

ASSURANCE STATEMENT 2024:

Non-Compliant: Working Towards Compliance

GWHA's Management Committee has the necessary levels of assurance to report full compliance with The Standards of Governance and Financial Management, the relevant standards of the Scottish Social Housing Charter, and the Constitutional Requirements for RSLs; and partial compliance with chapter 3 of the regulatory framework and specific regulatory assurance requirements:

Working Towards Compliance	Context	Action Plan 2024/25
Tenant and Resident Safety	Recent expiry (Q1/2 2024/25) of 23/1489 EICR ¹ 5-year certificates (1.5% of stock) due to procedural oversight. Notifiable Event Ref 31086 (03/10/24)	Q3 Priority action to address: work scheduling/access arrangements Q3 Review of Procedures

Our assessment of compliance is corroborated by a robust strategic management and governance framework including routine environmental scanning and risk review, performance benchmarking, and compliance self-assessment against legislation, regulatory requirements and best practice. Independent specialist advisors support complex decision-making, and systems and external audit provide additional scrutiny and validation. The independent monitoring of service satisfaction, and reports from our consultation and engagement measures are reflected in our decision-making; and feedback and learning from complaints support our culture of continuous improvement. Our Corporate Strategy to 2028 is influenced by the feedback from our *Future Services Survey (2022)* ensuring tenants' service needs, priorities and aspirations underpin our strategic objectives; and our immediate priority remains on recovering our previously strong performance in customer services (tenant satisfaction), repairs and investment.

Our Equalities and Human Rights Strategy was reviewed in 2021/22, and our self-assessment of compliance with sector aligned human rights guidance is ongoing towards embedding best practice. Mindful of GDPR requirements, we refined the extent of our equalities data collection to four protected characteristics (age, sex, race and disability), and we are assured that our Equalities Impact Assessments, incorporating all protected characteristics, ensure

¹ Electrical Installation Certificate Reports

compliant policies and procedures. We are aware that this is a developing area, and our approach is kept under review to reflect emerging advice.

Specifically in relation to Tenant and Resident Safety, in the period since our 2023 assurance statement we have met two significant milestones: the findings of our RAAC² verification process confirms our stock is not affected; and the St Vincent Terrace project completed with significantly increased building and fire safety measures, with the commissioned independent report indicating that previously identified risks *“have all been addressed as far as reasonably practicable”*. There remain some residual works across our properties to optimise compliance with the Fire (Safety) Scotland Regulations (fire and smoke alarms) and achieving the enhanced Tolerable Standard requirements for evidencing electrical safety, including forced access where all other measures have been unsuccessful. On other safety matters we are satisfied that systems, controls and proportionate action plans are in place to enhance our existing compliance baseline: gas; water, asbestos, dampness and mould; passenger lifts and roof anchor/fall arrest systems. We remain vigilant to wider public health issues, with proactive stakeholder engagement to ensure effective strategies for managing waste and vermin across our area of operation.

In this volatile operating environment, and with an evolving regulatory landscape, there remain challenges and risks for our business and for our operations. We are closely monitoring our Plans to ensure they remain appropriate and proportionate in context to our service delivery and regulatory commitments; with ongoing emphasis on delivering affordable rents and on fostering strong partnerships to support our communities. We are encouraged by the completion of our Dover Street New Build project, delivering 55 new homes for social rent and a commercial unit within our area; and likewise with the progress of our other pipeline investment projects. We are satisfied that the actions within our compliance plans are appropriate and proportionate; we are aware of the requirement to notify the SHR of material changes in our compliance during the year; and we are assured that the appropriate arrangements are in place should this be necessary.

Issi Gracie (Chairperson)
On behalf of GWA's Management Committee
22 October 2024 (ref: MC Meeting 08/10/24)

² Reinforced Autoclave Aerated Concrete