

Appendix 1

Detailed below is an overview of information to support the Annual Assurance Statement for 2019/20.

- **Housing and Environment Business Management Improvement Plan** – six monthly and annual update reports presented to Housing and Communities Committee (reports 19/133 and 19/298 refer)
- **Service User Review and Evaluation Team**-Scrutiny of the the Housing Services Tenant Management Scheme were noted by Committee 15 May 2019 (Report – 19/144 refers)
- **Annual Performance Report** – the Council is required to publicise to tenants, its performance against the 16 national Scottish Social Housing Charter outcomes. For the last six years our Service User Review and Evaluation (SURE) Team have scrutinised and graded our performance, the overall outcome of which is included within the Annual Performance Report.
- **Tenant and Resident Participation Strategy** - our annual update on progress in implementing our Tenant and Resident Participation Strategy was noted by Committee in August 2019 (report 19/225 refers).
- **Local Housing Strategy 2016-2021** - the 2018/19 annual progress report and revised action plan were noted by Committee on 15 May 2019 (Report 19/143 refers)
- **Gypsy Traveller Strategy 2018-2021** – year 1 progress update was noted by Committee 21 August 2019 (Report 19/227 refers)
- **Annual Update of the Tenant Participation Strategy 2018-2021** was noted by Committee on 21 August 2019 (Report – 19/225 refers)
- **A reviewed and updated Repairs Policy** was noted by Committee on 21 August 2019 (Report – 19/227 refers)
- **The Common Repairs Policy** was noted by Committee 29 January 2020 (Report-20/31 refers)
- **The Strategic Housing Investment Plan** was noted by Committee on 30 October 2019 (Report – 19/301 refers)
- **Housing Revenue Account (HRA) Strategic Financial Plan Incorporating the 5-year Capital Investment Programme and Rent Strategy to 2024/25, Reserves Strategy and other Housing Charges 2020/21** Was noted by Committee 29 January (Report - 20/29 refers)

- **The Rent Arrears and Universal Credit Management Report** was noted by Committee 29 January 2020 (Report – 20/30 refers)
- **The Rechargeable Repairs Policy** was noted by Committee 29 January 2020 (Report – 20/32 refers)
- **The Home First (Rapid Rehousing Transition Plan) Update** was noted by Committee 29 January 2020 (Report – 20/34 refers)