

Annual Assurance Report 2019

Our Annual Assurance Statement

✓ We comply with our legal obligations, and the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework. However additional work is required in the areas set out below to ensure a more satisfactory level of performance.

We:

➤ Pledge to address the following, in relation to the Scottish Social Housing Charter standards for tenants, people who are homeless and others who use our services:

! Void Management & Maintenance • Improving efficiency and Value for Money

➤ Pledge to address the following, in relation to our legal obligations concerning housing and homelessness, equality and human rights, and tenant and resident safety:

! Homeless Temporary Accommodation • Ensuring accommodation is always available in emergency homeless situations.

We have seen and considered sufficient evidence to give us this assurance.

As such, this statement has been approved at the meeting of our Cabinet on 24th October 2019.

Signed: (Convenor)



Assurance Statement 2019 – Improvement Plan

Compliance Issue	Service Area	What we need to address	When will we do it?	Who is responsible?
Legal Obligations	Homeless Temporary Accommodation	<p>We need to ensure accommodation is always available in emergency homeless situations.</p> <p>We will do this by reviewing our temporary homeless accommodation provision, in line with the commitments made in our Rapid Rehousing Transition Plan.</p>	By March 2020	Senior Housing Manager
Meeting Charter Standards	Void Management	<p>We need to make sure our void management process is as efficient and customer focused as possible and continues to provide Value for Money.</p> <p>We will do this by considering elements of the void process where efficiency can be improved, and in particular using IT system improvements.</p>	By March 2020	Senior Housing Manager

