

Milnbank Housing Association
Annual Assurance Statement 2022

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 (2020/21) 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 2022 including MHAs Business Plan (year 3) the Succession Planning Strategy, the Risk Management Strategy, Asset Management Strategy and Procurement Policy was adopted.

The Management Committee is assured that programmes related to gas safety, electrical inspections, legionella, asbestos, fire safety and energy efficiency have continued. MHA has been progressing an EICR programme during 2022/23. Whilst not a legal requirement, in the interests of tenant safety, the Association is aiming to ensure all properties have a valid certificate (subject to access) by the end of 2022. Currently, 85.2% of the stock has certificates in place with work dates booked in for the remaining properties.

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 has in place a programme of work which includes an ongoing 5-phase boiler replacement programme, due to complete during 2022/23. 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 2022, the Association confirms that, using published good practice guidelines, we have an effective 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 11 October 2022. 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 MHAs website and displayed in all its premises.

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