



Scottish Housing Regulator  
Buchanan House  
58 Port Dundas Road  
Glasgow  
G4 0HF

29<sup>th</sup> October 2024

**Annual Assurance Statement 2024 on behalf of Paisley Housing Association Board and PSPS subsidiary in the PHA Group.**

**Introduction and Assurance**

As a result of robust, timely and evidence-based reporting to the Board, along with ongoing self-assessment, we can confirm to the best of our knowledge and belief that we have assurance of compliance with:

- All relevant regulatory requirements set out in section 3 of the Regulatory Framework.
- All relevant standards and outcomes in the Scottish Social Housing Charter.
- Our statutory obligations in particular in respect of tenant and resident safety, housing, equalities and human rights.
- All relevant legislative duties.
- The SHR Standards of Governance and Financial Management.

There are no areas of material or significant non-compliance that require to be disclosed in this statement.

Paisley Housing Association. 2 Lawn Street, Paisley PA1 1HA.  
Scottish Charity NO SC035589.  
Co-operative and Communities Benefit Societies Act 2014, Reg No. 2171.  
Data Controller with Information Commissioner Office Z6517872

## **Supporting Evidence and Additional Information**

The evidence which supports this statement include.

- Reports about performance in key areas including, finance, service delivery, asset management, tenant and resident safety, development and risk.
- Internal and External Audit reports.
- Resident Satisfaction Surveys.
- Ongoing data analysis about our tenants and customers.
- Benchmarking with FLAIR and other registered social landlords.
- Reports, advice and information from senior staff.
- Advice from external and specialist advisors.
- SFHA Toolkit

## **Equalities and Human Rights.**

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.

## **Tenant Safety**

We are satisfied that we meet all 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 and lift safety and our obligations relating to asbestos, damp and mould. We have reviewed our compliance with the relevant obligations in relation to Tenant Safety, we are assured Paisley Housing Association meets all its duties.

The evidence which supports this statement includes:

- The Asset Management Strategy for 2024-2026 includes objectives relating to ongoing compliance for Tenant Safety.
- As part of our membership of EVH Landlord Facilities, Health, Safety and Welfare System, a landlord safety audit was carried out in June 2024. The outcome of the audit demonstrated an “high level” of compliance.
- Our 5 year internal audit programme will continue to review each of the key areas of Tenant Safety on a cyclical style basis.
- We continue to work with our Tenant Safety consultant in developing improvements to our existing policies, procedures, legislation updates and staff and board training.
- As part of our engagement with the external Tenant Safety consultant, we continue to be members of the Social Housing Safety Network Scotland. The network is primarily focused on tenant and resident safety for local authority and housing association landlords. The focus is to share the skills, knowledge and experience of industry leading practitioners to support network members in understanding the

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statutory obligations, the importance of measuring the organisation's performance and how to evidence compliance for tenant and resident safety.

- In August 2024 we confirmed with the SHR, following on from surveying some of our housing stock in relation to presence of Reinforced Autoclaved Aerated Concrete (RAAC). That no RAAC was identified. We advised that we are also engaging with the structural engineer consultant for RAAC that is present in our office premises and are working up a plan for its removal.
- We continue to provide Tenant Safety reports and key performance information to our Board on a regular basis.

### **Next Steps**

We recognise that we are required to notify the Scottish Housing 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 approved our Annual Assurance Statement at the meeting of our Board on Monday 28th October 2024 and as Chair, I was authorised by the Board at the meeting to sign and submit this Assurance Statement to the Scottish Housing Regulator.

We confirm that this Assurance Statement will be published on our website on the same date it is submitted to the Scottish Housing Regulator.

I sign this statement on behalf of the Board.

**Karen McMillan**  
**Chairperson**  
**Date 29/10/24**