

ASSURANCE STATEMENT 2023: *Compliant*



GWHA's Management Committee has the necessary level of assurance to report compliance with the regulatory requirements of Chapter 3 of the Regulatory Framework; the Standards of Governance and Financial Management; and the Constitutional Requirements for RSLs.

Our assessment of compliance is corroborated by a robust strategic management and governance framework including routine environmental scanning and risk review, performance bench-marking, 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; with the immediate focus 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 compliant policies and procedures. We are aware that this is a developing area, and our approach is kept under review to reflect emerging advice.

In line with our Engagement Plan, we are reporting on a monthly basis to the Scottish Housing Regulator (SHR) on our progress towards permanently addressing the serious health and safety risks identified at our St Vincent

Terrace development; and we are confident that our on-site remedial works project will complete in the spring of 2024. On other tenant and resident safety matters: specifically gas and lift safety; fall arrest systems; asbestos management and dampness and mould, we are assured of our compliance with all relevant requirements. Likewise we are assured of the appropriate and proportionate ongoing actions to optimise compliance with the Fire (Safety) Scotland Regulations (fire and smoke alarms), and achieving the enhanced Tolerable Standard requirements for evidencing electrical safety. As part of our strategy to address wider safety and public health issues, we are proactively engaging with relevant stakeholders to ensure an effective strategy for managing the increasing incidence of vermin throughout our area of operation; and separately, in ensuring access to complete routine cyclical water safety checks; and in upgrading our working at height safety systems as appropriate. We are alert to the risks around RAAC (Reinforced Autoclaved Aerated Concrete) and, reflective of SHR communication to the sector (13/10/23) we are working through the referenced Scottish Government's four-stage escalation approach to provide appropriate reassurances and inform any consequential actions required.

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 in these difficult times. We are satisfied that the actions within our compliance plans are non-material; 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 GWhA's Management Committee
24 October 2023 (ref: MC Meeting 03/10/23)