

5th October 2022

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



Assurance Statement 2022

As the responsible Governing Bodies of the Fyne Group, we confirm that, to the best of our knowledge, we comply with the Regulatory Standards and Regulatory Framework requirements with only the following exception:

- Failure to have carried our Electrical Installation Certificate Reports for all of our properties

This failure is attributed to the ongoing effects of the pandemic with resource/supply issues. As at 31st March 2022 we had 192 outstanding properties and at the time of preparation of this statement 149 were outstanding. The contract is ongoing and running concurrently in each of our 4 areas of operation. It is expected that all will be completed by March 2023

Our review was based on the updated toolkit provided by the Scottish Federation of Housing Associations in June 2022, which we populated with supporting evidence and from this we will also undertake some improvement actions which will further strengthen our governance arrangements. To support effective implication these actions will be monitored by Committee at regular intervals to ensure successful achievement.

The evidence bank combines reports, policies, advice and information provided to the Management Committee throughout the year along with other relevant documentations and information that contribute to our assurance. The review of this evidence was delegated to the Vice Chair and a Committee member who met with the SMT on 1st September 2022.

In reviewing our compliance with the Regulatory Framework, we are assured that we are working towards having appropriate systems in place for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy making and day to day service delivery.

We are confident that taking account of the current economic and social environments, we continue to meet our responsibilities to our tenants, service users, regulators and funders. Where we have adopted revised standards of service delivery we are communicating these changes clearly to our tenants. We are confident that we have successfully resumed normal service levels, subject only to external supply constraints

We recognise/.....

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Calls may be recorded for quality and training purposes

www.fynehomes.org.uk

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Fyne Homes Limited. Registered Office: 81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP Registered Social Landlord (REG. No. 321)
Registered Scottish Charity No. SC 009152. Registered Society under the Co-operative and Community Benefit Societies Act 2014 (REG No. 1454 R[S])
Incorporating: William Woodhouse Strain Housing Association and Bute Housing Association. Property Factor Registered Number PF000155



Fyne Homes Assurance Statement 5.10.22 (Contd)

We recognise that we are required to notify the SHR of any changes in our compliance during the year and are assured that we have effective arrangements in place to enable us to do so.

As Chair, I was authorised by Management Committee at their meeting on 5th October 2022 to sign and submit this Assurance Statement to the Scottish Housing Regulator. This information will also be published on our website.

Signed
James McMillan, Chair

Date 5th October 2022
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