



Calway Housing Association Annual Assurance Statement

The Committee of Calway HA is satisfied that, to the best of our knowledge, Calway HA is compliant with the requirements of Chapter Three of the Regulatory Framework and the Regulatory Standards of Governance and Financial Management. We have gained this assurance from a review of a comprehensive bank of evidence and from our ongoing oversight and scrutiny of Calway's affairs throughout the year (2019-20).

The evidence which supports this Statement includes:

- Reports about performance in key areas including finance, service delivery, asset management, development and risk
- Internal and External Audit reports
- Advice from external and specialist advisers
- The outcomes from consultation
- Data analysis about our tenants and customers
- Benchmarking
- Reports, advice and information from senior staff

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

Notwithstanding our view that we are materially compliant, we have been through an extraordinary and unprecedented time which, since late march 2020 has had a significant impact on our service delivery. Calway has remained open for business throughout with our switchboard operating as normal and staff available to deal with customers. Calway staff have had continuous access to the information they require to deliver a service to our customers. However, there have been serious interruptions to our service delivery caused by Covid restrictions and these have particularly affected our ability to deliver a day-to-day repairs service and to keep up-

to-date with the servicing of gas appliances. These issues had a particularly pronounced effect during the initial lock-down period but even in mid-November we have overdue gas services. Each failure to carry out a gas service has been appropriately documented and we continue to pursue tenants living in properties where gas servicing is overdue.

The lockdown period also affected our ability to deliver internal major repairs work such as kitchen replacements however we believe it will be possible to catch up with this work.

Our office has been closed to the public since late March 2020 in line with Scottish Government guidance.

The Committee was actively involved in the development and assessment of the evidence bank which has been collated to assist the Committee in coming to a view on Calvay's level of compliance. The assessment of compliance and associated evidence bank are available online for committee members to inspect at any time. The Committee monitors regulatory and legal compliance on a regular and ongoing basis.

As Chair, I was authorised by the Committee at its meeting held on 26th November 2020 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

A handwritten signature in black ink that reads "Anna Ellis". The signature is written in a cursive, flowing style.

Anna Ellis

Chair of Calvay Housing Association