

Annual Assurance Statement 2019

To the Scottish Housing Regulator



Based on the evidence we have received, scrutinised and subsequently reviewed from staff, external & internal auditors, assessors and consultants we are satisfied that we have reached a level of assurance to confidently conclude that Cassiltoun Housing Association is fully compliant with the Scottish Housing Regulators Regulatory Framework as outlined below.

Assurance and
Notification
(including legal
requirements)

Scottish Social
Housing Charter
performance

Tenant and
Service User
redress

Whistleblowing

Equalities and
Human Rights

Statutory Guidance &
Organisational Details

Regulatory Standards of
Financial Management
and Governance

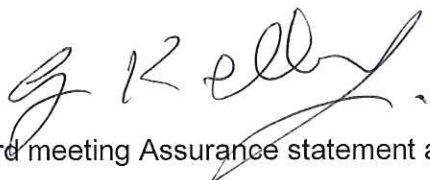
During the assurance process we have noted the following observations and areas for improvement. These have been raised and action plans produced. We do not believe that these are material and therefore they do not affect our conclusion set out above.

Areas for improvement:

1. Evidence of more proactive and effective tenant consultation in areas such as:
 - policy reviews
 - production and format of information provided by the organisation
 - rent increase proposals
 - tenant scrutiny
 - feedback on complaints and service improvements
2. Evidence of wider benchmarking and wider consideration of rent affordability.

On behalf of the Board of Cassiltoun Housing Association, I, George Kelly, Chairperson confirm that as of the 25th September 2019 the above statement is a true and accurate reflection of the current Assurance and Compliance status of Cassiltoun Housing Association.

Signed



Date of signing 25.9.2019.

Date of Board meeting Assurance statement approved by the Board of Management.