MANOR ESTATES
Housing Association

Assurance Statement

September 2026

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

- All relevant standards and outcomes in the Scottish Social Housing Charter;
- All relevant legislative duties; and
- The Standards of Governance and Financial Management.

With the exception of the Tenant and Resident Safety which we have adopted a continuous improvement focus. We have identified a number of improvement actions this year which the Board are monitoring to ensure successful compliance.

Supporting Evidence

We confirm that we have reviewed evidence that supports our assessment of compliance. This is based on a range or reports, policies, advice and information that we monitor on an ongoing basis. This includes:

- Regular reports about key performance information;
- Internal Audit reports;
- External Audit reports;
- Advice from external and specialist advisers;
- Outcomes of tenant consultation exercises;
- Benchmarking;
- Reports, advice and information from senior staff and external sources; and
- Access to information regarding all Standards through our Board's TEAMs channel.

Other Information

Since publication of our 2025 Assurance Statement, we have:

- Conducted a detailed review of Regulatory Standards 2 and 4;
- Considered progress on the actions identified from the 2025 assessment;
- Received a clean audit report from our External Auditor; and

Tenant and Resident Safety

We are satisfied that we have continued to make progress in addressing the issues we identified previously in respect of duties relating to electrical safety and our obligations relating to gas, water management, asbestos, fire, damp and mould. During the year we appointed a consultant to review all our tenant and resident safety policies and strategy, as well as carry out a 30% independent validation of up-to-date certification that gas safety, electrical safety and asbestos management were all compliant. We are aware that there are still several issues to be fully addressed including completing the review of our records management system. As these relate to the health and safety

of tenants, we continue to assess these as material. We have mapped out a programme of internal audits that will focus on the key aspects of our Tenant and Resident Safety Strategy. This year we reviewed all six of the compliance areas and developed a Compliance Action Plan that is regularly reviewed and refined.

We have assessed our stock for the presence of RAAC and have identified that no properties are affected.

Equality Data Collection and Approach to Human Rights

We continue to collect information regarding equalities. This is done anonymously unless customers give us specific consent to hold the information against their tenancy record. We collected equalities data as part of the Tenant Satisfaction Survey that was carried out in Sept/October 2025 and reported to the Board on 25 February 2026. Further analysis of the data is included in the Action Plan considered and approved by the Board at our meeting on 26 August 2026.

Equality Impact Assessments are conducted in respect of new policy reviews. Reference to any matters that have implications in respect of human rights issues are included in all relevant reports.

Publication

We confirm that this Assurance Statement is being published on our website on the same date that it is submitted to the Scottish Housing Regulator.

We acknowledge that we are required to notify the Scottish Housing Regulator of any changes in our compliance during the year and are assured that we have effective arrangements in place to enable us to do so.

As Chair, I was authorised by the Board at a meeting held on 26 August 2026 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

NAME OF SIGNATORY	Ian Crawford
POSITION OF SIGNATORY	Chair
SIGNATURE	
DATE OF SIGNATURE	2nd September 2026