



Maryhill Housing

Assurance Statement 2020

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 on a quarterly basis 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 work to help reduce tenants' heating bills and improve safety
- Mitigating the impact of welfare reform and ensuring high levels of rent collection;
- Developing our Board and succession planning for the role of Chair of our Board
- Supporting our communities affected by the covid-pandemic, particularly by efficiently letting empty homes and reducing homelessness in Glasgow
- Continuing to improve and externally validating our approach to health and safety

This Assurance Statement was approved by the Association's Board on 26th November 2020.

Signed by:

Roger Popplewell, Chair

Bryony Willett, CEO
