

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

26 October 2021

Annual Assurance Statement 2021 on behalf of Queens Cross Housing Association Board including subsidiaries in the QC 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

We can confirm that there are no areas of material or significant non-compliance that require to be disclosed in this statement either directly due as a result of the pandemic, or for any other reason. We can confirm that we have appropriate plans to implement an effective approach to the collection of equalities information. This will help us understand the individual needs of our tenants and other service users, and to work with them to deliver services that recognise and meet their needs.

In considering our compliance with our legal and regulatory requirements in 2021, we have taken account of the ongoing impact of the Covid-19 pandemic and consequent business, economic and social disruption. We have complied and will 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 will continue to monitor our business plan, budget and financial assumptions in the context of the ongoing emergency situation and associated business interruption. Our Business Plans 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 Plans in the context of the changed situation. Through our self-assessment mapping we have identified areas where we feel improvements can be achieved and action plans have been prepared to address these.

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 Tuesday 26 October 2021.

I sign this statement on behalf of the Board.

Chair's signature

Date