

Scottish Housing Regulator
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

13 September 2021

Dear Sirs,

In considering our compliance with our legal and regulatory requirements in 2021, the Board have taken account of the impact of the Covid-19 pandemic and consequent business, economic and social disruption. Fife Housing Association (FHA) have complied and will continue to comply fully with the temporary changes to legislation and follow national and local policy requirements e.g. in respect of health and safety, physical distancing, travel, office opening, use of PPE, and application of Test and Protect requirements. FHA is in the process of implementing a Hybrid Working Policy to maximise the benefits of flexible working for tenants and colleagues, including more flexible operating times, improved systems and reduced costs both for the organisation and the green agenda.

The Board are confident that the measures that have been put in place and the contingency planning that has been implemented have ensured that FHA are able to continue to meet the responsibilities to tenants, service users, regulators and funders. Where FHA have adopted revised standards of service delivery, these changes have been communicated clearly to our tenants.

FHA has implemented a programme of works that fully recovered the backlog of repairs and gas safety inspections that had been impacted upon as a result of Covid-19 such as self-isolation. The restrictions prevented our gas safety contractors being able to carry out the annual gas safety checks within the specified timescales, mainly due to tenants self-isolating, however FHA's level of compliance is currently 100%. FHA have kept tenants informed throughout and have provided safety advice to ensure that any emergency work is reported and actioned immediately.

FHA continue to monitor our Business Plan, budget and financial assumptions in the context of the ongoing situation and associated Business interruption. Our Business Plan reflects the regulatory guidance that was current at the time of its preparation and the Board will take account of updated regulatory advice as we monitor and review our Business Plan in the context of any ongoing situation.

accountable - firm but fair - open and honest - versatile

Registered Office: 7 Pitreavie Court, Pitreavie Business Park, Dunfermline, KY11 8UU
t: 08000 274 007 f: 01383 606163 e: info@fifehg.org.uk w: fifehg.org.uk



Fife Housing Group is a trading name of Fife Housing Association Ltd and PACT Enterprises Ltd.

Scottish Charity No. SC025647. Scottish Housing Regulator Registration No. 295. Registered Society under the Co-operative and Community Benefit Societies Act 2014. Registration No. 2476 R(S). Property Factor Registration No. PF000142.



Chair's signature

Date

On behalf of the Board of Management
Fife Housing Association