

There is no denying that we find ourselves in unprecedented times due to Coronavirus (Covid-19). This has been a year like no other and it has brought with it a great many challenges. Kingdom has had to adapt to new ways of working and has implemented new systems and processes to enable us to continue to support tenants, customers, key partners and suppliers and to provide business continuity.

Due to the unprecedented nature of this global pandemic, we have put in place many initiatives to support our tenants and service users. As a Board we agreed a £100K Kingdom Financial Assistance Fund to help our tenants and customers. The fund has been operating since April and has been helping the most vulnerable tenants and customers afford everyday life essentials. In addition to the Kingdom Financial Assistance Fund, we have been successful in securing partnership funding for Kingdom and our partner RSLs through the Scottish Government Communities Fund and Connecting Scotland Digital Funding. We have made support calls to our most at risk tenants and our money, energy and tenant arrears support teams have been working tirelessly to support tenants in need since the start of the pandemic.

Based on the guidance from the Scottish Housing Regulator we will highlight areas of non compliance due to the pandemic. The following highlights areas of non compliance **exclusively as a consequence of the pandemic** and we have already implemented effective plans and return to full compliance;

- Tenant and Resident Safety - Due to tenants shielding and showing symptoms of Covid-19 we were unable to complete 15 gas safety checks within the 12 month anniversary date. These have now all been completed.
- Routine repairs were suspended during the lockdown period in accordance with Government guidance.
- Our offices remain closed to the public and staff continue to work from home.

We can confirm that, apart from the above, as far as we are aware, having made all reasonable enquiries and based on sufficient and reliable information provided by the management team and external agencies, we comply with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework.

This includes that we:

- achieve all of 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,
- comply with the Standards of Governance and Financial Management for RSLs.

Based on an objective and evidence-based judgement, we have seen sufficient evidence to give us this assurance and that there are no significant areas of material non-compliance with the regulatory framework not directly linked to the pandemic.

We approved our Annual Assurance Statement at the meeting of our Board on 19 October 2020. I sign this statement on behalf of the Board.