



## **Annual Assurance Statement 2023**

This is the Annual Assurance Statement of Easthall Park Housing Association.

The Management Committee has taken into account the significant improvement in its governance arrangements and assessed a comprehensive bank of evidence, which supports this Assurance Statement that Easthall Park Housing Association Ltd is **compliant** with:

- All relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework.
- The Regulatory Standards of Governance and Financial Management.
- All relevant standards and outcome in the Scottish Social Housing Charter.
- Our statutory and regulatory obligations associated with tenants and resident safety, homelessness and equalities and human rights.
- All relevant legislative obligations and duties.

There are seen to be no areas of our business with material or significant non-compliance to be disclosed in this Assurance Statement. We would like to highlight specific areas of achievement and key aspects of our work where our aim is to continuously improve:

### **Review of Business**

There has been a review of our business through the development of a new Business Plan 2023-26; a new staff structure; and a review of our fully mutual status to become a charitable housing association. These key strategic achievements ensure we have a clear vision for the future delivery of our housing service and they underpin our drive to improve our governance and achieve good outcomes for our tenants and other key stakeholders. This will ensure we strengthen our compliance against regulatory and statutory obligations associated with our work and services.

## **Repairs Service**

We have experienced challenges in our repairs service in the year following the termination of our multi trade contractor by mutual agreement in the autumn of 2022. We established a network of existing and local contractors to deliver our repairs service and recognise there have been shortcomings in our performance and service and reduced tenant satisfaction in a key area of our business. We are beginning to see improvement in the service and this will be further enhanced through the creation of an in-house trade team in 2024, supported by our network of contractors.

## **Tenant Engagement**

We are committed to tenants and resident participation to ensure we listen and take account of their views in the delivery of our housing service. We will encourage local people to get involved in the new Residents' Panel and to have their say to positively influence the development, review and improvement of our services and activities.

## **Equal Opportunities & Human Rights**

The Association is committed to strengthening our compliance with equal opportunities and human rights obligations and good practice. We have established a new Equal Opportunities Policy and Action Plan to achieve this objective. We will analyse the equalities data we gathered from tenants through the Residents Satisfaction Survey and other surveys in the year to identify the demographic and ethnic profile of our communities, which will inform our decisions and delivery of our work and services.

## **Landlord Safety**

A key area of focus for the Association is Landlord Safety ensuring we keep our tenants and residents safe in their homes and there is strong compliance against legislative and regulatory obligations. We have considered our progress and a position statement to inform this Statement that we are compliant, although we will implement a Landlord Safety Action Plan to further strengthen our compliance.

As Chair, I was authorised by the Management Committee at a meeting held on 25 October 2023 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

**Chairperson** \_\_(Redacted)\_\_\_\_\_ Signed on the 25 October 2023.