

Assurance Statement 2023

Wellhouse Housing has appropriate assurance that we:

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory framework.
- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- Comply with relevant legislative duties.
- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management.

The Association's Management Committee assesses compliance against these requirements on a quarterly basis and considers detailed evidence, together with customer feedback, as part of this assessment. This evidence bank, based upon an excel toolkit with hyperlinks, is held in digital form in the office of Wellhouse Housing Association.

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 are satisfied that we meet all our duties 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, fire and water and our obligations relating to asbestos, damp and mould.

In reviewing compliance, we have adopted an improvement focus and have also identified improvement actions which we will progress during the course of the year.

To remain compliant, the Association will be focusing on the following areas during the coming year:

- Working toward full compliance with human rights and equalities requirements by using Equality Impact Assessments when reviewing key policies and collected data to inform our decisions and service delivery
- Ensuring we continue to meet all tenant and resident safety requirements
- Mitigating the impact of the cost-of-living crisis on our tenants by continuing to deliver our income advice service, securing external funding and advice to assist with energy and other living costs and minimising rent increase levels
- Continuing our work aimed at improving resident participation, beyond the governing body and Customer Opinion Panel level – we aim to use our development ambitions and flood mitigation major works as a platform to achieve this

The governing body does not deem these to be material non-compliance issues and we are therefore confident that we are **compliant** with the standards noted above.

Wellhouse: the Place to Be



Trust Honesty Integrity Excellence Accountability Sustainability

This Assurance Statement was approved by the Association's Management Committee at its meeting on 25 October 2023. As Chair, I was authorised by the Board at this meeting to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Signed by:

Maureen Morris, Chair