



Knowes Housing Association Ltd

Annual Assurance Statement for the financial year 2022-2023

The Governing Body of Knowes Housing Association confirms that the Association has complied with the regulatory requirements set out in chapter 3 of the Regulatory Framework and the Regulatory Standards of Governance and Financial Management over the period of October 2022 through to October 2023.

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.

We have reviewed our statutory obligations in terms of tenant and resident safety and we are satisfied that we meet legislative requirements with the exception of the following:-

- Failure to meet the gas safety legislation on one occasion with the inspection being completed out with the statutory 12 month requirement. The one failure was due to a recording error. We have carried out an in-house audit of all our properties and are satisfied that we are fully compliant in completing gas safety inspections within the required timescales for the remainder of our stock.
- Failure to complete the Electrical Inspection Safety checks in all our properties within the five year period. As at the end of September 2023, we had 67 properties outstanding – of these 36 with an EICR certificate but which require some further remedial work and 22 where we have been unable to gain access to the property on one or more occasions. We have an on-going programme in place, utilising the services of four suitably qualified contractors. We will continue to raise awareness of the importance of being allowed access to carry out electrical safety inspections with our customers via letters, our website, Facebook page and periodic newsletters and we plan to have caught up on our programme of inspections and remedial work within this year.



Apart from the specific exceptions noted above, we are satisfied that we meet all of our duties in relation to tenant and resident safety. In particular, 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, damp and mould. We have sought specialist advice to monitor our compliance in these areas and to support our assurance.

The evidence which supports this Statement includes:

- Reports about performance in key areas including finance, service delivery, asset management, tenant and resident safety, development and risk
- Internal and External Audit reports
- Advice from external and specialist advisers
- Outcomes from specific consultation
- Data analysis about our tenants and customers
- Benchmarking with other Registered Social Landlords
- Reports, advice and information from senior staff and external consultants

As Vice-Chair, I was authorised by the Board at a meeting held on 10th October 2023 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

We confirm that this Assurance Statement is being published on our website on the same date that it is submitted to the SHR.

Vice-Chairperson

Katie Devaney