



Hillhead Housing Association 2000

2020 Annual Assurance Statement

The Management Committee of Hillhead Housing Association confirms that it has assurance that the Association is compliant with the Regulatory Standards of Governance and Financial Management including:-

- all of the relevant requirements set out at chapter 3 of the Regulatory Framework
- all relevant standards and outcomes in the Scottish Social Housing Charter;
- all relevant legislative duties;

As part of this process we have been self-assessing our compliance against a broad range of evidence from both internal and external independent sources. These have included:-

- Quarterly Performance Reports on our Housing and Repairs Service
- Quarterly Financial Management Reports provided by our Finance Agents
- Internal and External Audit Reports
- Feedback from our Customer Care Group
- Benchmarking Reports from our local group as well as from Scotland's Housing Network
- Reports, advice and information from members of the Management Team

Corona Virus has impacted on our ability to meet some of our statutory and regulatory requirements and these were communicated to the Scottish Housing Regulator at the time. Other than Gas Safety obligations being impacted by the Virus none represent a material non-compliance. These are summarised in the table below:

Standard	Description	Timescale for completion	Non Compliance Y/N
1. Committee leads and directs the RSL to achieve good outcomes for tenants and other service users.	Suspension of Stock Condition Survey	Survey work on hold until restriction on home visits are eased.	NO

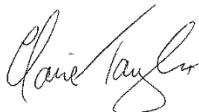
3. RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford.			
1. Committee leads and directs the RSL to achieve good outcomes for tenants and other service users	Gas Servicing – Failure to service 41 boilers within 12 months of previous service	By 30 September all boilers have up-to-date gas safety certificates	NO
1. Committee leads and directs the RSL to achieve good outcomes for tenants and other service users	Suspension of Letting activities – March to June	Restarted in July 2020	NO
1. Committee leads and directs the RSL to achieve good outcomes for tenants and other service users	Office remains closed to the public – since March. Our staff team has however successfully transitioned the provision of housing services from an office an office based service to one that is provided by home working.	Once government restrictions are lifted	NO
1. Committee leads and directs the RSL to achieve good outcomes for tenants and other service users	Emergency Only repairs service – March to July	Full service re-instated in July 2020	NO

In spite of the Corona Virus restrictions we have been able to maintain our commitment to continuous improvement and as part of our evidence review we have in place an Improvement Action Plan which will be completed by January 2021.

The Committee is assured that none of these actions represent material instances of non-compliance.

Date of Meeting of Management Committee:-

4 November 2020



Claire Taylor
Chairperson
On behalf of the Management Committee