

Assurance Statement 2020

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 standards of customer satisfaction and participation, beyond the governing body and Customer Opinion Panel level.
- Working toward full compliance with human rights and equalities requirements by 2021, particularly in relation to data collection.
- Mitigating the impact of welfare reform and ensuring high levels of rent collection;
- Carrying out a risk assessment in relation to the impact of Covid 19 pandemic, specifically in relation to rent arrears and cost/availability of component parts and contract duration/ capacity due to physical distancing requirements.

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 Board at its meeting on 24 November 2020.

Signed by:

Darron Brown, Chair