

## **Maryhill Housing**

### **Assurance Statement 2023**

#### **Compliance**

Maryhill Housing has appropriate assurance that we:

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory framework.
- 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 the Scottish Housing Regulator's Standards of Governance and Financial Management.
- Comply with all relevant legislative duties.

The Association's Board assesses compliance against these requirements throughout the year and considers detailed evidence, together with customer feedback, as part of this assessment. This evidence bank is available on the Association's website.

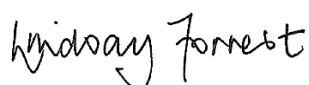
#### **Improvement**

In order to sustain compliance, the Association will be focusing on the following areas during the coming year:

- Improving standards of customer satisfaction, by managing repairs effectively.
- Making the process of accessing our housing simpler and more transparent.
- Supporting our customers through the continued cost of living crisis whilst ensuring high levels of rent collection.
- Recruiting new Board Members reflecting our communities with the skills we need.
- Continuing to improve our approach to landlord health and safety.
- Responding proactively to the challenge posed by continued high inflation – maintaining affordable rents whilst investing in improvements to reduce heating bills.
- Implementing our new Equality and Diversity Strategy including collecting and using all equalities information and ensuring we apply a human rights approach in our work.
- Developing a high performing culture through investing in the staff team.

This Assurance Statement was approved by the Association's Board on 28<sup>th</sup> September 2023.

Signed by:



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Lindsay Forrest, Chair



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Bryony Willett, CEO