



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 landlord, specifically in relation to housing, homeless, equality and human rights and tenant safety, with the exception of:

***Electrical Installation Condition Reports (EICRs)***

With recent changes to the timeframe for renewal of EICR's for each property from every 10 years to every 5 years; the number of certificates then expiring; and with constraint on manpower to accelerate these checks, we are not fully compliant at October 2022.

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 have faced a sharp rise in current tenant arrears in recent years, but with slowing of this trend in 2021/22. We are progressing an arrears recovery strategy, providing closer engagement with tenants through increased capacity and smaller neighbourhood patches with the aim to maximise rent collection and support tenants struggling financially.

❖ Customers and Engagement

We are refreshing our approach to working with customers, agreeing improvements in how we communicate with them about the services on offer and the standards of service they should expect. Additionally the opportunities they have to influence planned service improvements and design to increase customer satisfaction.

The Assurance Statement was approved at the Cabinet meeting on 13 October 2022 and I sign this statement on their behalf.

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

