

Scottish Housing Regulator  
Buchanan House  
58 Port Dundas Road  
Glasgow  
G4 0HF

30.11.2020

**Annual Assurance Statement 2020 on behalf of Paisley Housing Association Board and PSPS subsidiary in the PHA Group.**

As a result of robust, timely and evidence based reporting to the Board, along with ongoing self-assessment, we can confirm to the best of our knowledge and belief that we have assurance of compliance with:

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

There are no areas of material or significant non-compliance that require to be disclosed in this statement.

In considering our compliance with our legal and regulatory requirements in 2020, we have taken account of the considerable impact of the Covid-19 pandemic and consequent business, economic and social disruption. We have complied/continue to comply fully with the temporary changes to legislation and continue to follow national and local policy and requirements e.g. in respect of health and safety, physical distancing, travel, office opening, use of PPE, application of Test and Protect requirements and indoor gatherings.

We are confident that the measures that we have put in place and the contingency planning that we have implemented have ensured that we are able to continue to meet our responsibilities to our tenants, service users, regulators and funders. Where we have adopted revised standards of service delivery, we have communicated changes clearly to our tenants and are maintaining the necessary records to ensure a smooth resumption of normal service levels when possible.

We continue to monitor our business plan, budget and financial assumptions in the context of the ongoing emergency situation and associated business interruption. Our Business Plan reflects the regulatory guidance that was current at the time of its preparation and we will take account of updated regulatory advice as we monitor and review our Business Plan in the context of the changed situation.

During March – November 2020 we were unable to meet the requirements of gas safety or right to repair legislation. We have caught up with all outstanding repairs. We currently have 6 properties which do not have a valid gas safety certificate because the tenant(s) will not provide access because of fears about potential transmission of coronavirus to a vulnerable member of their household. We continue to work with the tenants concerned and are seeking to implement the necessary measures to reassure them that all necessary precautions are being taken.

Last year (2019) through our self-assessment mapping PHA identified areas where we feel continuous improvements can be achieved and an available action plan has been prepared and updated to address these. Due to the Covid Pandemic PHA has delayed the major review of the Business Plan to March 2021 and our programme of Internal Audit is also delayed to start in February 2021. The Board approved these changes in August 2020 once it became obvious the pandemic would continue. PHA wants to have a clear picture of the impact of the pandemic on the business and also will direct our Internal Audit to assess our Governance during the pandemic.

We undertake to notify the SHR should there be any supplementary information or changes to the assurances reported in this statement and will make this statement available to our tenants and stakeholders by publishing it on our website. We approved our Annual Assurance Statement at the meeting of our Board on Monday 30<sup>th</sup> November 2020.

I sign this statement on behalf of the Board.

**Ian Johnstone**  
**Chairperson**

**Date 30/11/2020**