



## **Knowes Housing Association Ltd**

### **Annual Assurance Statement for the financial year 2021/22**

The Governing Body of Knowes Housing Association confirms that the Association complied with the regulatory requirements set out in chapter 3 of the Regulatory Framework over the period of October 2021 through to October 2022, with the exception of the following:-

- Failure to complete the installation of the required interlinked smoke and heat detectors for the deadline of 28<sup>th</sup> February 2022. This was due to 12 properties we were unable to gain access to. This has now been rectified and we are now 100% compliant with the legislation.
- Failure to meet the gas safety legislation on 1 occasion with the service being one day late. The one failure was due to a misinterpretation of our policy by a member of our team. Our staff have all been reminded of the legislation and our policy, appropriate training has been delivered and there should not be a reoccurrence of this.
- As at 1<sup>st</sup> April 2022, as reported in the Annual Return on the Charter (ARC) we had 563 properties which did not have a valid EICR (Electrical Inspection and Condition Report). This comprised of 220 tests complete with remedial works required, 225 tests where the contractor was unable to gain access on multiple occasions and 118 where the contractor was unable to gain access within the time scale. As at the end of September 2022, we had 486 properties outstanding – 284 of these with an EICR certificate but which require some further remedial work and 202 where we have been unable to gain access to the property on one or more occasions. Our difficulty in carrying out the EICR tests within the required time period has occurred due to the Covid pandemic which meant that we were delayed in starting our programme and also caused many of our customers to be wary of allowing contractors into their homes or unable to, due to persons in their household having Covid. We have an on-going programme in place and we are meeting regularly with our contractor to resolve the issues we have encountered. We will continue to raise awareness of the importance of carrying out electrical safety inspections with our customers via letters, our website, Facebook page and periodic newsletters and we plan to complete the inspections and remedial works as far as possible by March 2023.



Approved at the management committee on 4<sup>th</sup> October 2022

Chairperson

Rhona Polak