

Maryhill Housing

Assurance Statement 2024



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.
- Undertaking a Customer Satisfaction Survey to ensure we take account of customers' views when assessing our performance and setting our strategic objectives
- Supporting our customers through the continued impact of cost of living crisis and providing support to help sustain tenancies
- Recruiting new Board Members reflecting our communities with the skills we need.
- Continuing to improve our approach to landlord health and safety.
- Continuing to implement our Equality and Diversity Strategy including collecting and using all equalities information and ensuring we apply a human rights approach in our work.
- Undertaking a full stock condition survey and developing our approach to affordable warmth and net zero, to inform the long term investment planning for our properties
- Developing a high performing culture through investing in the staff team.

This Assurance Statement was approved by the Association's Board on 26th September 2024.

Signed by:



Lindsay Forrest, Chair



Rebecca Wilson, CEO