



Ms Kirsty Porter
Regulation Manager
Scottish Housing Regulator
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

23 August 2024

Dear Ms Porter

Langstane Housing Association – Annual Assurance Statement

Langstane Housing Association has been, and continues to be, on a journey of continuous improvement. The past years have seen the prioritisation of significant financial management, governance and risk management improvements within the Association.

I confirm, on behalf of the Board of Management of Langstane Housing Association Limited, that to the best of my knowledge and understanding, Langstane Housing Association complies with updated guidance in respect of:

- all regulatory requirements set out in Chapter 3 of the Regulatory Framework,
- all relevant standards and outcomes in the Scottish Social Housing Charter,
- all relevant legislative duties, and
- Standards 1 – 7 of the Scottish Housing Regulator's Governance and Financial Management Standards.

Langstane Housing Association and its active subsidiary, Langstane Property Limited, meets all relevant duties in relation to tenant safety. In particular in relation to gas, electrical, water, fire and lift safety, and in relation to dealing with asbestos, and damp and mould in tenants' homes.

Working practices and customer facing leaflets for dealing with reported condensation, damp and mould have been updated and follow good practice. Tenant safety is an area of the Association's activities that is subject to scrutiny through internal audit. External health and safety assistance is provided through Safety Scotland, Aberdeen and ACS Health, Safety, and Wellbeing, Glasgow.

Throughout the year comprehensive checks were made, following regulatory guidance, on our homes to establish whether or not reinforced autoclave aerated concrete (RAAC) was present. We confirm that no RAAC is present in any of our homes.

With regard to electrical safety, on 31 March 2024, the Association had a small number of overdue PAT tests. This was due to failed access and whilst this situation has improved, as a member of the Scottish Federation of Housing Associations, legal advice was sought and forced entry for electrical safety is now being advanced.

100% of communal stairwells and 97.22% of homes have a 'satisfactory' EICR (Electrical Installation Condition Report). Any recorded non-compliance is due to access issues / no power in the home, a small number of homes require remedial works and these have been booked in. Again, forced entry is being advanced.

However, where the condition of the home prevents the works progressing for either PAT or EICRs, we are working with colleagues to remedy this situation. In addition, Langstane has access to fuel funds to assist tenants.

With regards to the Association's position on equalities, diversity, and inclusion (including human rights), the Association collates a range of equalities information but recognises this could be improved. We have been working with our software provider to ensure sufficient fields are available to record and easily report on the required information. This is an area of our business that continues to be an area of focus. In keeping with this, although already an inclusive organisation, a more formal human rights approach is being taken to assist decision making. Data is being used to evidence equality and human rights issues are considered in our policies and working practices. This is based on the principles of participation, accountability, non-discrimination, empowerment, and legality (PANEL).

Considerable evidence has been provided to support the level of assurance the Board of Management has. Detailed annual reports to 31 March and quarterly updates are provided in addition to various reports throughout the year, including from internal and external audit. It is noted the Board approves Langstane's main customer and business critical policies.

The Board continues to receive regular updates on business-critical activities including how external events impact the Association, its tenants, and other customers. We are confident the information provided is accurate, timely and relevant risks assessed. Where practical to do so, appropriate mitigation action is taken that is proportionate to the risks assessed.

The Board met on 22 August 2024, and considered the views of our joint Audit and Governance Committee (based on positive independent and internal assessments that documented Langstane's position in relation to the Standards at various points in time). We considered previous engagement and considered detailed information before agreeing our statement. We also considered how the Association manages challenges posed by global events whilst remaining focused on day-to-day priorities and delivering our agreed Business Plan. Our Business Plan has been updated in early 2024 and includes a strengthened commitment to put tenants at the heart of our decision-making.

Whilst reviewing the evidence required for our annual assurance statement, we continue to adopt a continuous improvement focus and as such have an annual assurance statement continuous improvement plan (AAS-CIP) which we review annually. We are satisfied that all actions identified, are intended purely to strengthen our compliance and no actions within this plan are material.

Langstane remains committed to working constructively with the Scottish Housing Regulator and other relevant stakeholders to ensure the standards within the Association, and the housing industry, are high.

Governing body members will ensure sufficient resources are made available to deliver our strategic objectives in full and within the timescales agreed but we remain mindful of the need to work flexibly as our business environment changes.

We are aware of our requirement to notify the Scottish Housing Regulator of any changes in our compliance during the course of the year and are assured we have effective arrangements in place to enable us to do so.

Langstane Housing Association has three wholly owned subsidiary companies:

- Langstane Property Limited which administers the provision of 41 mid-market rentals.
and
- Two dormant companies, Langstane Developments Limited and Langstane Maintenance Limited.

This statement is on behalf of all entities within the Langstane Group.

I confirm, as Chairperson, I have been authorised to sign this statement on behalf of the Board of Management and all three wholly owned subsidiaries.

A copy of this Assurance Statement will be published on our website as it is submitted to the Scottish Housing Regulator.

Please do not hesitate to contact me if you wish any further information or clarity on any of the above.

Many thanks

M Martin
Chairperson