

10th October 2019

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

To Whom it May Concern,

Annual Assurance Statement

At the Board meeting of 21st August 2019 & the Board meeting of 9th October 2019, the Board of Parkhead Housing Association considered a self-assessment report regarding compliance with the regulatory requirements set out in section 3 of the Regulatory Framework.

The Board confirms that, to the best of our knowledge, Parkhead Housing Association achieve all but the following standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services:

*Ensure it has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance – **Informal process currently in place to be replaced with more formal complaints review meeting schedule.***

*Where a severance payment is accompanied by a settlement agreement the RSL does not use this to limit public accountability or whistleblowing. The RSL has taken professional legal advice before entering into a settlement agreement – **PHA to create a settlement agreement policy containing clear guidance.***

The Board confirms that we have seen and considered appropriate evidence to support the level of assurance as outlined above.

Yours sincerely

John Buchanan
Chair