

Milnbank Housing Association
Annual Assurance Statement 2021

This Annual Assurance Statement has been prepared by Milnbank Housing Association (MHA) in accordance with the requirements of the Scottish Housing Regulator (SHR) as set out in published guidance, the current Regulatory Framework and information published by SHR on 24 and 30 June 2021.

Milnbank Housing Association confirms compliance with:

- All relevant regulatory requirements set out in Section 3 of the Regulatory Framework
- All relevant standards and outcomes of the Scottish Social Housing Charter
- All relevant legislative duties
- The Standards of Governance and Financial Management

In making this declaration, MHAs Management Committee confirms that the Association has in place on-going processes to ensure compliance with the Regulatory Framework. Where necessary, the Management Committee obtains assurance through external advice and/or validation covering key aspects of MHA activities including:

- Financial Business Planning – external validation
- Annual Return on the Charter (ARC) – external validation
- Employment and Health & Safety – external advisor
- External Audit of Financial Statements (2020/21) confirming these were unqualified with no material or significant issues reported
- Internal Audits carried out as part of a three year rolling programme confirming no material or significant issues
- Legislative, regulatory and general legal advice
- Borrowing arrangements with GB Social Housing and Nationwide in place without onerous covenant compliance requirements
- Comprehensive Tenant Satisfaction Survey carried out by external contractor indicating high levels of tenant satisfaction

A comprehensive range of established internal processes exist to regularly monitor key performance indicators covering all aspects of service delivery and provide the Management Committee with evidence and assurance. Matters relating to Regulatory Standards covering issues such as committee skills, governance and financial management feature regularly in Management Committee considerations. Furthermore, key strategic documents were reviewed in 2021 including MHAs Business Plan (year 2), the Succession Planning Strategy, the Risk Management Strategy and a new Asset Management Strategy was adopted.



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The Management Committee is assured that programmes related to gas safety, electrical inspections, legionella, asbestos, fire safety and energy efficiency have continued. Within the ARC submitted in 2021, the Association has reported a fall in the number of properties meeting the Scottish Housing Quality Standard (SHQS). This was because some properties did not meet the Energy Efficiency Standard for Social Housing (EESH 1) by the deadline of 31 December 2020. However, in accordance with Guidance published by Scottish Government, the Association has in place a programme of work and financial provision to meet the standard and the Management Committee does not view this matter to be material non-compliance.

Contained within information published in June 2021, SHR are seeking assurance about plans to implement an effective approach to the collection of equalities data as well as adopting measures to incorporate human rights into the services provided by regulated housing providers. The Management Committee is aware of recent (delayed) guidance regarding equalities data collection and intends to consider this over the coming months with a view to begin implementation from April 2022. MHA is also aware that housing-specific guidance on human rights is yet to be published, but will seek to use this once available to review MHAs approach and consider what changes may be required to services or policies with regards to ensuring human rights.

The Annual Assurance Statement submitted on behalf of Milnbank Housing Association was agreed by the Management Committee at its meeting held on 26 October 2021. Prior to adopting the Statement, the Management Committee received further assurance by reviewing a timeline containing details of the evidence examined in producing its Annual Assurance Statement. The Statement is publicly available on MHAs website and displayed in all of its premises.



Allan Scott
Chair