

Places for People Scotland Annual Assurance Statement

Places for People Scotland is the trading name of Castle Rock Edinvar Housing Association Ltd.

The Board of Places for People Scotland undertakes cyclical assessments of compliance with all aspects of the Scottish Housing Regulator's Regulatory Framework, and associated requirements.

This is achieved via self-assessments of compliance, with comprehensive supporting evidence provided to Board, including performance data, specialist advice, and internal audit work. More generally, the Chair, Board, and Audit & Risk Committee meet frequently with the Places for People Scotland Director outside of the board cycle, to talk through strategic and operational matters more informally.

Through this, Places for People Scotland Board confirms that the organisation materially complies with:

- all relevant regulatory requirements set out in section 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

A self-assessment of the degree of compliance with the Standards of Governance and Financial Management, based on a toolkit provided by the Scottish Federation of Housing Associations, was presented to the Audit & Risk Committee at its January 2026 meeting, and Board at its May 2026 meeting, where it was approved.

Further to this, Places for People's Regulation Team undertook self-assessment activity against the other regulatory requirements. This work was shared with Board in August 2026, to support the draft Annual Assurance Statement. Whilst areas for improvement had been identified during its review, no material areas of non-compliance were found. All assessments of compliance are founded on an evidence-based methodology, to provide the assurance that the Board and Audit & Risk Committee require.

The Board also confirms that the organisation meets all duties in relation to data on homes including information on stock condition, energy efficiency, damp and mould management, and Scottish Housing Quality Standard compliance. Key performance indicators in relation to these areas are reported and scrutinised at each Places for People Scotland Board meeting. Places for People's Business Assurance team also periodically audits the management of asset data.

Additionally, the Scottish Government's minimum site standards for Gypsy/Traveller sites are not applicable to Places for People Scotland as we do not have any Gypsy/Traveller sites.

Although we are assured that Places for People Scotland is materially compliant with the Regulatory Standards and Regulatory Framework requirements, there are two issues to note in relation to our Scottish Social Housing Charter performance:

- Customer satisfaction levels have fallen noticeably in our annual survey, below the sector average and across all measures. There are several reasons for this including a new approach to the survey methodology, which gives scores which are more representative of our Customer base, but less positive. Changes to services, particularly around repairs and new compliance requirements, have also impacted the results. We have already taken action to fix these issues, and seeing service improvements reflected in Customer survey scores will be a focus of ours during 2026/27. We are working hard to close the gap between operational performance and customer perception by creating a coordinated, cross-functional approach to improving the end-to-end customer experience.
- During the year, there were some delays in completing a minority of gas and electrical safety checks. Performance in this area remains a key focus for us and will be closely monitored. A recovery plan is in place to ensure we return to and maintain a strong compliance position.

We confirm that we have effective systems in place to monitor and report any changes in our compliance to the Scottish Housing Regulator throughout the year. We strive to ensure that all regulatory returns and submissions are completed in a timely and accurate way.

This Statement is approved by the Places for People Scotland Board and is submitted and published in accordance with regulatory expectations.

Moir Sibbald
Places for People Scotland Chair