



Annual Assurance Statement 2025

The Board of Hanover (Scotland) Housing Association, having made all reasonable enquiries and based on sufficient and reliable information provided by the Assurance Framework Management Team, can confirm that we have reviewed and assessed a comprehensive bank of evidence to support this statement that Hanover **is compliant** with:

- All relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework
- The standards and outcomes in the Scottish Social Housing Charter.
- Legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety.
- The Standards of Governance and Financial Management for RSLs.

We, as the Board of Hanover, have reviewed the Assurance Framework and Evidence Bank which combines reports, policies, procedures, and information, which is monitored and reviewed on an ongoing basis throughout the year. In addition, the Evidence Bank incorporates other key documents and information that contributes to our assurance, and which forms the structure of Hanover's business and governance activities.

We are assured that the necessary frameworks are in place to meet all our duties in relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to Gas safety, Electrical safety, Water safety, Fire safety, Asbestos Safety, Lift Safety and Damp and Mould. We have sought external specialist advice to provide us with additional assurance that our approach is effective and robust.

We have implemented appropriate systems for the collection of equalities data for customers, board members, and employees. We have established an Equality, Diversity, and Inclusion (EDI) Project Group, updated our EDI Policy and developed an Equality Impact Assessment process. We have established an Employee Equality Champions group, who develop and support our calendar of events throughout the year. We are actively using customer equality data to inform our policies and service provision. Now that these foundations are in place, our EDI Steering Group are refreshing their aims and outcomes for the year ahead to further support our customers, Board Members and employees.

In assessing our approach to gaining assurance, we have adopted an improvement focus which has resulted in the updating of our Assurance Framework Action Plan and we will continue to fine tune this in the year ahead to demonstrate our continuous improvement.

We will publish this Annual Assurance Statement on our website once it has been submitted to the Scottish Housing Regulator. This Annual Assurance Statement was approved by Hanover's Board on 8th July 2025.

Gary Devlin (Chair)