

## **Maryhill Housing**

### **Assurance Statement 2021**

#### **Compliance**

Maryhill Housing has appropriate assurance that we:

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory framework;
- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services;
- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management.
- Comply with all relevant legislative duties

The Association's Board assesses compliance against these requirements throughout the year and considers detailed evidence, together with customer feedback, as part of this assessment. This evidence bank is available on the Association's website.

#### **Improvement**

In order to sustain compliance the Association will be focusing on the following areas during the coming year:

- Improving standards of customer satisfaction
- Making it easier for our customers to access our services online
- Delivering improvement work to help reduce heating bills and improve safety in customers' homes
- Mitigating the impact of welfare reform and ensuring high levels of rent collection
- Recruiting new tenant Board Members representative of the Maryhill and Ruchill communities
- Delivering our action plan to improve landlord health and safety
- Developing a new Corporate Plan setting out key priorities for the coming years
- Developing an approach to collecting and using all equalities information and ensuring we apply a human rights approach in our work

This Assurance Statement was approved by the Association's Board on 28<sup>th</sup> October 2021.

Signed by:

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Lindsay Forrest, Chair

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Bryony Willett, CEO