

Maryhill Housing

Assurance Statement 2022

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
- Supporting our customers through the cost of living crisis whilst ensuring high levels of rent collection
- Recruiting new tenant Board Members representative of our communities
- Continuing to improve our approach to landlord health and safety
- Responding positively to the challenge posed by high inflation – finding creative ways to maintain affordable rents and continuing to invest in improvements helping to reduce heating bills
- Implementing our agreed approach to collecting and using all equalities information and ensuring we apply a human rights approach in our work
- Attracting and retaining a talented staff team

This Assurance Statement was approved by the Association's Board on 27th October 2022.

Signed by:

Lindsay Forrest, Chair

Bryony Willett, CEO
