30 October 2025

**ANNUAL ASSURANCE STATEMENT 2025**

We, the Harbour Homes Board of Management, confirm that we comply with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework.

This includes:

- The relevant standards and outcomes of the Scottish Social Housing Charter
- All relevant statutory and legal obligations and
- The Regulatory Standards of Governance and Financial Management

**Supporting Evidence**

The evidence bank combines reports, policies, advice and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous evidence that Harbour Homes is compliant. This includes:

- Regular reports about key performance information
- Internal and External Audit reports
- Outcomes of tenant consultation exercises
- Benchmarking
- Reports, advice and information from senior staff

We are assured that the following duties in relation to tenant and resident safety, and particularly our compliance with all relevant safety requirements including water safety, asbestos safety, lift safety and damp and mould have been met.

However, the following areas in relation to tenant health and safety had not been met but are now addressed and have been notified to the SHR.

**Tenant and Resident Safety**

An annual Health & Safety Building inspection was carried out at 23 Jameson Place sheltered housing complex on 14th August 2024 by AAB. This identified a large number of penetrations of fire walls between common areas and between common areas and residents' flats. Issues regarding fire breaks above doors in common areas were also raised.

The majority of the penetrations and breaches of fire barriers were as a result of upgrade works to the communal heating system which was being undertaken at the development. Some instances were historic and not related to the current upgrade works but these works had made them visible.

The following actions were taken to rectify the situation:

On 14 August 2024, works were instructed, project managed and technically supervised by Harbour Homes Scotland Ltd and delivered by Harbour Multi-Trades Ltd with specialist sub-contractors. Remedial works were undertaken that day and evening to ensure the building was safe and tenants could remain occupying their properties.

Harbour Homes instructed AAB, our appointed Health and Safety consultants to carry out an investigation into the incident. All actions identified in the report have been completed or are due to be completed by January 2026.

A Notifiable Event was raised on 28 May 2025 and will remain open until all actions are complete. Harbour Leadership team and managers met with the SHR in June 2025 to provide an update on the remedial actions.

A Notifiable Events Policy and Register was also produced to ensure correct notification to the SHR in line with the Regulatory Framework.

**Gas Safety**

As at 31 March 2025 we had 14 properties which did not have a gas safety check carried out within the twelve-month anniversary date and this was reported in the 2024/2025 Annual Return on the Charter.

This was also raised as a Notifiable Event on 25 May 2025 and closed by the SHR on 4 June 2025.

The following actions were taken to rectify the situation:

- All overdue servicing was carried out and certified
- A new Gas and EICR Servicing Team was created with colleagues from Harbour Homes and Harbour Multi-Trades working from Admiral House
- A full system data audit was completed
- An Internal audit by Quinn Auditors was carried out to review Gas and EICR compliance in August 2025

**Electrical Safety**

As at 31 March 2025 we had 53 properties which did not have valid Electrical Installation Condition Reports (EICRs). A monthly Health and Safety Assurance report has been produced and is presented to Board. This tracks any outstanding EICRs. As at 31 October 2025, all 53 properties with outstanding EICRs and remedial works have been completed.

As above, the following actions have been implemented to reduce the number of outstanding EICRs:

- A new Gas and EICR Servicing Team was created with colleagues from Harbour Homes and Harbour Multi-Trades working from Admiral House
- An Internal audit by Quinn Auditors was carried out to review Gas and EICR compliance in August 2025

We believe these issues are material as they relate to tenant safety, however we are confident that these issues are being addressed and have been resolved or will be by January 2026.

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

As Chair, I was authorised by the Board at a meeting held on 24 September 2025 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

I confirm that this Assurance Statement is being published on our website on the same date it is submitted to SHR.

**Chair**

**Harbour Homes Scotland Ltd**

**Date:30 October 2025**