


DECISION

	Board of Management of Sanctuary Scotland Housing Association Limited		
	09/09/2025	Item: 9	No. of appendices: 3
Director - Sanctuary Scotland			
Subject: Annual Assurance Statement			
Group Corporate Strategy - Strategic Objectives: Customers first <input checked="" type="checkbox"/> Investing in our assets <input checked="" type="checkbox"/> Growing our services <input checked="" type="checkbox"/>			
Executive Summary <p>This report presents self-assessment work in relation to Tenant and Service Users Redress and Compliance with the Scottish Social Housing Charter in order to give Board Members the assurance that Sanctuary Scotland Housing Association Limited is compliant with Chapter Three of the Regulatory Framework in these areas. This report also contains the draft Annual Assurance Statement for approval and signing by the Chairperson in order to submit this to the Scottish Housing Regulator (SHR) by the deadline date of 31 October 2025.</p> <p>Recommendation: The Board of Management is asked to consider the self-assessment exercises provided at Appendices 1 and 2 and approve that the evidence highlighted confirms that Sanctuary Scotland Housing Association Limited can be considered to be compliant and approve the Annual Assurance Statement at Appendix 3 for submission to the SHR.</p>			
Customer Considerations <p>The requirements of the Scottish Social Housing Charter will form part of the mapping process to ensure compliance. Any relevant employee considerations are noted in the report.</p>			
Risk Management <p>RM 1 Political, government, regulation; Sanctuary Scotland Housing Association Limited must comply with the Regulatory Framework and the assessment process mitigates the risk of failing to meet requirements in respect of the Annual Assurance Statement.</p> <p>RM 2 Reputational and Customer service; Assessing compliance with regulatory and legislative requirements supports the delivery of a customer focused service and protects the reputation of Sanctuary Scotland Housing Association Limited.</p>			

Value for Money

The self-assessment exercises will evidence compliance with the SHR regulatory framework in relation to financial viability.

1. Strategic Context

- 1.1 Ensuring compliance with legislative and regulatory requirements supports the effective delivery of all three strategic priorities - Putting our customers first, Investing in our assets and Growing our services.
- 1.2 Following the review of their regulatory framework the Scottish Housing Regulator introduced the requirement for all Scottish landlords to submit an annual statement providing assurance that their organisation complies with the relevant requirements of Chapter Three.
- 1.3 Chapter Three of the framework primarily covers:
 - Assurance and Notification
 - Scottish Social Housing Charter Performance
 - Tenants and Service Users Redress
 - Whistleblowing
 - Equality and Human Rights
 - Compliance with and information submission in accordance with key guidance - notifiable events, group structures, consulting tenants where tenant consent is required, financial viability of registered social landlords, determination of accounting requirements, preparation of financial statements
 - The standards of Governance and Financial Management
 - Constitutional requirements

2. Proposal

- 2.1 The assessments carried out in relation to Tenant and Service User Redress and compliance with the Scottish Social Housing Chapter are attached at **Appendices 1 and 2**.
- 2.2 Given the level of evidence available against each of the headings it is recommended that the Board of Management consider Sanctuary Scotland Housing Association Limited (Sanctuary Scotland Housing Association) to be compliant, with no items of materiality requiring to be highlighted to the Scottish Housing Regulator (SHR).
- 2.3 The proposed annual assurance statement for 2025 is contained at **Appendix 3** for consideration and approval. The wording of the statement continues to include reference to the collection of data for equalities and human rights. The requirement relating to tenant and resident safety remains for this year and has therefore been included. Guidance also specifically states that if Electrical Installation Condition Reports (EICRs) are required and

not all completed, this should be noted in the statement and a timescale for completion indicated. Compliance is currently 99.9 per cent, with access challenges the key reasons for some being overdue. This does not represent an issue of material concern. The SHR guidance and frequently asked questions and the Scottish Federation of Housing Associations Assurance Statement toolkit/clauses guidance have been considered prior to updating the statement.

3. Recommendation

- 3.1 The Board of Management is asked to consider the self-assessment exercises provided at **Appendices 1 and 2** and approve that the evidence highlighted confirms that Sanctuary Scotland Housing Association can be considered to be compliant and approve the Assurance Statement provided at **Appendix 3**.