

Assurance Statement 2023



The Board of Management confirms that we have reviewed and assessed a comprehensive bank of evidence to support this statement that Thenue Housing Association Ltd, to the best of our knowledge is compliant with: -

- All relevant regulatory requirements as set out in Section 3 of the Regulatory Framework.
- The Regulatory Standards of Governance and Financial Management.
- The relevant standards and outcomes of the Scottish Social Housing Charter.
- Our statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights.

In assessing the evidence, we have identified a small number of new and emerging future areas that lend themselves to an improvement focus during 2023/24. Operationally, our performance for reactive repairs has improved considerably over the last 12 months and is in line with our service standards.

In our last statement we also explained that the number of completed EICRs had fallen due to access during Covid and the capacity of our contractor to complete the required numbers. Following a successful procurement process and implementation of a new contractor we are now able to say that we are 100% compliant in this key safety area.

Our Damp & Mould Policy has been approved and implemented strengthening our approach and is delivered through the supporting procedures behind the Policy.

In all other areas, we are confident of our approach and are able to confirm that we meet all duties in relation to tenant and resident safety. We are looking to the future and potential changes in Fire Safety regulation, for example, and will adapt accordingly. In addition, we aim to review our IT systems to ensure they are fit for a changing environment, to aid with our compliance monitoring and to assist further with the quality of our service delivery.

We continue to have an equality policy that considers a diverse range of equality issues throughout Association services. Our equality policy and procedures cover our effective approach to the collection of equalities information and they also take account of human rights issues, as human rights are pivotal to the equality mainstreaming process. Our staff receive ongoing training and this remains high on our agenda so that we continue to strengthen.

The last year has seen the launch of our new Thenue 5 year strategy and Our Communication Strategy, both putting our tenants and customers at the heart of our decision making. We continue to work hard on supporting our tenants during these ongoing difficult times, particularly with the continued cost of living environment. It is vital that we are able to provide quality services, and that they represent value for money at this testing time for many. Having reviewed

the identified actions we are satisfied that none are material to our current compliance with the Framework.

This statement, signed by the association's Chair, was authorised by the Board of Management at its meeting held on 24th October 2023.