Annual Assurance Statement

October 2019

Pineview Housing Association Ltd
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We, the Management Committee of Pineview Housing Association Ltd, advise that, to the best of our knowledge and understanding, we are assured that the Association complies with the regulatory requirements as set out in Chapter 3 of the Scottish Housing Regulator (SHR) document "Regulation of Social Housing in Scotland – Our Framework (February 2019)"

We are satisfied that we have seen and considered sufficient appropriate and reliable evidence to confirm our level of assurance, and that our level of assurance is proportionate for our business and our context. The Association has developed an evidence bank which references what we consider gives us the required assurance. This evidence bank will be further developed and refined on an ongoing basis.

Our compliance statement is as noted below:

Regulation of Social Housing in Scotland Requirements	Status
Assurance & Notification	Compliant
Scottish Social Housing Charter Performance	Compliant
Whistleblowing	Compliant
Equality & Human Rights	Compliant
Tenants and Service Users Redress	Compliant
RSL Statutory Guidance	Compliant
RSL Organisational Details	Compliant
RSL Standards of Governance and Financial Management	Compliant

In assessing our compliance, we have adopted an improvement focus which has resulted in an Improvement Action Plan. This action plan is for improvements beyond compliance and is reported on at each Committee of Management meeting.

Whilst declaring our compliance, we have identified two areas that we would like to highlight in the interest of transparency and self-governance. We have reviewed both areas and have assured ourselves that they are non material, however we would like to declare them for information as detailed below:

Annual Return on the Charter (ARC) - ARC indicator 19 has not been completed in full accordance with technical guidance as to do so, in our view, would provide misleading information to our tenants and customers. We advised SHR staff of this at the time of completion and had our internal auditor audit our return. Indicator 19 asks for the number of cases of anti-social behaviour reported in the year and of those the number resolved within locally agreed targets in the reporting year. During 2018/19 the Association had 40 cases reported. All 40 were resolved within locally agreed targets, however, 2 of these resolutions fell after 31/03/19 due to the dates on which they were reported. As such 100% of

cases reported were resolved within locally agreed targets. However, due to the arbitrary use of the 31/03 date for resolution, if we reported this in strict adherence with the guidance it would show as 95% and be recorded in the SHR landlord report as such. We report performance quarterly to our customers and have reported this indicator as 100% throughout the year, as it is factually correct that 100% of cases reported were completed within locally agreed target times. To report a different figure in the ARC return, purely due to the use of a date that takes no account of target timescales, would understandably create confusion and could appear misleading to our customers.

Equalities Requirements – we are aware that the Association does not currently fully comply with the enhanced equalities requirements in the revised regulatory framework, however, we understand that full compliance is not required at present. We are aware that the SHR, have advised that they will be working with representative bodies, and with EHRC/SHRC, to support the sector to develop a guidance framework for this purpose and that SHR do not expect RSLs to begin data collection immediately as the guidance framework needs to be developed first. SHR have advised that they will be working with the sector in producing guidance and that they will start assessing landlords' compliance with the requirement from 1 April 2021. The Association have also been working with Dr Stewart Montgomery and the Glasgow Centre for Inclusive Living (GCIL) to develop our equality systems and will continue to do so.

We understand that we are required to notify the SHR of any changes to our compliance during the period between annual assurance statements and confirm that we will do so if required.

We approved this Annual Assurance Statement at our Management Committee Meeting of 29 October 2019, and authorised this statement be signed on behalf of the Committee of Management.

Signed:_____ Date:_____

Josephine McGinty, Vice Chairperson, Pineview Housing Association Ltd

This Statement can be produced in various formats, for instance, in larger print or audio-format; and it can also be translated into other languages, as appropriate. Please contact a member of staff at the Association's office if this would be of benefit.