

## **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 2020, we have taken account of the considerable impact of the Covid-19 pandemic and consequent business, economic and social disruption. We continue to comply fully with the temporary changes to legislation and continue to follow national and local policy and requirements e.g. in respect of health and safety, physical distancing, travel, office opening, use of PPE, application of Test and Protect requirements and indoor gatherings.

We are confident that the measures that we have put in place and the contingency planning that we have implemented have ensured that we are able to continue to meet our responsibilities to our tenants, service users, regulators and funders.

Where we have adopted revised standards of service delivery, we have communicated changes clearly to our tenants and are maintaining the necessary records to ensure a smooth resumption of normal service levels when possible. We continue to monitor our business plan, budget and financial assumptions in the context of the ongoing emergency situation and associated business interruption. Our Business Plan reflects the regulatory guidance that was current at the time of its preparation and we will take account of updated regulatory advice as we monitor and review our Business Plan in the context of the changed situation.

4. This statement has been informed by the Board's consideration of management's self-assessment.
5. Key sources of information considered in preparing this statement, in the period to 31 October 2020, include:
  - a. External Audit
  - b. Internal audit (appointed November 2018)

- c. Independent Governance review (conducted January 2019)
- d. External Health and Safety Audit
- e. Independent large-scale Tenant Satisfaction survey.

6. We currently have 11 properties (1% of total properties with gas) which do not have a valid gas safety certificate because the tenant(s) will not provide access because of fears about potential transmission of coronavirus to a vulnerable member of their household. We continue to work with the tenants concerned and are seeking to implement the necessary measures to reassure them that all necessary precautions are being taken.

Covid-19 Impact on gas safety checks	Impact on association	Remedial action and completion date
Unable to access some homes due to shielding tenants and lockdown restrictions	75 failures since 1 April 2020 (6% of total properties with gas)	Of the 75 failures, 64 have been rectified and 11 households notified of forced access procedures (31 <sup>st</sup> December 2020)

7. Although no areas of material non-compliance have been identified, areas for continuous improvement, which have been addressed in our business plan or specific action plans subject to ongoing Board review, include:
- a. Remedial action to ensure compliance with gas safety checks which were disrupted due to Covid-19
  - b. Continuous improvement in meeting SHQS for mixed tenure stock and smoke/heat alarms
  - c. Working to improve tenant engagement through creation of tenant consultation groups
  - d. Continuing improvements in Governance through implementation of findings of the independent governance review.
8. The Board considered and approved this statement, together with relevant evidence at its meeting on 10 November 2020.