Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

Assurance Statement 2026

Introduction

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 subsequent published information.

Our Assurance

The Board of Milnbank Housing Association has evaluated and 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 Regulatory Standards of Governance and Financial Management.

The table below summarises 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	Yes
Legislative Duties	Yes

In making this declaration, MHAs Board confirms that the Association has in place on-going processes to ensure compliance with the Regulatory Framework.

Our review process considered Whether the Board is sufficiently assured through self assessment, ongoing oversight and scrutiny that the Association complies with the Regulatory requirements. Any areas of material non-compliance with the Regulatory requirements and any areas for improvement.

We evidence our compliance with supporting documentation. Our 'evidence bank' combines reports, policies, advice and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that Milnbank Housing Association is compliant.

Additionally, the evidence bank incorporates relevant documents and information that contribute to our assurance, and which form the structure of Milnbank Housing Association's business and governance activities.

Other self-assurance activities include internal audit, independent surveys, in-house assessments and other internal organisational controls and checks.

During the year, the Association identified and notified the Scottish Housing Regulator of an isolated instance where an Electrical Installation Condition Report (EICR) was not completed within the required five-year period due to an administrative error. The inspection has since been completed and a review confirmed that no other properties were affected. Additional controls and monitoring arrangements have been introduced to strengthen assurance over the EICR programme. We are satisfied that we meet all our duties in relation to tenant and resident safety. 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 and damp and mould.

Our Areas for Improvement

A small number of areas for improvement have been identified from both internal and external reviews of our compliance with the noted requirements. These are being implemented in accordance with our agreed Assurance Improvement Action Plan. These have been assessed as not material to our level of compliance.

Equalities and 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. 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.

Our Next Steps

We will continue to 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 2027.

Our Assurance Statement is publicly available on our website and is displayed in our office. I can confirm, as Chairperson of Milnbank Housing Association, that I was authorised by the Board at a meeting held on 13 October 2026 to sign and submit this Assurance Statement to the Scottish Housing Regulator.



Rose Tinney
Chair