APPENDIX 2

Renfrewshire Council

Renfrewshire Council Assurance Statement 2026

Renfrewshire Council complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework.

We achieve the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.

Equalities and Human Rights

In relation to equalities data collection and human rights, the Council has established policies and procedures in these areas which are embedded in service delivery. We review and adjust our approach in the collection of equalities and human rights information along with any other changes in accordance with statutory requirements or regulatory guidance.

Homelessness

The Council uses a range of measures to minimise homelessness and provide support to vulnerable people. At mid-July, of the 322 households in temporary accommodation 20 are in breach the unsuitable accommodation order. Since our last reported figure of 8 failures in April 2026 there have been zero failures to offer accommodation since April to mid-July.

Tenant and Resident Safety

The Service continues to take steps to review and consolidate its responsibilities in relation to tenant and resident safety. The Housing Landlord Compliance team is embedded within the service; a Landlord Compliance Strategy was developed and policies for all compliance matters are in place. The Board received an update on performance in the Biannual Housing Landlord Compliance report in May 2026.

The Scottish Housing Regulator now collects data on indicators on fire and electrical safety and damp and mould as part of the Annual Return on the Charter (ARC), our performance is reported to Board in May 2026 and to tenants by the end of October 2026.

- **Gas safety**
  Since April 2026 there have been two instances where a gas certificate was not renewed by its anniversary date. Both are in the process of being completed.
- **Electrical safety**
  We are currently 99% compliant regarding the number of properties without a valid EICR certificate.

- **Water safety**
  There have been no incidents where water safety has been compromised.
- **Fire safety**
  Fire risk assessments continue to be reviewed annually for High Rise and Sheltered housing complexes with a 6 monthly review taking place. There is an ongoing 3 yearly programme for communal areas of domestic properties.
- **Asbestos**
  An asbestos action plan is in place with review from external agency to best progress additional workload
- **Damp and Mould**
  As at the end of June 2026:
  - There were 107 resolved cases, with an average resolution time of 40.3 days.
  - Reopened cases: This will be reported at the year end.
  - There are 72 ongoing cases currently under investigation.
- **Lift safety**
  There have been no incidents of lift safety issues.

Asset Management

Renfrewshire Council has robust procedures in place ensure that our Housing Asset Management data is comprehensive, up-to-date, and continuously reviewed. Our work is guided by our current Asset Management Strategy (2025-30), and its associated Action Plan. The strategy is guided by our core asset objectives, two of which relate to data and its use.

- Core Asset Objective 2 - Ensure future decisions are based on robust data with reviews or option appraisals of cause for concern stock.
- Core Asset Objective 3 – Develop our digital infrastructure to provide accurate asset management and performance information

The Action Plan sets out actions required to meet the goals of the strategy; these actions are shown aligning with our Local Housing Strategy and the priorities within the SHRs asset management recommended practice from 2023.

Our data is stored on a Housing Asset Management Software System (Apex). Apex contains all our homes with data on type, form, construction and identified by archetypes. Each home and block on the system contain attributes and characteristic data on individual components/elements, with their install date, required replacement date and associated costs. We use Apex to calculate our SHQS compliance, with energy information also stored in Apex.

A stock condition survey is currently being carried out by external surveyors over a five-year period from 2024. It is our intention to have a continuous rolling condition survey of 20% of stock per annum, in order to ensure our data quality is maintained. The information gathered, alongside other sources, provides the starting point for the development of programmes of external and internal investment which have been developed for the period 2026 – 2030. We have a good understanding of our non traditional construction stock, and these are of particular interest within our future externals programme, in order to meet net zero requirements.

In 2020/21 we undertook specialist surveys of our 14 multi-storey blocks. These surveys provided detailed information of the block's construction, external wall makeup, roof makeup, and structural condition. Along with the stock condition survey, the specialist surveys have provided the basis for our proposed multi storey investment programme 2026-2033. Single Building Assessments of these blocks are also underway, which will identify any fire safety issues.

For the identification of any RAAC in our housing stock, we carried out a desktop assessment to identify archetypes of the correct age and style, most likely to contain RAAC. From those identified a sample was chosen for our internal building surveyors to check on-site, no RAAC was identified. The assessment and on-site checks were later verified by an external structural engineer. We continue to be vigilant for any signs of RAAC during repairs and programmes of work.

The Apex system will be replaced in 2027, with the implementation of the new Housing Management System (NEC) which includes asset management as one of its core functions. This will include all HRA owned assets, including homes, commercial properties, lock-ups and launderettes. The introduction of the new software will allow all data in relation to housing services, including repairs and asset management, to be held on the one system.

The new system will also allow us to display our asset management data within an integrated geographic information system and incorporate data from our environmental sensors. It also includes new features such as an integrated Asset Performance Review module, providing strategic assessments of our stock in keeping with the SHRs integrated asset management guidance.

Service Performance

With regards to service performance there are areas that the Board have been advised that the Charter data for 2025/26 displayed improved or stable performance in most indicators. Of the 26 indicators where performance can be compared with last year, the majority – seventeen - have improved, seven remain unchanged and two have dipped slightly in performance

There have been significant levels of improvement particularly notable in relation to void property management, rent arrears performance, emergency repairs and adaptations.

Tenant satisfaction levels have increased considerably with the most recent Satisfaction Survey highlighting improvements across all core ARC indicators.

The 2026 survey results demonstrate improvement from the previous surveys and also exceed the Scottish Local Authority averages. The survey demonstrates a robust recovery in tenant satisfaction following the reduction experienced in 2024. All six Scottish Social Housing Charter indicators recorded improvements and now exceed the Scottish Local Authority average.

The background papers that support our Assurance Statement for 2026 advised that there were two reportable Health and Safety incidents. Both of these incidents were the responsibility of external contractors.

The Council's Communities and Housing Policy Board regularly receives reports which provide information and evidence to support assurance.

The Annual Assurance Statement 2026 was considered and approved by the Communities, Housing and Planning Policy Board on 18 August 2026.

Signed [redacted]

Convener of the Communities and Housing Policy Board

Date: 10/9/2026