

Glen Oaks Housing Association - Assurance Statement 2024

The Board confirms that we have reviewed and assessed a comprehensive bank of evidence to support this Statement that Glen Oaks Housing Association is, to the best of our knowledge, compliant with:

- All relevant regulatory requirements as set out in Section Three of the Regulatory Framework
- The relevant standards and outcomes of the Scottish Social Housing Charter
- The Regulatory Standards of Governance and Financial Management
- Our statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights

The evidence bank comprising, in 2024 of 150 separate items combines reports, policies, advice and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that Glen Oaks Housing Association is compliant. The evidence which supports this Statement includes:

- Reports about performance in key areas including: finance, service delivery, asset management, development and risk
- Internal and External Audit reports
- Advice from external and specialist advisers
- Tenant Scrutiny reports and the outcomes from specific consultation
- Data analysis about our tenants and customers
- Benchmarking
- Reports, advice and information from senior staff

In reviewing the evidence and assessing compliance, we have undertaken a self-assessment process as detailed in the Scottish Federation of Housing Association's self-assurance toolkit, and the revised guidance from February 2024. We have obtained extremely thorough external support from our Internal Auditors to provide us with additional assurance that our self-assessment approach and the evidence provided to the Board is effective and robust.

In assessing the evidence, we have adopted an improvement focus which has resulted in the creation of an Action Plan which we have begun to implement and will continue to progress during the course of the year. We have reviewed the identified actions in the improvement action plan and are satisfied that all are intended to deliver effective improvement and that none are material to our current compliance with the Framework.

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

We have a strong tenant engagement strategy that is fully embedded into the decisions we make, our policy setting and our service delivery. Regular consultations, surveys and an array of opportunities for tenants to engage with us ensures the Board have tenants' views available when making decisions. Further assurance that our tenant engagement strategy is a strength of Glen Oaks via a recent Customer Services Excellence assessment confirmed so.

The Association is extremely mindful of the cost-of-living crisis affecting its tenants. When setting the Association's rent increase for 2024/2025 the Association was concerned to ensure that, while we required to meet our business costs, we also had to strike a balance between this and ensuring that our rents are affordable for our tenants. The Association gave an informed choice to its tenants on rent increase options and received a high level of feedback from our tenants on these, prior to the Board setting the Association's rent increase.

We are satisfied that we meet all of our duties in relation to tenant and resident safety. In particular we have gained the necessary evidence-based assurance of compliance in respect of duties relating to gas, electrical, fire and water safety and our obligations relating to asbestos, damp and mould.

We have completed our assessment into the potential presence of RAAC in our stock and confirm that none has been identified.

We are assured that Glen Oaks Housing Association has the necessary arrangements in place to identify any risks to compliance in the course of the conduct of our business and governance arrangements and, in the event that there are any changes to our compliance, the Scottish Housing Regulator would be notified. The Board has been actively involved in the development and assessment of the evidence bank and monitors regulatory and legal compliance on a regular and ongoing basis.

As Chair, I was authorised by the Board at a meeting held on Wednesday 30 October 2024 to sign and submit this Assurance Statement to the Scottish Housing Regulator. We confirm that this Assurance Statement is being published on our website on the same date that it is submitted to the Scottish Housing Regulator.

30 October 2024