



ARK Housing Association Ltd - Annual Assurance Statement 2021

We comply with the regulatory requirements set out in Chapter 3 of the Regulatory Framework. This includes that we:

- Achieve all the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services;
- Comply with our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety; and
- Comply with the Standards of Governance and Financial Management for Registered Social Landlords.

The Board of Management has considered sufficient evidence, which to the best of our knowledge and belief, gives us assurance of compliance with the Regulatory Framework.

We have identified one area for development, where we have assessed we require to provide more robust supporting evidence; however our judgement is that this is not an issue of materiality and does not impinge on our assessment that we are compliant with the Regulatory Framework.

In the future, the SHR will require Ark to report equalities monitoring data of tenants. We currently collect equalities data as part of our data collection from tenants; however this is voluntary and there are gaps in the data we hold for tenants.

We will aim to gather full equalities data from tenants and review the reporting format set out by the SHR and seek to gather equalities data in a way that enables us to be compliant with this requirement, while adhering to the principles of the GDPR.

Ark's response to the Covid-19 pandemic ensured we maintained a key focus on delivering excellent Governance of the organisation and high levels of customer service across our customer groups; in particular we ensured:

- We followed all emergency legislation that was put in place for the safe delivery of governance and operational arrangements;
- We identified early in the pandemic all business critical activities and ensured our business continuity arrangements were effective;
- We moved our housing customer services to statutory and emergency services only; whilst proactively engaging with all tenants to maintain contact and carry out early intervention of issues as they arose;
- We met our legal duties and responsibilities to our customers; our people; our contractors and commissioners;

- We implemented remote Board of Management meetings to ensure ongoing oversight and governance of the organisation;
- We implemented an effective communication approach with our people and our customers, ensuring they were kept informed of the ongoing impact of Covid-19 in Ark and the measures we were taking to keep disruption to a minimum across all aspects of the business.

Overall Ark has come through the period covered by this assurance statement very positively. We met our regulatory and governance responsibilities and our business continuity approaches ensured the overall impact on the business was kept to a minimum.

We approved our Annual Assurance Statement at the meeting of our Board of Management on 26th August 2021.

Signed on behalf of the ARK Housing Association Ltd Board of Management.

Graham Mitchell
Chair of the Board of Management

Date: 01/09/2021