



East Renfrewshire Council gives assurance that:

- ✓ We comply with the regulatory requirements set out in section 3 of the Scottish Housing Regulator's Regulatory Framework document.
- ✓ We achieve all the standards and outcomes in the Social Housing Charter for tenants and other customers who use our service.
- ✓ We comply with our legal obligations as a landlords, specifically in relation to housing, homeless, equality and human rights and tenant safety.

Through our self-assessment to inform our Assurance Statement we know we need to improve in the following areas to strengthen our compliance with the Scottish Social Housing Charter:

❖ **Income Maximisation**

We are making improvements in our management of empty houses, specifically to improve our efficiency in re-letting properties to mitigate lost rent and to deliver good outcomes in our allocations process.

We have seen a significant increase in current tenant arrears through the period of the Covid pandemic. We will maximise our resources in arrears recovery to engage and support our tenants with the aim to maximise rent collection.

The Assurance Statement was approved at the Cabinet meeting on 23 October 2021 and I sign this statement on their behalf.

**Signed: (Convenor): Councillor Danny Devlin**

