



Annual Assurance Statement 2025

Introduction

The Board of Management confirms that we have reviewed and assessed a comprehensive bank of evidence to support this statement. Craigdale Housing Association's Board are therefore confident that the Association is compliant with: -

- All relevant regulatory requirements as set out in Section 3 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.

Assurance

Our Assurance Statement takes account of sector guidance, with the Board evaluating the Association's compliance with our Regulatory requirements, the Standards of Governance & Financial Management and our legislative duties (now referred to as the Regulatory requirements), which are contained within the SHR's Framework, Chapter 3 Regulatory Requirements.

The table below summarises our compliance with the Regulatory requirements:

Regulatory Requirements	Compliant?
Assurance & Notification	Yes
Scottish Social Housing Charter (SSHC)	Yes
Tenant & Service User Redress	Yes
Whistleblowing	Yes
Equality & Human Rights	Yes
Statutory Guidance	Yes
Organisational Details & Constitution	Yes
Tenant and Resident Safety	Yes
Regulatory Standards of Governance & Financial Management (RSGFM)	Yes
Legislative Duties	Yes



In determining our compliance with the Regulatory requirements our evaluation process considered:

- ❖ Whether we, as a Board, are sufficiently assured through self-assessment, ongoing oversight and scrutiny that we comply with the Regulatory requirements and are sufficiently confident that we can pass that assurance on to our stakeholders.
- ❖ Further assurance has been sought from our Internal Audit who carried out a review of our Annual Assurance Statement practices. We have been provided with Strong Assurance that the Association has adequate systems and processes in place for the completion of the Annual Assurance Statement.

Supporting evidence and additional information

We used the toolkit issued by the Scottish Federation of Housing Associations in July 2023 as the basis for our self-assessment against the Regulatory requirements. We can evidence our compliance with supporting documentation, including independent reviews that we commissioned. Our other self-assurance activities include internal audit, independent surveys, in-house assessments and other internal organisational controls and checks. The outcome of our self-assessment, ongoing oversight and scrutiny demonstrates our compliance with the Regulatory requirements.

Stakeholders can be assured that the Board challenges information that it is provided from Staff and consultants to ensure that the information received is robust and accurate. To support this we commissioned our Internal Auditors to review our Assurance Statement supporting evidence in September 2025. They gave a strong assurance that our approach and evidence were robust.

Equalities

We can also confirm that we implemented an Equalities Strategy in 2022. This strategy demonstrates our approach to meeting Outcome 1: Equalities in the Scottish Housing Charter: This strategy also has an assessment of our current approach to equality and diversity across different parts of our operation:

- ❖ Knowing our customers
- ❖ Leadership, partnership and organisational commitment
- ❖ Involving our customers
- ❖ Responsive services, access and customer care
- ❖ A skilled and committed workforce



It uses this assessment to identify key objectives and sets out a two-year action plan for the first steps in achieving these objectives. This strategy is being reviewed in the 3rd quarter of 2025.

In Summer 2025 Craigdale refreshed the tenant satisfaction survey and tenants equalities data.

Human Rights

In January 2022 the Chartered Institute of Housing published their guidance on housing as a human right. This document sets out the seven dimensions of adequate housing and forms the basis of housing as a human right. Craigdale Housing Association have policies, strategies and processes in place to ensure we meet the requirement for housing as a basic human right but will continuously monitor these to ensure they are compliant and help to meet the ethos of housing as a human right in line with guidance. To ensure this housing as a human right forms part of our Equalities Strategy.

There is a Castlemilk wide strategy on housing as a human right, this work covers the period of 2024/2027 and includes an award-winning lived experience group.

Tenant and Resident Safety

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 developed a compliance register and strategy regarding safety and have sought specialist advice to monitor our compliance in these areas and to support our assurance.

Further assurance has been sought from a recent Internal Audit carried out on tenant and resident safety which provided a strong level of assurance regarding the risks surrounding the gas safety arrangements, fire safety arrangements, electrical safety arrangements, mould management arrangements, legionella safety and asbestos management arrangements in place at the Association are appropriately managed and controlled.

Next Steps

We will keep our Assurance Statement under review and will notify the SHR and our customers if we become materially non-compliant with the Regulatory requirements prior to issuing our next annual Assurance Statement in October 2026.



Our Assurance Statement is publicly available on our website and is displayed in our office. Finally, I can confirm as Chair of Craigdale Housing Association, I was authorised by the Board at a meeting held on 27th October 2025 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Des Phee
Chairperson