



## Hillhead Housing Association 2000

### 2021 Annual Assurance Statement

The Management Committee of Hillhead Housing Association confirms that it has assurance that the Association is compliant with the Regulatory Standards of Governance and Financial Management including: -

- all the relevant requirements set out at chapter 3 of the Regulatory Framework
- all relevant standards and outcomes in the Scottish Social Housing Charter.
- all relevant legislative duties.

As part of this process, we have been self-assessing our compliance against a broad range of evidence from both internal and external independent sources. These have included: -

- Quarterly Performance Reports on our Housing and Repairs Service
- Quarterly Financial Management Reports provided by our Finance Agents
- Internal and External Audit Reports
- Feedback from Tenant Surveys
- Benchmarking Reports from our local group as well as from Scotland's Housing Network
- Reports, advice, and information from members of the Management Team

### Equalities & Human Rights

We hope that the way we deliver services and develop policies would be consistent with an equalities and human rights approach. We are reviewing the recently published guidance from SHR, CIH Scotland and the Scottish Human Rights Commission and we will look to use this, and any other relevant guidance that is produced in the future, to inform our work to review our own approach and consider whether any changes might be needed to our services or policies.

### Corona Virus

Corona Virus has impacted on our ability to meet some of our statutory and regulatory requirements, and these were communicated to the Scottish Housing Regulator at the time. Other than Gas Safety obligations being impacted by the Virus none represent a material non-compliance. These are summarised in the table below:

<b>Standard</b>	<b>Description</b>	<b>Timescale for completion</b>	<b>Non-Compliance Y/N</b>
1. Committee leads and directs the RSL to achieve good outcomes for tenants and other service users. 3. RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford.	Suspension of Stock Condition Survey	Survey work restarted in May 2021 and completed in October 2021. A report is anticipated by November 2021.	NO
1. Committee leads and directs the RSL to achieve good outcomes for tenants and other service users	Gas Servicing – Failure to service 3 boilers within 12 months of previous service	By 30 September 2021 all boilers have up-to-date gas safety certificates	NO
1. Committee leads and directs the RSL to achieve good outcomes for tenants and other service users	Office remains closed to the public unless a pre-arranged appointment is made. Since September 2021 staff team have been working on a hybrid basis and following current Scottish Government guidance on office working.	Pending further review of office-based working by Scottish Government. We are trialling hybrid working for a 6-month period with 4 weekly reviews.	NO

Despite the Corona Virus restrictions, we have been able to maintain our commitment to continuous improvement and as part of our evidence review, we have in place an Improvement Action Plan which will be completed by March 2022. The Committee is assured that none of these actions represent material instances of non-compliance.

Date of Meeting of Management Committee: - 6 October 2021

**Signed by**

**John Jamieson**  
**Chairperson**  
**On behalf of the Management Committee**