining our compliance with the Regulatory requirements our evaluation process considered:

- ❖ Whether we, as a Board, are sufficiently assured through self-assessment, ongoing oversight and scrutiny that we comply with the Regulatory requirements and are sufficiently confident that we can pass that assurance on to our stakeholders.
- ❖ Any areas of material non-compliance with the Regulatory requirements.
- ❖ Any areas for improvement.
- ❖ Impact of COVID 19

The Association can report that to the best of our knowledge we **have no areas of material non-compliance** with the Regulatory requirements.

During 2020 we made 2 Notifiable Events to the SHR relating to:

- ❖ Temporary physical closure of our office – Due to Government advice
- ❖ Failure to carry out Gas Safety Inspections due to shielding

We do not consider either of these issues to constitute non-compliance with Regulatory Standards as both issues have been directly impacted by COVID 19. In addition, we have now completed up to date Gas Safety Inspections for all relevant properties and our office remains closed to the public as per Government advice.

### Supporting evidence and additional information

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We used the updated toolkit issued by the Scottish Federation of Housing Associations in 2020 as the basis for our self-assessment against the Regulatory requirements. We can evidence our compliance with supporting documentation, including independent reviews that we commissioned in terms of our compliance with the SSHC and RSGFM. Our other self-assurance activities include for example, internal audit, independent surveys, in-house assessments and other internal organisational controls and checks. The outcome of our self-assessment, ongoing oversight and scrutiny demonstrates our compliance with the Regulatory requirements.

Stakeholders can be assured that the Board challenges information that it is provided with from Staff and consultants in order to ensure that the information received is robust and accurate.

### Next Steps

We will keep our Assurance Statement under review and will notify the SHR and our customers if we become materially non-compliant with the Regulatory requirements prior to issuing our next annual Assurance Statement in October 2021.

We are in the process of implementing a small number of areas for improvement, which we have identified from our self-assessment process.


Our Assurance Statement is publicly available on our Website and is displayed in our office.

Finally, I can confirm as Chair of Craigdale Housing Association, I was authorised by the Board at a meeting held on 27<sup>th</sup> November 2020 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

*John Kilpatrick*

John Kilpatrick  
Chairperson

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