

## Our 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:

Key service area	Responsible Team	Status	Timeframe
Equalities	Strategy & Development	Partially compliant	March 2021
Communication	Strategy & Development	Partially compliant	March 2021
Customer engagement	Strategy & Development	Partially compliant	March 2021
Repairs	Property Maintenance	Partially compliant	March 2021
Estate management	Estates	Partially compliant	December 2021
Antisocial behaviour	Estates	Partially compliant	December 2021
Housing Options	Homelessness	Partially compliant	March 2024
Access to housing	Estates	Partially compliant	December 2021
Housing Support	Homelessness	Compliant	October 2019
Homelessness temp	Homelessness	Partially compliant	March 2024
Homelessness access	Homelessness	Compliant	March 2020
Income management	Housing operations	Partially compliant	March 2021
Void management	Estates	Partially compliant	March 2021
HRA	Executive Officer - Housing	Partially compliant	February 2022
Performance	Strategy & Development	Partially compliant	March 2021

*Table 1 - Overview of Compliance According to Each Housing Service Area*

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

The Council approved its Annual Assurance Statement at the meeting of the Place, Neighbourhood and Corporate Assets Committee on 12 November 2020.

Signed on behalf of the Committee.

Chair’s signature

Date: *[insert date]*