

Milnbank Housing Association **Annual Assurance Statement 2023**

This Annual Assurance Statement has been prepared by Milnbank Housing Association (MHA) in accordance with the requirements of the Scottish Housing Regulator (SHR) as set out in published guidance, the current Regulatory Framework and subsequent published information.

Milnbank Housing Association confirms compliance with:

- All relevant regulatory requirements set out in Section 3 of the Regulatory Framework
- All relevant standards and outcomes of the Scottish Social Housing Charter
- All relevant legislative duties
- The Standards 1-7 of Governance and Financial Management

In making this declaration, MHAs Management Committee confirms that the Association has in place on-going processes to ensure compliance with the Regulatory Framework. Where necessary, the Management Committee obtains assurance through external advice and/or validation covering key aspects of MHA activities including:

- Financial Business Planning – external validation
- Annual Return on the Charter (ARC) – external validation
- Employment and Health & Safety – external advisor
- External Audit of Financial Statements (2022/23) confirming these were unqualified with no material or significant issues reported.
- Internal Audits carried out as part of a three-year rolling programme confirming no material or significant issues.
- Legislative, regulatory, and general legal advice
- Borrowing arrangements with GB Social Housing and Nationwide in place without onerous covenant compliance requirements
- Comprehensive Tenant Satisfaction Survey carried out by external contractor indicating high levels of tenant satisfaction.
- Comprehensive Stock Condition Survey to individual properties and common areas.

A comprehensive range of established internal processes exist to regularly monitor key performance indicators covering all aspects of service delivery and provide the Management Committee with evidence and assurance. Matters relating to Regulatory Standards covering issues such as committee skills, governance, and financial management feature regularly in Management Committee considerations. Furthermore, key strategic documents were reviewed in 2023 including MHA's new three-year Business Plan (2023/26) and associated People and Customer First Strategies, and the Risk Management Strategy.

The Management Committee is assured that programmes related to gas safety, electrical inspections, legionella, asbestos, fire safety, water safety, lift management and energy efficiency have continued.

MHA continues to progress the EICR programme and currently 100% of MHA stock has a valid certificate in place with the next 5-year cycle underway.

MHA has properties that failed to meet the Scottish Housing Quality Standard (SHQS). This was because some properties did not meet the Energy Efficiency Standard for Social Housing (EESH 1) by the deadline of 31 December 2020. However, in accordance with Guidance published by Scottish Government, MHA completed 5 phases of boiler replacements during 2022/23 and are currently working towards the replacement of a further 100 boilers by 31 March 2024. Upon completion of works, updated EPCs will be sought to review against EESH1. There is financial provision to meet the standard and the Management Committee does not view this matter to be material non-compliance.

In accordance with SHR information published in July 2023, the Association confirms that, using published good practice guidelines, as part of MHA's Equalities Framework we have process in place in our approach to the collection of equalities information and consideration of ensuring a human rights approach to our work.

The Annual Assurance Statement submitted on behalf of MHA was agreed by the Management Committee at its meeting held on 10 October 2023. Prior to adopting the Statement, the Management Committee received further assurance by reviewing a timeline containing details of the evidence examined in producing its Annual Assurance Statement. The Statement is publicly available on MHA's website and displayed in all its premises.

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