



Annual Assurance Statement 2021

Hawthorn Housing Co-operative has appropriate assurance that we:

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory framework published on the 28th of February 2019
- 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 relevant legislative duties
- Have taken appropriate account of the regulatory advice provided by the Scottish Housing Regulator and other regulatory bodies
- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management.

The Co-operative set up a working group to consider the evidence available to demonstrate our compliance with the above. The evidence is summarised by an assurance dashboard which is underlaid by a bank of evidence. The Management Committee also benchmarked our assessment of our compliance with the levels assessed by another RSL. This led us to downgrade our assessment in two areas from fully complying to complying with areas for improvement. This, along with a collaboratively procured audit of our governance and other audits, has assured the Management Committee that the level of compliance we are reporting is accurate.

The covid pandemic had directly resulted in the Co-operative not complying with the Regulatory Requirement to carry out gas servicing of all appliances within 12 months. This was because we suspended our practice of forcing access where a tenant had informed us that they were shielding. We were also unable to carry out non-essential repairs during the lockdowns and it has delayed our programme for installing smoke detectors and carrying out electrical inspections.

Covid continues to have an impact though it is increasingly difficult to establish whether issues are solely due to Covid, or Brexit or other factors are also having an impact.

We have delayed collecting data on equalities as we are seeking clarification on some issues in the recent Guidance. We feel that we should do this before we start collecting the data, but we are committed to doing so by the end of March 2022.

Overall, we have assessed that we have no areas of material non-compliance and that we fully comply in three of the seven Regulatory Standards. We also recognise that there will always be areas where self-reflection identifies areas for further enhancement. We are therefore producing a plan of actions we will complete by October 2022. This includes those improvements that we had planned to make this year but did not achieve [due in part to the

impact of Covid]. The Management Committee will monitor progress against this plan each month.

This Assurance Statement was approved by the Co-operative's Management Committee at its meeting on 18th of October 2021. I confirm that that as Chairperson I am authorised to sign the statement on behalf of Hawthorn Housing Co-operative's management committee. It is also signed by our director; he is delegated with leading the day-to-day operational activities of the Co-operative and ensuring we are provided with appropriate advice and guidance to fulfil our role as committee members.

Signed by:

Helen Graham, Chairperson

Colin Turnbull, Director