

Assurance Statement 2024

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.

We are confident that, taking account of the current economic and social environments, we continue to meet our responsibilities to our tenants, service users, regulators and funders. We have communicated our service delivery arrangements to our tenants clearly. We are confident that we have successfully resumed normal service levels, subject only to external supply constraints.

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. We have completed our assessment into the potential presence of RAAC in our stock and confirm that none has been identified.

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:

- 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 to ensure compliance with human rights and equalities requirements by collecting data to inform our decisions and service delivery – we aim to imbed the use of Equality Impact Assessments when reviewing key policies
- 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

Wellhouse: the Place to Be



Trust Honesty Integrity Excellence Accountability Sustainability

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 30 October 2024. As Chair, I was authorised by the Board at this meeting to sign and submit this Assurance Statement to the Scottish Housing Regulator.

A handwritten signature in black ink, appearing to read "M Morris".

Signed by:

Maureen Morris, Chair