

One Vision - New North Glasgow



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Our Annual Assurance Statement

ng homes comply with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework. This includes that we:

- ☑ achieve all of the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services;
- ☑ comply with all relevant statutory and legal requirements;
- ☑ comply with all the Regulatory Standards of Governance and Financial Management for Registered Social Landlords.

In reviewing compliance, we confirm that we have seen and considered sufficient evidence to give us this assurance. We have obtained external support to provide us with additional assurance that our approach is effective and robust. We have adopted an improvement focus and have also identified a number of improvement actions which we will progress during the course of the year. To support effective implementation, these actions form an Improvement Action Plan which will be monitored by the Board at agreed intervals to ensure successful achievement.

In terms of Electrical Installation Condition Reports (EICR's) access to some properties has proved problematic, the Property Services and Repairs Team are collaborating with the Housing Services Team on the no accesses, to ensure a consistent approach to current policy and procedures. It is anticipated that attempts to access all properties will be completed during 2022/23.

In reviewing our compliance with the Regulatory Framework, we are assured that we are in the process of implementing an effective approach to the collection of equalities information and are considering how we can adopt a human rights approach in all of our business.



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We prioritise gaining information about how we can be assured that we comply with tenant and resident safety requirements.

ng homes takes pride in keeping their rents affordable and ensuring that they meet the needs of the local community and their own tenants in particular. The cost of living crisis places more pressure on the levels of rent increase in the future. All of this against a backdrop of the recently announced proposed rent freeze for Registered Social Landlords. This is a key priority for ng homes and the business plan will be revisited as soon as there is a clarification on the rent freeze proposal and the inflation rate.

We and our external support also considered carefully the SFHA self-assurance toolkit when preparing this Annual Assurance Statement.

The Board of ng homes is satisfied that, to the best of our knowledge we are compliant with the requirements of Chapter Three of the Regulatory Framework and the Regulatory Standards of Governance and Financial Management. We have gained this assurance from a review of a comprehensive bank of evidence and from our ongoing oversight and scrutiny of the Association's affairs.

We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

As Chairperson, I was authorised by the ng homes Board at a meeting held on 4 October 2022 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Chair's signature: C Rossine

Date: 12 October 2022

For and on behalf of ng homes