

Annual Assurance Statement 2024

The Board of Grampian Housing Association (GHA) is satisfied, to the best of its knowledge, that GHA is compliant with the requirements of Chapter Three of the Regulatory Framework and the Regulatory Standards of Governance and Financial Management.

We have gained this assurance from scrutiny of comprehensive evidence supplied to us by senior management over the year and from our ongoing governance and oversight of GHA. Where appropriate, we have obtained external support to provide us with additional assurance that our approach is effective and robust.

The evidence provided combines strategic plans, financial projections, reports, policies, audit and benchmarking activities as well as advice and performance information that the Board and its Committees monitor and oversee throughout the year. This provides continuous assurance that GHA is compliant. The evidence incorporates relevant documents and information that contribute to our assurance and which structure GHA's business and governance activities.

- We comply with the regulatory requirements set out in Chapter 3 of the Regulatory Framework;
- We achieve all the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services;
- Specifically, we confirm that we meet all duties in relation to tenant and resident safety, and in particular that we have obtained appropriate assurance about our compliance with all relevant safety requirements.

In assessing the evidence, we have developed our existing framework by using the SFHA publication *Social landlord self-assurance A toolkit for maintaining strong governance and meeting regulatory requirements*.

We retain our focus on continuous improvement which will see actions form part of our Rolling Governance Action Plan which will once again to be progressed through the next year. We are satisfied that none of these actions are material to our current compliance with the Framework. These actions are rather intended to ensure we continuously improve practice and service delivery in line with delivering *The Grampian Deal*, our new customer service experience initiative. For instance, in response to the ask from tenants in last year's satisfaction survey, we have introduced a new tenant portal and improved our digital/social medial communications to further enhance our communications.

The Board is satisfied that the Association is compliant in respect of obligations in relation to the big seven compliance areas in respect of tenant and resident safety. We have areas for improvement with 33 outstanding EICRs which will be complete by November 2024.

The Board is also satisfied that with implementation of its comprehensive Equality Impact Assessment framework and ongoing action over the last 12 months GHA is ensuring that it meets updated requirements in the area of equalities and human rights and that appropriate systems are in place for the recording of equalities data. We are assured that this data will



GRAMPIAN

HOUSING ASSOCIATION LTD

support us to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

We are assured that GHA has the necessary arrangements in place to identify any risks to compliance in the course of the conduct of our business and governance arrangements, enhanced by the implementation of risk management software.

We acknowledge the requirement to notify the Scottish Housing Regulator (SHR) of any changes in our compliance during the course of the year.

We confirm that this Assurance Statement will be published on the GHA website.

As Chair, I was authorised by the Board at a meeting held on 27 August 2024 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Dr Abhishek Agarwal BEng MEng MBA PhD CMBE
Board Chair
Grampian Housing Association Ltd

E: chair@grampianhousing.co.uk