

## **WILLIAMSBURGH HOUSING ASSOCIATION ANNUAL ASSURANCE STATEMENT TO THE SCOTTISH HOUSING REGULATOR 2024**

The Management Committee of Williamsburgh Housing Association has now completed the annual assessment of compliance with the Regulatory Framework and the Regulatory Standards of Governance and Financial Management.

In carrying out our assessment, we are satisfied that we have seen and considered sufficient appropriate and reliable evidence to confirm our level of assurance that, to the best of our knowledge and understanding, Williamsburgh Housing Association complies with the following:

- the regulatory requirements set out in Chapter 3 of the Regulatory Framework;
- the standards and outcomes in the Scottish Social Housing Charter
- relevant legislative duties;
- the standards of governance and financial management for RSLs; and
- duties in relation to tenant and resident safety.

The assurance process is based on the good practice advice that is provided in the Scottish Federation of Housing Association's (SFHA) tool kit, along with our own internal reporting considerations. Our assurance self-assessment was reviewed in 2024 based on the updated SFHA toolkit.

The Management Committee receives Annual Assurance Statement self-assessment reports, has continuous access to the supporting evidence, and reviews the outcome of the annual self-assessment review prior to submission. These processes identify compliance evidence throughout the year. The process also identifies any potential areas of non-compliance and areas for improvement, which are taken forward as new business objectives. This informs whether (or not) any notification of change to our compliance status should be made to the Scottish Housing Regulator during the year.

Our 2024 assessment is based on a wide range of information including Committee reports, internal audit reports, risk assessments, policy reviews and operational information that is held within our systems. This is supported by training for Management Committee members to enable informed scrutiny in key compliance areas, for example tenant safety.

### **Social Housing Charter Performance**

We continue to perform above the sector average in our key Social Housing Charter performance measures.

### **Value for Money and Rent Affordability**

We have worked hard to control costs and support tenants through the cost-of-living crisis. We recognise that a balance needs to be found to support investment whilst keeping rents affordable. We have implemented our value for money strategy, delivering savings on procurement and have begun to bring environmental services

in-house. Our rent charges continue to remain overall below the social housing sector average.

### **Tenant Safety**

Ensuring the continued safety of our customers and staff remains our top priority. We have put significant investment into our homes, refreshed health and safety systems, and boosted training. Performance with electrical installation condition reports (EICRs), fire detection and gas safety stood at 100% compliance. We continue to focus on tackling dampness and mould. We have introduced a new policy and new information for tenants. We act quickly to repair our homes and help the very small number of tenants affected.

### **Housing Quality**

We implemented our new Asset Management Strategy and continue to invest in the quality of our homes, including to support energy efficiency and climate change goals through our windows and insulation programmes. Our compliance with the Scottish Housing Quality Standard (SHQS) increased to 99%.

### **Equalities and Human Rights**

We continued to develop our equalities and human rights approach with the production of a new strategy. Our data gathering exercise supports our compliance with information collection obligations.

### **Tenant Engagement**

We expanded the range, method and focus of tenant consultation activities and increased the level of feedback.

### **Approval**

The Management Committee of Williamsburgh Housing Association approved this Annual Assurance Statement at their meeting held on 23 October 2024 and authorised that it be signed on their behalf, by the Chairperson, John Scott, and subsequently submitted to the Scottish Housing Regulator. This statement will be made available to our tenants and other stakeholders by publishing it on our website.

We will notify the SHR of any changes in our compliance during the year ahead and confirm that we have effective arrangements in place to enable us to do so.

### **John Scott**



**Chairperson  
Williamsburgh Housing Association  
23 October 2023**