



Annual Assurance Statement 2024

The Board of Hanover Scotland Housing Association, having made all reasonable enquiries and based on sufficient and reliable information provided by the Assurance Framework Management Team, can confirm that Hanover has completed a robust and thorough self-assessment of its 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.

We, as the Board of Hanover, have reviewed the Assurance Framework and Evidence Bank which combines reports, policies, procedures, and information which is monitored and reviewed on an ongoing basis throughout the year. In addition, the Evidence Bank incorporates other key documents and information that contributes to our assurance, and which forms the structure of Hanover's business and governance activities.

We are assured that all duties in relation to tenant and resident safety, and in particular our compliance with all relevant safety requirements including Gas safety, Electrical safety, Water safety, Fire safety, Asbestos Safety, Lift Safety and Damp and Mould have been met.

We have completed our assessment into the potential presence of RAAC in our stock and confirm that none has been identified.

Over the last 2 years, we have implemented appropriate systems for the collection of equalities data for customers, Board Members, and employees. We have established an Equality, Diversity, and Inclusion (EDI) Project Group, updated our EDI Policy and developed an Equality Impact Assessment process. We have established an Employee Equality Champions group, who develop and support our calendar of events throughout the year. We are actively using customer equality data to inform our policies and service provision. Now that these foundations are in place, our EDI Group are refreshing their aims and outcomes for the year ahead to further support our customers, Board Members and employees.

We are assured that we **comply with all** requirements outlined in the Regulatory Framework. In reviewing our evidence and assessing compliance, we have identified areas where we intend to further improve and develop. We do not consider the gaps to be material or significant, and they will be taken forward as part of Hanover's Assurance Framework Action Plan.

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 Hanover's Board on 15th August 2024.

Signed:

Gary Devlin (Chair)