

4th October 2023

Scottish Housing Regulator
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF



Assurance Statement 2023

As the responsible Management Committee Members of the Fyne Group, we confirm that, to the best of our knowledge, we comply with the Regulatory Standards and Regulatory Framework requirements with only the following exception:

- Failure to have carried out our Electrical Installation Certificate Reports & Fire Safety Reports for all our properties.

This failure is attributed to the lasting effects of the pandemic with contractor resource/supply issues. As of 31st March 2023, we had 230 outstanding properties and at the time of preparation of this statement 51 were outstanding and an additional 8 properties were abeyances due to the condition of the properties. The contract is ongoing and running concurrently in each of our 4 areas of operation. It is expected that all will be completed by 31st March 2024.

Our review was based on the updated toolkit provided by the Scottish Federation of Housing Associations in June 2023, which we populated with supporting evidence and from this we will also undertake some improvement actions which will further strengthen our governance arrangements. To support effective implication these actions will be monitored by the Management Committee at regular intervals to ensure successful achievement.

The Management Committee of Fyne Homes is satisfied that, to the best of our knowledge, Fyne Homes is compliant with the requirements of Chapter Three of the Regulatory Framework and the Regulatory Standards of Governance and Financial Management. We have gained this assurance from a review of a comprehensive bank of evidence and from our ongoing oversight and scrutiny of Fyne Homes affairs throughout the year (2022/23)

In reviewing our compliance with the Regulatory Framework, we are assured that we are working towards having appropriate systems in place for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy making and day to day service delivery.

We are confident that taking account of the current economic and social environments, we continue to meet our responsibilities to our tenants, service users, regulators, and funders. Where we have adopted revised standards of service delivery, we are communicating these changes clearly to our tenants. We are confident that we have successfully resumed normal service levels, subject only to external supply constraints.

We are/.....

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Calls may be recorded for quality and training purposes

www.fynehomes.org.uk

Email: postmaster@fynehomes.co.uk



Fyne Homes Limited. Registered Office: 81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP Registered Social Landlord (REG. No. 321)
Registered Scottish Charity No. SC 009152. Registered Society under the Co-operative and Community Benefit Societies Act 2014 (REG No. 1454 R[S])
Incorporating: William Woodhouse Strain Housing Association and Bute Housing Association. Property Factor Registered Number PF000155



Scottish Federation of
Housing Associations

Fyne Homes Assurance Statement 04.10.23 (Contd)

We are satisfied that we meet all our duties in relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire, water and lift safety and our obligations relating to asbestos, damp and mould.

We recognise that we are required to notify the SHR 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 Management Committee at their meeting on 4th October 2023 to sign and submit this Assurance Statement to the Scottish Housing Regulator. This information will also be published on our website.

Signed **S MacLeod**
Shirley MacLeod, Chair

Date **04.10.23**