

Assurance Statement 2021

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

- Improving resident participation, beyond the governing body and Customer Opinion Panel level.
- Working toward full compliance with human rights and equalities requirements by, particularly in relation to data collection. We are working with an external consultant and our colleagues in Blairtummock Housing Association at present on this matter.
- Continuing to mitigate the impact of welfare reform and ensuring high levels of rent collection and deliver our income advice service accordingly;
- Carrying out a secondary risk assessment in relation to the impact of Covid 19 pandemic, specifically in relation to rent arrears and cost/availability of component parts and incorporating this into our 2022-2025 business plan.
- Implementing lessons learned in relation to the impact of Covid 19 on our community arising from the independent report commissioned by EHRA and pending full publication.
- Fully updating our succession planning policies for staff and committee as ratified at the Association's Management Committee at its meeting on 28 October 2021.

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. This Assurance Statement was approved by the Association's Management Committee at its meeting on 28 October 2021.

Signed by:

Maureen Morris, Chair