

|     | <i>Requirements</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <i>Relevant Regulatory Standards (RS)</i>                                                                                                                                       |
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| AN1 | Prepare and submit Annual Assurance Statement (AAS) by 31 October                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Ongoing.                                                                                                                                                                        |
| AN2 | Notify SHR of any material changes during the year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Notifications of any changes will be made as and when required.                                                                                                                 |
| AN3 | Have assurance and evidence of meeting legal obligations relating to: <ul style="list-style-type: none"> <li>• Housing and homelessness services</li> <li>• Equality and human rights</li> <li>• Tenant and resident safety</li> </ul>                                                                                                                                                                                                                                                                                                           | The Society's professional Management Agents deal with all letting and related matters on behalf of the Society and report to the Management Committee on a monthly basis       |
| AN4 | Notify SHR of any tenant or resident safety matters reported to or being investigated by the Health and Safety Executive (HSE)                                                                                                                                                                                                                                                                                                                                                                                                                   | SHR will be notified as required.                                                                                                                                               |
| AN4 | Notify the SHR of any reports from statutory or regulatory authorities or insurance providers relating to safety concerns                                                                                                                                                                                                                                                                                                                                                                                                                        | SHR will be notified as required.                                                                                                                                               |
| AN5 | Make the Engagement Plan available and accessible to tenants and service users, including online                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Available on SHR website.                                                                                                                                                       |
| CH1 | Annually submit an Annual Return on the Charter in accordance with published guidance                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Submitted annually on behalf of the Society.                                                                                                                                    |
| CH2 | Involve tenants and other relevant service users in the preparation and scrutiny of performance information: <ul style="list-style-type: none"> <li>• Agree approach with tenants</li> <li>• Ensure the approach gives tenants a real and demonstrable say in performance assessment</li> <li>• Publicise the approach to scrutiny to tenants</li> <li>• Ensure the approach can be verified and demonstrate that it has happened</li> </ul> Involved other service users appropriately having asked and taken account of their needs and wishes | The Committee Members of the Society, who are tenants, approve the Annual Charter Return which is prepared jointly on their behalf by the professionals engaged by the Society. |

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| CH3 | Report performance in achieving/progressing towards Charter outcomes and standards to tenants and other service users by October each year                                                                                                                                                                                                                                                                                                   | Charter Return is produced with assistance from Society's professionals. The Committee is kept informed and approve the final draft prior to submission.                                                                                                             |
| CH3 | Agree the format of reporting with tenants and other service users; ensure it is accessible and that language is plain and jargon free                                                                                                                                                                                                                                                                                                       | This is discussed at committee level and appropriate action taken to ensure clear language.                                                                                                                                                                          |
| CH4 | Report annually on performance to tenants and other service users and include: <ul style="list-style-type: none"> <li>• Assessment of performance against each relevant Charter outcome</li> <li>• Relevant comparisons including with previous years, other landlords and national performance</li> <li>• Plans for delivering improvement</li> <li>• Methods for tenants and service users to comment on the style of reporting</li> </ul> | A Chairperson's Report is delivered to Members at each AGM and the contents of that report are minuted. The submission of the Charter Return is reported to the Members at each AGM as part of that Report. Comparisons and other data are available on SHR website. |
| CH5 | Make SHR's Landlord Report easily accessible to tenants, including online                                                                                                                                                                                                                                                                                                                                                                    | Available on SHR website.                                                                                                                                                                                                                                            |
| WB1 | Have a whistleblowing policy and effective arrangements for governing body members (GBMs) and staff which is easily available and promoted                                                                                                                                                                                                                                                                                                   | Ongoing.                                                                                                                                                                                                                                                             |
| EH1 | Be assured and have evidence that equality and human rights issues are considered properly in: <ul style="list-style-type: none"> <li>• the design and review of internal and external policies</li> </ul>                                                                                                                                                                                                                                   | The Society has an equality policy in place.                                                                                                                                                                                                                         |

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|     | <ul style="list-style-type: none"> <li>day-to-day service delivery</li> </ul>                                                                                                  |                                                                                                                                                 |
| EH2 | Collect data relating to each of the protected characteristics for existing and new tenants; people on waiting lists; GBMs and staff                                           | n/a                                                                                                                                             |
| TS1 | Make information on reporting significant performance failures, including SHR's leaflet, available to tenants                                                                  | Any such failures would be included in the Society's newsletter or by letter to each member from the Society's Management Agents.               |
| TS2 | Provide tenants and other service users with information needed to complain and seek redress and respond to tenants within agreed timescales, in accordance with SPSO guidance | The Society has a Complaints Policy and Members have unrestricted access to contact the professional Management Agents of the Society.          |
| TS3 | Ensure that effective arrangements are in place to learn from complaints and other tenant feedback, in accordance with Scottish Public Services Ombudsman guidance             | Complaints are logged by Management Agents and any serious issues are discussed by the Management Committee and decisions taken as appropriate. |
| SG1 | Comply with and submit information to the SHR in accordance with guidance on Notifiable Events (NEs)                                                                           | All notifiable events are diarised.                                                                                                             |
| SG2 | Comply with and submit information to the SHR in accordance with guidance on Group Structures                                                                                  | There are no Group Structures.                                                                                                                  |
| SG3 | Comply with and submit information to the SHR in accordance with guidance on consulting tenants where tenant consent is required                                               | As required.                                                                                                                                    |
| SG4 | Comply with and submit information to the SHR in accordance with guidance on financial viability of RSLs: information requirements                                             | The Society's Accountants provide monthly and quarterly financial information.                                                                  |
| SG5 | Comply with and submit information to the SHR in accordance with guidance on determination of accounting requirements                                                          | All accounting work is audited prior to submission.                                                                                             |
| SG6 | Comply with and submit information to the SHR in accordance with guidance on                                                                                                   | All accounting work is audited prior to                                                                                                         |

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|     | preparation of financial statements                                                                                                                                                                                                                                                                                              | submission.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| OC1 | <p>Make publicly available, including online, up-to-date details of:</p> <ul style="list-style-type: none"> <li>• Who is on its governing body (GB)</li> <li>• The date when they first became a member or office-holder</li> <li>• How to become a member of the RSL and of the GB</li> <li>• Minutes of GB meetings</li> </ul> | Committee information submitted with Charter Return. Membership and other information is provided directly to the membership.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| OC2 | Keep up-to-date organisational details in the Register of Social Landlords by maintaining information via the Landlord Portal                                                                                                                                                                                                    | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| OC3 | The constitution of the RSL must comply with all legislative requirements under the 2010 Act and the SHR Constitutional Standards                                                                                                                                                                                                | The Rules of the Society were amended to comply with the 2010 Act.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| GF1 | Comply with the Regulatory Standards of Governance and Financial Management                                                                                                                                                                                                                                                      | <p>It is believed that the Society is the only remaining Equity Sharing Society in the United Kingdom and is subject to the regulatory process. The Society's operational structure is not that of a traditional Housing Association. The Society has no full time staff, other than its caretaking staff. There is a Committee of Management substantially comprised of members who instruct professionals to carry out management, legal and accountancy services. The Society in, substantial terms, complies with the Regulatory Standards of Governance and Financial Management insofar as they affect the co-ownership/equity sharing model.</p> |

# STRATHCLYDE (CAMPHILL) HOUSING SOCIETY LIMITED

## ANNUAL ASSURANCE STATEMENT

Under reference to the statement attached, we achieve the following standards and outcomes for our Members and others service users:

- The regulatory requirements set out in Chapter 3 of the Regulatory Framework
- Relevant Standards and outcomes in the Scottish Social Housing Charter
- Relevant legislative duties

The Committee of Management has seen and considered the appropriate evidence to support the level of assurance against each of the requirements.

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Chairperson  
Strathclyde (Camphill) Housing Society Limited