

The Association undertake ongoing internal and external audit work to ensure the accuracy of our work and our reporting.

Internal Audit

We undertake internal audit work every year and employ the services of qualified Internal Auditors to review our procedures, processes and outcomes in relation to various areas of our work. The internal auditor reports directly to the Joint Audit Committee to assist the Committee in their assurance that staff from Oak Tree and Cloch are carrying out the duties in line with legislative, regulatory and good practice requirements and to identify if any changes or improvements could be made. Our current internal auditor's details are as below:

TIAA
 Artillery House
 Fort Fareham
 Newgate Lane
 Fareham
 PO14 1AH
 T: 0845 300 3333
 E: enquiries@tiaa.co.uk

The below details the programme of internal audit that is due to be undertaken from 2019 – 2021:

Fundamental Review Areas To support the Head of Internal Audit opinion	Type	2019/20	2020/21	2021/22
Governance				
Business Planning	Assurance			5
Complaints Management	Assurance	4		
Governance & Risk Management	Assurance		4	
Regulatory Standards	Assurance		4	
Operations				
Allocations	Assurance	5		
Anti-Social Behaviour	Assurance		4	
Asset Management	Assurance			5
Factoring	Assurance			4
Rent Arrears	Assurance		3	
Responsive Repairs	Assurance			4
Tenant Participation	Assurance	4		
Voids Management	Assurance	5		
Human Resources				
HR Review			4	
Follow Up				
Follow Up	F/Up	2	2	2

External Audit

The external auditors undertake an audit of the Association's annual financial statements each year and report on this to the Management Committee and then to our shareholding members at our Annual General Meeting.

Our current external auditors contact details are as below:

Alexander Sloan
180 St Vincent Street
Glasgow
Scotland
G2 5SG
Tel
0141 204 8989

Email
info@alexandersloan.co.uk

If you would like any further information in respect of the above matters, please contact Anne Culley Depute Chief Executive Officer at our offices.