



Annual Assurance Statement

Southside Housing Association is required by the Scottish Housing Regulator's revised Regulatory Framework to prepare and submit its initial Annual Assurance Statement by 30 November 2020. This document represents the statement that was considered and approved by the Association's Management Committee at its meeting on Thursday 29 October 2020.

Statement of the Southside Housing Association Management Committee:

We can advise that we comply with:

1. All relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework;*
2. All relevant standards and outcomes of the Scottish Social Housing Charter;*
3. All relevant legislative duties; and,
4. The Standards of Governance and Financial Management

** The Management Committee have set out in the table below two areas where during 2020, and due to the impact of COVID-19 the Association may temporarily have not fully complied with elements of the Regulatory Requirements and Charter Outcome 5, but which the Association is now compliant with.*

Management Committee confirm that we have seen and have considered appropriate evidence to support our assurance of compliance with the above. This includes independent self-assessment against Regulatory Standards, our annual programme of internal audit, external audit, large scale tenant satisfaction survey, Annual Return on the Charter 2018/19, external validation of the Annual Return on the Charter, Management Committee reports, financial reports and tenant health and safety reports.

COVID-19 Impact

In considering our compliance with legal and regulatory requirements during 2020, we have taken account of the considerable impact of the COVID-19 pandemic and consequent business, economic and social disruption. We have continued to comply fully with the temporary changes to legislation and continue to follow national and local policy and requirements e.g. with respect to health and safety, physical distancing, travel, office opening, use of Personal Protective Equipment, application of Test and Protect requirements and guidance around indoor gatherings.

We are confident that the measures that we have put in place and the contingency planning that we have implemented have ensured that we are able to continue to meet our responsibilities to our tenants, service users, regulators and funders. Where we have adopted revised standards of service delivery, we have communicated changes clearly to our tenants

and are maintaining the necessary records to ensure a smooth resumption of normal service levels when possible.

We continue to monitor our Business Plan, budget, and financial assumptions in the context of the on-going emergency situation and associated business interruption. Our Business Plan reflects the regulatory guidance that was current at the time of its development, and we will take account of updated regulatory guidance as we monitor and review our Business Plan in the context of the changed situation.

The Management Committee wishes to capture the impacts of the COVID-19 pandemic where it has caused disruption to the Association's service delivery during 2020, and specifically within the period of Scottish Government restrictions imposed in response to the pandemic, which took effect from 23 March 2020. As a result of the impacts and disruption set out below, the Association may temporarily have been unable to *fully* meet elements of our legal obligations in relation to statutory repairs and the Charter Outcome 5 relating to repairs, maintenance and improvements. This disruption occurred entirely as a direct consequence of the COVID-19 pandemic and operating restrictions associated with the pandemic. The table below sets out the areas of COVID-19 related disruption in more detail.

Regulatory Requirement	Covid-19 Impact	Notifiable Event Ref	Compliance Date
AN 3	<p>Repairs and Maintenance – The Association was temporarily unable to provide a full repairs and maintenance service to customers due to the social distancing and other guidance and legislative requirements introduced by the Scottish Government in March 2020 and throughout the 'lockdown' period from 23 March 2020.</p> <p>This may also have affected delivery of some qualifying repairs under statutory 'Right to Repair' provisions and ultimately meeting fully Charter Outcome 5 around repairs, maintenance and improvements.</p> <p>An emergency repairs service continued to be provided wherever possible during this period.</p>	1003727	The Association have recommenced a full repairs and maintenance to customers from June 2020.
AN3	<p>Allocations – Service disruption to the Association's repairs and maintenance service delivery outlined above, and more specifically in terms of void property repairs adversely impacted allocation of properties. Physical distancing requirements and other guidance and legislative requirements introduced by the Scottish Government in March 2020 and throughout the</p>	1003727	The Association re-commenced allocation of properties to applicants on our housing lists from June 2020.

	'lockdown' period from 23 March 2020 also impacted on the Association's capacity to let homes to applicants on our housing lists for a temporary period from March to June 2020.		
--	--	--	--

As part of the Association's commitment to continuous improvement an Annual Assurance statement Improvement Plan has been developed from areas for improvement focus identified from the various ways we have assessed the level of our compliance. This includes improvement actions we have identified but which do not constitute material non-compliance with the Standards of Governance and Financial Management and other Regulatory Requirements.

Signed by:-----

Margaret McIntyre, Chairperson, Southside Housing Association