



## Annual Assurance Statement

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The following statement confirms that:

We comply with the majority of regulatory requirements set out in Chapter 3 of the Regulatory Framework. This includes that we:

- Are achieving the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- Comply with our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety.

Our review of outcomes 4,5 and 12 of the Scottish Social Housing Charter, relating to quality of housing, repairs and maintenance and homelessness services has shown that we are not fully compliant with these outcomes in the following ways:

### **Outcomes 4 & 5: Quality of Housing & Repairs**

- Gas safety checks – we were unable to carry out a gas safety check on one occasion within the required timescales in 2023/24.
- We were unable to complete the installation of interlinked smoke alarms for 61 properties in 2023/24.
- The number of properties meeting the Scottish Housing Quality Standard was reported as 79.40% in 23/24. Failures were because of being unable to carry out electrical safety checks.

We have made progress in ensuring our properties are compliant with electrical safety requirements. This is confirmed by our improved compliance with the Scottish Housing Quality Standard, improving from 70.06% in 2022/23 to 79.4% in 23/24. We have improved how we use external contractors, with those contractors who carry out electrical safety checks now also fitting interlinked smoke alarms as part of this work. Despite repeated attempts to engage with households, access to properties has remained the biggest issue. Forced entries, to fit interlinked smoke

alarms, started in June 2023. This has led to significant reductions in the number of properties still requiring interlink smoke alarms.

At the end of the financial year, no gas safety checks remained outstanding.

### **Outcome 12: Homeless People**

- We reported 39 breaches of the Unsuitable Accommodation Order in 2023/24.

Our homeless services are under significant pressure, and we continue to experience unprecedented demand for temporary accommodation. Abolition of the local connection has also placing additional pressure on the service. We have a temporary accommodation action plan in place and continue to explore ways to meet demand and secure positive outcomes for homeless households.

We confirm that we have considered an appropriate level of evidence to give us this assurance. The evidence provided has been reviewed by our Internal Audit Team and was awarded 'Substantial Assurance.' The information required to provide the necessary level of assurance will continue to be reviewed on an on-going basis.

We approved our Annual Assurance Statement at the meeting of our Executive Committee on 10th October 2024.

I sign this statement on behalf of the Executive Committee.

Chairs signature:

Signed