

Ms Kirsty Porter
Regulation Manager
Scottish Housing Regulator
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

19 October 2023

Dear Ms Porter

Langstane Housing Association – Annual Assurance Statement

Langstane Housing Association has been, and continues to be, on a journey of continuous improvement. The past years have seen the prioritisation of significant financial management and governance improvements within the Association.

I confirm, on behalf of the Board of Management of Langstane Housing Association Limited, that to the best of my knowledge and understanding, Langstane Housing Association complies with:

- all regulatory requirements set out in Chapter 3 of the Regulatory Framework,
- all relevant standards and outcomes in the Scottish Social Housing Charter,
- all relevant legislative duties, and
- Standards 1 – 7 of the Scottish Housing Regulator’s Governance and Financial Management Standards.

Langstane Housing Association and its subsidiary, Langstane Property Limited, meets all relevant duties in relation to tenant safety. In particular in relation to gas, electrical, water, and lift safety, and in relation to dealing with asbestos, and damp and mould in tenants’ homes. Working practices and customer facing leaflets for dealing with reported condensation, damp and mould have been updated and follow good practice.

With regard to electrical safety, on 31 March 2023, the Association had a small number of overdue PAT tests. This was due to failed access and whilst this situation has improved, as a member of the Scottish Federation of Housing Associations, legal advice was sought regarding forced entry for electrical safety.

100% of communal stairwells and 98.77% of homes had a ‘satisfactory’ EICR (Electrical Installation Condition Report) on 31 March 2023. This was due to access issues, a small

number of homes requiring remedial works, and a lack of power in some homes to allow the tests to be carried out. Again, legal advice regarding forced entry is awaited.

With regards to the Association's position on equalities, diversity, and inclusion (including human rights), the Association collates a range of equalities information. This is an area of our business that will be strengthened with the implementation of an integrated housing and finance IT system. In keeping with this, although already an inclusive organisation, a more formal human rights approach will be taken to assist decision making. This data will be used to evidence equality and human rights issues are considered in our policies and working practices. This will be based on the principles of participation, accountability, non-discrimination, empowerment, and legality (PANEL).

Considerable evidence has been provided to support the level of assurance the Board of Management has. Detailed annual reports to 31 March and quarterly updates are provided in addition to various reports throughout the year, including from internal and external audit.

The Board continues to receive regular updates on business-critical activities including how external events impact the Association, its tenants, and other customers. We are confident the information provided is accurate, timely and relevant risks assessed. Where practical to do so, appropriate mitigation action is taken that is proportionate to the risks assessed.

The Board met on 19 October 2023, and considered the views of our joint Audit and Governance Committee (based on positive independent and internal assessments that documented Langstane's position in relation to the Standards at various points in time). We considered previous engagement and discussions to date with representatives from the Scottish Housing Regulator and considered detailed information before agreeing our statement. We also considered how the Association manages challenges posed by global events whilst remaining focused on day-to-day priorities and delivering our agreed Business Plan. Our Business Plan will be updated in early 2024 and will include a strengthened commitment to put tenants at the heart of our decision-making.

Whilst reviewing the evidence required for our annual assurance statement, we continue to adopt a continuous improvement focus and as such have an annual assurance statement continuous improvement plan (AAS-CIP) which we review annually. We are satisfied that all actions identified, are intended purely to strengthen our compliance and no actions within this plan are material.

Langstane remains committed to working constructively with the Scottish Housing Regulator and other relevant stakeholders to ensure the standards within the Association, and the housing industry, are high.

Governing body members will ensure sufficient resources are made available to deliver our strategic objectives in full and within the timescales agreed but we remain mindful of the need to work flexibly as our business environment changes.

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

Langstane Housing Association has three subsidiary companies:

- Langstane Property Limited which administers the provision of 41 mid-market rentals.
and
- Two dormant companies, Langstane Developments Limited and Langstane Maintenance Limited.

This statement is on behalf of all entities within the Langstane Group.

I confirm, as Chairperson, I have been authorised to sign this statement on behalf of the Board of Management.

Please do not hesitate to contact me if you wish any further information or clarity on any of the above.

Many thanks

M Martin
Chairperson