

Annual Assurance Statement 2023

Introduction

As a Registered Social Landlord (RSL), Tollcross Housing Association is required to submit its annual Assurance Statement to the Scottish Housing Regulator (SHR) before the 31st October 2023.

Assurance

Our Assurance Statement takes account of sector guidance, with the Management Committee evaluating the Association's compliance with our Regulatory requirements, the Standards of Governance & Financial Management (RSGFM) and our legislative duties, which are contained within the SHR's Framework, Chapter 3 Regulatory Requirements.

The table below summarises our compliance with the Regulatory requirements:

| Regulatory Requirements | Compliant? |
|---|------------|
| Assurance & Notification | Yes |
| Scottish Social Housing Charter (SSHC) | Yes |
| Tenant & Service User Redress | Yes |
| Whistleblowing | Yes |
| Equality & Human Rights | Yes |
| Statutory Guidance | Yes |
| Organisational Details & Constitution | Yes |
| Regulatory Standards of Governance & Financial Management (RSGFM) | Yes |
| Legislative Duties | Yes |

In determining our compliance with the Regulatory requirements our evaluation process considered:

- Whether we, as a Governing Body, are sufficiently assured through self-assessment, ongoing oversight and scrutiny that we comply with the Regulatory requirements and are sufficiently confident that we can pass that assurance on to our stakeholders.
- Any areas of material non-compliance with the Regulatory requirements.
- Any areas for improvement.
- Impact of cost-of-living crisis

The Association can report that to the best of our knowledge we have no areas of material non-compliance with the Regulatory requirements.

We can evidence our compliance with supporting documentation, including independent review that we commissioned in terms of our compliance with the RSGFM. Our other self-assurance activities include for example, internal audit, independent surveys, in-house assessments and other internal organisational controls and checks.

The outcome of our self-assessment, ongoing oversight and scrutiny demonstrates our compliance with the Regulatory requirements.

[Get in touch](#)

0141 763 1317 | www.tollcross-ha.org.uk | info@tollcross-ha.org.uk
Tollcross Housing Association | 868 Tollcross Road | Glasgow | G32 8PF

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Equalities

In reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

Tenant Safety

We are satisfied that we meet all of our duties in relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire, water and lift safety and our obligations relating to asbestos, damp and mould. We have consulted with specialists to gain insights into our compliance in these areas and to enhance our assurance.

Next Steps

We will keep our Assurance Statement under review and will notify the SHR and our customers if we become materially non-compliant with the Regulatory requirements prior to issuing our next annual Assurance Statement in October 2024.

We are in the process of implementing the 4 areas for improvement, which we have identified from an external review of Governance against the SHR regulatory standards of Governance and Financial Management. No areas of material non-compliance were identified through this review, which took place in August/September 2023.

Our Assurance Statement is publicly available on our website and is displayed in our office.

Finally, I can confirm as Chairperson of Tollcross Housing Association, I was authorised by the Management Committee at a meeting held on 30th October 2023 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Chris Elliot, Chairperson

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