

Scottish Housing Regulator
5th Floor
220 High Street
Glasgow
G4 0QW

Tuesday 22 October 2024

Annual Assurance Statement 2024 on behalf of Queens Cross Housing Association Board including subsidiaries in the QC Group.

The Board is satisfied that, to the best of our knowledge, the Association is compliant with the requirements of Chapter Three of the Regulatory Framework, the Regulatory Standards of Governance and Financial Management. In relation to Tenant and Resident Safety we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical safety, fire, water and lift safety and our obligations relating to asbestos, damp and mould. We have sought specialist advice and will continue to closely monitor our compliance in these areas to support our assurance.

In reviewing our property compliance, specifically the processes related to Electrical Installation Condition Reports (EICRs), we have identified some data and procedural deficiencies in the process which are being addressed. A relatively small number of properties have EICR certificates which are out of date due to being in abeyance or have outstanding remedial works. This will be addressed by the end of March 2025 and an early start to the 2025/2026 programme has also been undertaken.

We have adopted a continuous improvement approach to property compliance and have identified a number of improvement actions which we will progress during the course of the year. We have reviewed the identified actions in an improvement action plan and are satisfied that all are intended to deliver effective improvement and that none are materially non-compliant.

We have gained this assurance from reports, policies, advice and information which the Board monitors and scrutinises on an ongoing basis throughout the year to provide continuous assurance of compliance. Additionally, the evidence in the board portal incorporates relevant documents and information that contribute to our assurance, and which form the structure of the Association's business and governance activities.

In reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

We will continue to monitor our business plan, budget and financial assumptions in the context of the ongoing economic situation. We are confident that, taking account of the current economic and social environments, we continue to meet our responsibilities to our tenants, service users, regulators and funders. 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 any changing situation.

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.

As Chair, I was authorised by the Board at a meeting held on 22 October to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Chair's signature

Date