

## **Assurance Statement for Linstone Housing Association**

### **Statement from The Board**

1. Linstone Housing Association complies with
  - a. the Scottish Housing Regulator's regulatory requirements as a set out in Chapter 3 of the Regulatory Framework;
  - b. relevant standards and outcomes in the Scottish Social Housing Charter; and
  - c. relevant legislative duties,
  - d. the Standards of Governance and Financial Management.
2. Following self-assessment of the requirements of Regulatory Standards we are satisfied that there are no areas of material non-compliance.
3. In considering our compliance with our legal and regulatory requirements in 2021, we have taken account of the continued impact of the Covid-19 pandemic and consequent business, economic and social disruption. We continue to comply fully with changes to legislation and follow national and local government policy and requirements i.e., health and safety, physical distancing, travel, office opening, use of PPE, NHS Scotland guidance and requirements in our work. We are confident that the measures put in place and the contingency planning that we have implemented (including additional resources) have ensured that we are able to continue to meet our responsibilities to our tenants, service users, staff, regulators and funders.

I am pleased to advise that most of our services, such as repairs and lettings, have progressed well for our tenants and service users. Linstone has implemented a range of digital solutions, and this has allowed our staff to work from home and the office – a new hybrid model. We have prioritised keeping in contact with our tenants and providing any additional support that is required including in virtual meetings.

We continue to monitor our business plan, budget and financial assumptions in the context of the pandemic and Brexit. Our Board has received updates from the Senior Management Team at every Board meeting and provided the required Covid reports to the Scottish Housing Regulator. Our Senior Management Team continues to focus on our Business Plan objectives for 21/22.

4. This statement has been informed by the Board's consideration of the management team's self-assessment and evidence.

5. Key sources of information considered in preparing this statement, in the period to 31<sup>st</sup> October 2021, include:
  - a. External audit
  - b. Internal audit programme
  - c. External Health and Safety audits
  - d. Independent large-scale Tenant Satisfaction Survey
  
6. Linstone has worked closely with our Gas Servicing Contractor to ensure 100% of our properties now have a valid Gas Safety Certificate, following the significant impact of Covid-19 reported in last year's annual assurance statement.
  
7. Although no areas of material non-compliance have been identified, our work on the Annual Assurance checklist has identified development activities which we will carry out to ensure continuous improvement:
  - a. Continued development of our health and safety strategy for tenants and their homes.
  - b. Development of a revised 30-year Business Plan, to take cognisance of the impacts of Brexit and Covid-19.
  - c. We have now received the recent Equalities Guidance and will put appropriate systems in place for the collection of any data required from 2022. We will collect and use this data to ensure an effective equalities and human rights approach in our work.
  
8. The Board considered and approved this statement, together with relevant evidence at its meeting on 26<sup>th</sup> October 2021.

..... – Jamie Irvine - Chairperson