



**Drumchapel
Housing**
Co-operative Limited

Annual Assurance Statement **October 2021**

This is the Annual Assurance Statement of Drumchapel Housing Co-operative Ltd as agreed by the Management Board on 19 October 2021; whereby we agreed that, to the best of our knowledge, there are no areas of material non-compliance to report.

The Management Board are satisfied that we have seen and considered sufficient appropriate and reliable evidence to confirm our level of assurance, and that we have considered compliance with regulatory and legislative requirements and have taken account of the impact of the Covid-19 pandemic has had over the last year in preparing the Annual Assurance Statement for 2021. We advise that, to the best of our knowledge and understanding, Drumchapel Housing Co-operative Limited complies with:

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

and acknowledge the requirement to notify the Scottish Housing Regulator of any changes to the Annual Assurance Statement throughout the year. Whilst declaring our compliance, we would like, in the interests of transparency and self-governance, to draw attention to two areas. We have reviewed these areas and have assured ourselves that they are non-material, however we would like to declare for your information and consideration as detailed below:

Impact of Covid-19 pandemic

Again, this year, we have taken account of the considerable impact the Covid-19 pandemic has had on the business; economic and social disruption and we believe that we have complied fully with guidance from the UK and Scottish Government in respect of managing through the pandemic. Regular communication to tenants and service users has been provided where services have been interrupted. The board is assured that there are no material areas of non-compliance but have considered the impact on the following aspects of service delivery:

“Committed to providing a quality service”

- Reactive Repairs - due to restrictions on carrying out non-emergency repairs this resulted in a backlog of repairs which have now been completed.
- Planned Maintenance Programme - a revised planned maintenance programme has been prepared to catch up on works not able to be carried out in the previous year. The programme for 2021/2022 has now been completed

Equalities and human rights

We hope that the way we deliver services and develop policies could generally be consistent with a human rights approach. We know, though, that this is an emerging agenda and that so far there is little in the way of housing-specific guidance. We are aware that Scottish Housing Regulator, Chartered Institute of Housing Scotland the Scottish Human Rights Commission are due to produce guidance on some aspects of the human rights approach to housing. We look forward to using this, and any other relevant guidance that is produced in the future, to inform our work to review our own approach and consider whether any changes might be needed to our services or policies.

In undertaking our self-assessment, we identified some improvement actions that need more work either as a direct result of the pandemic or some that we feel will strengthen our compliance. We do not consider any of the actions as materially non-compliant and have a plan in place to address the areas highlighted.

The statement has been considered by a Working Group and the Management Board has approved the statement. I have been authorised by the Management Board to sign this Annual Assurance Statement on their behalf.

Signed:

David O'Hara, Chair

Date: 19 October 2021

The Annual Assurance Statement is publicly available on request; on our website; social media; Winter Newsletter and available from our office when we reopen to the public.



"Committed to providing a quality service"

January 2022						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
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31						

February 2022						
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28						

March 2022						
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April 2022						
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May 2022						
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June 2022						
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July 2022						
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August 2022						
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September 2022						
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October 2022						
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November 2022						
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December 2022						
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26	27	28	29	30	31	

Useful Numbers

Police (Emergency)	999
Police Scotland	101
Noise Team	0141 287 1060
Dog Fouling	0300 343 7027
Graffiti Removal	0300 343 7027
Glasgow City Council, Community Safety Department	0141 276 7400
Abandoned Cars	0141 276 0859
Bulk Uplift	0141 287 9700

Water Mains Leaks or Bursts	0845 600 8855
Roads and Lighting Faults	0800 37 36 35
Pest Control	0800 595 595
Housing Benefit	0141 287 5050
CCTV Operators	0141 287 9999
Emergency Repairs (including Gas Central Heating)	0800 595 595

Rent Due: on or before 1st of each month

Key

- Public Holidays - Office Closed
- Staff Training - Office Closed (pm)
- Welfare Benefits Advisor present
- Wheelie Bin Cleaning