



RUTHERGLEN & CAMBUSLANG HOUSING ASSOCIATION

ANNUAL ASSURANCE STATEMENT 2025

Gaining Assurance

Over the past 12 months, Rutherglen and Cambuslang Housing Association (the Association) has taken steps to strengthen the level of assurance the Board of Management receive with regards to the Association's compliance with the Regulatory Framework and Standards of Governance and Financial Management. This has included

- Undertaking a self-assessment of compliance against the Regulatory Framework Chapter 3 utilising the SFHA toolkit "Social landlord self-assurance" (April 2024)
- Enhancing our Annual Assurance Evidence Bank within the Board portal and reporting to the Board on content of specific sections for further assurance
- Developing a new Business Plan 2025-28, associated delivery plan and suite of key performance indicators to ensure the Board has set the strategic direction for the Association and staff are held accountable to deliver strategic actions and targets set by the Board.
- Undertaking a 70% stock condition survey to ensure our asset plans and financial assumptions relating to our stock profile are robust.
- Support from independent consultants on asset management, procurement, governance and a full verification undertaken on the 2024 Annual Return on the Charter data set.

In considering the Association's current level of compliance with the Regulatory Requirements, the Board of Management has taken into account

- The findings of the stock condition survey and impact on financial plans
- The self-assessment process and improvement focus for assurance
- The Association's statutory returns
- Ongoing oversight and scrutiny of the Association's business throughout the year by the Board
- Internal and external audits and in particular our response to an audit of our subsidiary management of the Aspire Community Development Company Limited.

Level of Compliance

Members of the Board of Management are satisfied that they have received appropriate assurance that Rutherglen and Cambuslang Housing Association is compliant with

- all relevant 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
- the Standards of Governance and Financial Management

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Tenant Health and Safety

Members of the Board of Management are satisfied that they have received appropriate assurance that Rutherglen and Cambuslang Housing Association is compliant with all relevant safety requirements including

- Gas safety
- Electrical safety
- Water safety
- Fire safety
- Asbestos
- Damp and Mould
- Lift safety

Continuous Improvement Focus

Whilst the Board is assured that the Association is materially compliant as stated above, this assurance statement will be kept under review and any areas of material non-compliance identified will be acted on and reported to the Scottish Housing Regulator. The Board has identified areas where it believes further work is required to strengthen the level of compliance. These are

Tenant Engagement – Our engagement processes have been improved. The Board has identified gaps around

- Involving tenants in strategy and policy development
- Enhancing customer engagement and feedback systems.

To address this, the Board has appointed a dedicated staff member from August 2025 and procured CX Feedback to simplify, enhance and target our customer feedback mechanisms.

Equalities Data Collection – the Board has identified missing protected characteristics in data collection for applicants and this has been addressed and collection is underway.

Subsidiary Management – The Board has approved a recent independent options appraisal and is progressing community engagement using a specialist provider to develop a business plan for the Caledonian Centre. This is a community facility owned and managed by the Association's wholly owned subsidiary, Aspire Community Development Company Limited. Work to date has enhanced the assurance which the Board has in relation to the subsidiary company.

Factoring – the Board has undertaken a full review of the factoring service which identified that the Association's performance on arrears management was not robust. The Association has increased staff resources, recruited a new Lead Officer to start in October/November 2025 and made significant inroads into the factoring debt. The improvement focus is ongoing.

Sign Off

This Assurance Statement was approved by Board members at their meeting on 23rd September 2025 and, as Chair, I have been authorised to sign and submit it on behalf of the Board of Management. I can confirm that the statement will be published on the Association's website and communicated to our customers.