

## Annual Assurance Statement 2024

### 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 31<sup>st</sup> October 2024.

### 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](#)

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### **Equalities & Human Rights**

In reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data and considered what challenges we will need to overcome to achieve 'housing as a human right' as set out within the UN seven standards of adequate housing. 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 implemented robust controls to ensure compliance in respect of duties relating to gas, electrical, fire, water, and lift safety, as well as our obligations regarding asbestos, damp, and mould. We have reviewed these controls independently using our internal auditors who conducted a review in 2021 with a further review in September 2024 to ensure our compliance in these areas and promote continuous improvement.

### **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 2025.

We are in the process of implementing the 3 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 2024.

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 23 September 2024 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

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**Chris Elliot, Chairperson**

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