

## Annual Assurance Statement 2020

As a registered social landlord (RSL), Ayrshire Housing's Board must assure its service users and the Scottish Housing Regulator (SHR) every year that it complies with the SHR's regulatory requirements and standards.

In doing so, we confirm that we:

- achieve the objectives of the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- meet all our legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.
- have sufficient evidence to be confident that we do indeed meet the Regulator's requirements.

It is recognised however that the recent months have been challenging in terms of maintaining the quality of service that our tenants expect. We have though been able to maintain essential services throughout with delivery now starting to return to more normal levels. With regard to gas safety, we are focused on meeting our obligations having due regard to current guidance and the wellbeing of our tenants. Our staff continue to communicate and engage with our tenants and other service users to provide reassurance and support where it is needed. We are keeping our Business Plan under regular review to ensure that it remains relevant as circumstances change.

At its meeting on 28 October 2020, Ayrshire Housing's Board agreed to this statement being sent to the Scottish Housing Regulator and made available to tenants and other service users.

Signed on behalf of the Board

A handwritten signature in blue ink, appearing to read "Simon Leslie".

Simon Leslie  
Chair