

Glen Oaks Housing Association - Annual Assurance Statement 2025

The Board of Glen Oaks Housing Association confirms that we have reviewed and assessed a comprehensive bank of evidence to support this Statement that the organisation is compliant with:

- all relevant regulatory requirements as set out in Section Three of the Regulatory Framework;
- the Regulatory Standards of Governance and Financial Management;
- the relevant standards and outcomes of the Scottish Social Housing Charter;
- our statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights

A comprehensive resource has been created to support the review of compliance with regulatory requirements and to identify areas for improvement. The resource has links to reports, policies and information which the Board monitors and oversees on an ongoing basis throughout the year. The evidence bank includes:

- Performance reports in areas including finance, service delivery, asset management, tenant safety, development and risk
- Advice, reports, analysis and training from internal and external auditors, external and specialist advisers and consultants
- Customer insight reports including surveys, feedback, informal and formal engagement
- Benchmarking information

We recognise that we are required to notify the Regulator of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

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 and water 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.

In assessing the evidence, we have adopted a continuous improvement focus which has resulted in the creation of an Action Plan which we will progress during the course of the year. We have reviewed the identified actions and are satisfied that all are intended to deliver effective improvement and that none are material to our current compliance with the Framework.

As Chair, I was authorised by the Board at a meeting held on 29 October 2025 to sign and submit this Assurance Statement to the Scottish Housing Regulator. This Assurance Statement will be published on our website on the same date that it is submitted to the SHR.

Signed:

Michael Smith, Chairperson