



Annual Assurance Statement 2022

The Board of Hanover Scotland Housing Association can confirm that Hanover has completed a robust and thorough self-assessment of Hanover's activities using the SFHA Assurance Toolkit. We confirm that, as part of our review, we have considered:

- All relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework
- The standards and outcomes in the Scottish Social Housing Charter;
- Legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety;
- The Standards of Governance and Financial Management for RSLs.

As the governing body, we have reviewed the Hanover Assurance Framework which incorporates the evidence bank, combines report, policies and information which is monitored and reviewed on an ongoing basis throughout the year.

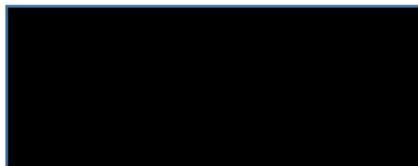
Having made all reasonable enquiries and based on sufficient and reliable information provided by the Assurance Framework Management Team, to the best of our knowledge and belief we **comply with all** requirements outlined in the Regulatory Framework **with the exception of Chapter 3 – (3.5)**.

We are **working toward compliance** in matters relating to Customer Safety Compliance (Chapter 3 – 3.5). We have approved a plan to assess our Customer Safety Compliance against legislative and regulatory requirements, and to address any gaps in compliance by 31st March 2023. This plan will be closely monitored until its conclusion.

During the year, we have improved our system for the collection of equalities data, and we are working through an improvement plan that ensures we take account of our equalities and human rights data in decision making, in the formation of policy and in all the other services that Hanover delivers.

We will publish this Annual Assurance Statement on our website once it has been submitted to the Scottish Housing Regulator. This Annual Assurance Statement was approved by the Board on 27th October 2022.

Signed:



Chair