

Assurance for Tenants



This was our Annual Assurance Statement to the Scottish Housing Regulator, submitted by 31 October, as required. Please contact us should you have any queries on our statement.

Clydebank Housing Association's Management Committee hereby submits its seventh annual Assurance Statement to the Scottish Housing Regulator, which has been prepared in line with Statutory Guidance, declaring that it is compliant with:

- All relevant regulatory requirements as set out at section three of the updated Regulatory Framework, which came into effect on 1 April 2024
- The relevant standards and outcomes in the Scottish Social Housing Charter
- All relevant legislative requirements and statutory duties in respect of:
 - tenant and resident safety
 - housing and homelessness and
 - equalities and human rights
- The Regulatory Standards of Governance and Financial Management

The Management Committee arrived at this conclusion following ongoing reviews of its recording framework and key evidence which supports this Statement includes:

- Internal and External Audit reports
- Reports about performance in key areas including finance and treasury management, service delivery, asset management, tenant and resident safety, development and risk

- Advice from external and specialist consultants and advisers
- Feedback from resident surveys and consultations
- Benchmarking reports and presentations
- Reports, advice and information from senior staff
- Review of Policies and Procedures which have incorporated the new ARC indicators on fire and electrical safety and damp and mould
- Collaborative reviews and training sessions

In reviewing the evidence and assessing compliance, we have also taken account of good practice advice, using the updated 2024 SFHA toolkit as a guide.

We are satisfied that we meet all of our duties in relation to tenant and resident safety. In particular, to gain the required evidence-based assurance of our compliance, an Internal Audit on Tenant Safety was carried out in February 2024 covering the areas of gas safety, electrical safety, damp and mould management, legionella safety and asbestos management. Additionally, we use specialist contractors to carry out our fire safety and lift safety inspections and audits.

We completed our assessment into the potential presence of RAAC in our stock and can confirm, through visual inspections carried out by a specialist engineering firm, that none has been identified.

During the past 18 months, we have been working closely with the Scottish Housing Regulator over our Governance, which came to an end in August 2025. As a result of the process, we strengthened our Management Committee, improved our processes and carried out a comprehensive external review of

our governance framework. We addressed the recommendations and incorporated these into our completed Improvement Plan. We are assured that we will continue to have the necessary, improved systems and approaches to identify issues of material non-compliance in relation to our governance and the operation of our business.

In reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data. We will continue with ongoing customer surveys with the Association considering how best to use this data in relation to our decision making, policy development and service delivery.

In considering our ongoing compliance with our legal and regulatory requirements, we have taken account of the current business, economic and social environments with a continuing emphasis on support and assistance for our tenants and residents.

Clydebank Housing Association's Annual Assurance Statement for 2025 was finalised and agreed by its Management Committee on Tuesday, 30 September 2025.

Catherine Boyle, Chairperson



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