East Dunbartonshire Council - Annual Assurance Statement

The Council is compliant with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework, with the exception of those areas set out below.

The Council achieved **all but the following** standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services:

The following gives an overview of each area, its assessed status and a reasonable timeframe towards achieving full compliance:

- **Equalities** is assessed as compliant from March 2021
- **Communication** is assessed as compliant from March 2021
- **Customer engagement** is assessed as compliant from March 2021
- **Repairs** is assessed as working towards compliance with a lead timescale of November 2027
- **Estate management** is assessed as compliant from March 2021
- **Housing options** is assessed as compliant from March 2021
- **Access to housing** is assessed as working towards compliance with a lead timescale of November 2027
- **Housing support** is assessed as compliant from March 2021
- **Homelessness assessment** & **investigation** is assessed as compliant from March 2020
- **Income management** is assessed as compliant from August 2025
- **Void management** is assessed as compliant from March 2021
- **HRA** is assessed as working towards compliance with a lead timescale of November 2027
- **Performance management** is assessed as compliant from March 2021

Equalities and Human Rights Duty

The Regulator requires the Council to provide assurance that it has appropriate plans in place to implement an effective approach to the collection of equalities information and that Housing has started to consider ways to do so. The Housing Service intends to utilise the implementation of the Integrated Housing Management System to support activities in meeting the Council's duty in terms of equalities and human rights information gathering, while also being responsive to the needs of its customers. There is also an opportunity to use the Business Plan and new Local Housing Strategy to identify objectives for minority and harder to reach groups that will provide a clearer understanding of service user's needs to better inform future planning and policies.

Tenant and Resident Safety

The Regulator requires the Council to provide assurance that it is compliant with relevant obligations in relation to tenant and resident safety with a particular focus on gas, electrical, water, asbestos, damp and mould, and lift safety. The Council's Housing and Property Maintenance services has introduced robust policies, procedures, and guidance in place to ensure its tenants and visitors to their homes benefit from safe, warm, well maintained

housing that meets required standards and has a robust system in place to record and deal with repairs identified within statutory and locally agreed timescales.

Those resident in private rented sector housing are assured the Council has effective monitoring practices in place to safeguard private sector tenants via Landlord Registration processes and enforces Rent Penalty Notices where landlords fail to meet their responsibilities to provide the necessary safety certification to comply with the registration process.

The Housing Investment Team ensure contractors follow all legislation and regulations in line with the relative programme of works they are dealing with. The Housing Investment Team also seek assurance from the Council's own Health and Safety Team and defer any concerns to them and are confident in the process followed for all Capital Works guaranteeing our tenants and residents safety. From reporting year 2025/26 tenant and resident safety is incorporated into the ARC and Assurance Statement.

The Council has seen and considered sufficient evidence to give its assurance.

The Council approved its Annual Assurance Statement at the meeting of the Place Neighbourhood and Corporate Assets Committee on 5 November 2026.

Signed on behalf of the Committee.

Chair signature:

Date: