



## **Rural Stirling Housing Association Annual Assurance Statement 2020**

In considering our compliance with our legal and regulatory requirements in 2020, we have taken account of the considerable impact of the Covid-19 pandemic and consequent business, economic and social disruption. We have complied/continue to comply fully with the temporary changes to legislation and continue to follow national and local policy and requirements e.g. in respect of health and safety, physical distancing, travel, office opening, use of PPE, application of Test and Protect requirements and indoor gatherings.

We are confident that the measures that we have put in place and the contingency planning that we have implemented have ensured that we are able to continue to meet our responsibilities to our tenants, service users, regulators and funders. Where we have adopted revised standards of service delivery, we have communicated changes clearly to our tenants and are maintaining the necessary records to ensure a smooth resumption of normal service levels when possible.

At the time of preparing the Annual Assurance Statement we have no outstanding annual gas safety inspections, however we were late in carrying out the gas service of one property in Q4 2019/20 and five properties in the current financial year to date. Five of the six delays were as a direct result of COVID 19. In these properties access was delayed because of fears about potential transmission of coronavirus to a vulnerable member of their household. The sixth delay was due to personal circumstances of the tenant.

We notified the SHR of the delay in 2019/20 and this was included within the ARC submission. We have an audit trail of communication and contact with residents concerned in line with Scottish Government and SHR requirements. We will continue to work closely with tenants who express concerns about access to carry out gas safety inspections and we will implement all measures to reassure them that all necessary precautions are being taken.

Rural Stirling Housing Association has appropriate assurance that we:

- Comply with relevant legislative duties and 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 the Scottish Housing Regulator's Standards of Governance and Financial Management

Our Board assesses compliance against these requirements on a regular basis and considers detailed evidence, together with customer feedback, as part of this assessment. We acknowledge that we have some areas where improvements have to be made however we do not consider these to be material in the context of continuous improvement and have the required action plans in place.

We have seen and considered the appropriate evidence to give us this assurance and this will be carried out on an ongoing regular basis.

We approved our Annual Assurance Statement at the meeting of our Board Thursday 26<sup>th</sup> November 2020.

I sign this statement on behalf of the Board.

Mark Griffiths

**Chair's signature:**

**Date:**