**LINTHOUSE HOUSING ASSOCIATION GUIDE TO INFORMATION**

**LAST REVIEWED: June 2022**

**At a glance – terms used in this document**

| **Term Used** | **Explanation** |
| --- | --- |
| FOISA | Freedom of Information (Scotland) Act 2002  *Places a duty on those organisations covered to proactively publish certain types of information; and to respond to requests for information; and to provide advice and assistance to those making requests for information.* |
| EIRs | Environmental Information Regulations (Scotland) 2004  *Those organisations covered by EIRs have a duty to respond to requests for environmental information* |
| SIC | The Scottish Information Commissioner  *Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.* |
| MPS | Model Publication Scheme  *Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)* |
| Guide to Information | *A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available* |
| Classes of Information | *Nine broad categories describing the types of information authorities should publish (if they hold it).* |

**Background**

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations/co-operatives in Scotland must produce and maintain a publication scheme. This must detail all the key information that we publish and how you can access it. This Guide to Information is our publication scheme and contains links to where you can find all the information listed online.

Linthouse Housing Association has adopted the Scottish Information Commissioner’s (SIC) [Model Publication Scheme](http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx) (MPS), and this Guide has been approved by the SIC.

**Formats other than online**

All the information listed is available on our website (unless stated), and completely free to access online. However, we understand that not everyone will have online access and where this is the case you can contact us to view this in our office (where this would be convenient).

If you would like a printed copy of any of the information listed, unfortunately we may have to charge a small fee to provide this. This fee will never exceed the cost of photocopying and postage – and we will let you know any total cost before we forward this to you.

Our charges for providing any information detailed in this guide are summarised below:

|  |  |
| --- | --- |
| **Format** | **Charge** |
| Online | Free |
| View at our office | Free |
| Print in black and white | 10p per A4 sheet |
| Print in colour | 20p per A4 sheet |
| CD Rom | 50p |
| Memory stick | £5-15 depending on size of information |
| Posted document/CD Rom | Cost of postage incurred |

If you would like to request information that we publish in a format other than online, or arrange a visit to our office to view information, please contact:

**Corporate Services Team;** [**corporateservices@linthouseha.com**](mailto:corporateservices@linthouseha.com)

**Information that we cannot publish**

Whilst we will try to make all of the information we have available, in rare cases there may be some information that we cannot make available. For example, sometimes if we were to publish certain Committeeminutes, it could reveal personal details about an individual. This would be a breach of Data Protection legislation if we were to do so. When this is the case, we will remove any personal details before publication and highlight where and why we have done so.

**For how long will information be published?**

We aim, where possible, to publish information for at least the current and previous two financial years. When we review any document – e.g. our policies – to avoid confusion we will only publish the current version once it has been updated.

**Copyright and re-use**

Where we hold the copyright on our published information, the information may be copied or reproduced without formal permission, provided that:

* It is copied accurately
* It is not used in a misleading context
* The source of the material is identified

**Contact us**

If you have any queries about anything contained within this Guide to Information, or if there is some information that you cannot find that you would like to access, please contact:

**Linthouse Housing Association**

**1 Cressy Street**

**Linthouse**

**Glasgow**

**G51 4RB**

**hello@linthouseha.com**

**0141 445 4418**

| **Information** | **Where to access** |
| --- | --- |
| **Class 1 - About Linthouse Housing Association Information about Linthouse Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.** | |
| **Descriptions of who we are** | |
| Mission Statement | <https://www.linthouseha.com/assets/000/000/612/LHA_5_YEAR_BUSINESS_PLAN_2022-_2027_year_2_FINAL_VERSION_04.07.22_original.pdf?1687177235> |
| Vision | <https://www.linthouseha.com/assets/000/000/612/LHA_5_YEAR_BUSINESS_PLAN_2022-_2027_year_2_FINAL_VERSION_04.07.22_original.pdf?1687177235> |
| Values | <https://www.linthouseha.com/assets/000/000/612/LHA_5_YEAR_BUSINESS_PLAN_2022-_2027_year_2_FINAL_VERSION_04.07.22_original.pdf?1687177235> |
| Corporate Objectives | <https://www.linthouseha.com/assets/000/000/612/LHA_5_YEAR_BUSINESS_PLAN_2022-_2027_year_2_FINAL_VERSION_04.07.22_original.pdf?1687177235> |
| Area(s) of operation | <https://www.linthouseha.com/assets/000/000/612/LHA_5_YEAR_BUSINESS_PLAN_2022-_2027_year_2_FINAL_VERSION_04.07.22_original.pdf?1687177235> |
| Key activities; strategic/corporate plan(s) | <https://www.linthouseha.com/assets/000/000/612/LHA_5_YEAR_BUSINESS_PLAN_2022-_2027_year_2_FINAL_VERSION_04.07.22_original.pdf?1687177235> |
| Business Plan (or summary) | <https://www.linthouseha.com/assets/000/000/612/LHA_5_YEAR_BUSINESS_PLAN_2022-_2027_year_2_FINAL_VERSION_04.07.22_original.pdf?1687177235> |
| Customer Code/Charter | Draft Customer Services Standards in Development |
| **Location and opening arrangements** | |
| Address | <https://www.linthouseha.com/contact-us> |
| Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate) | <https://www.linthouseha.com/contact-us> |
| Opening times | <https://www.linthouseha.com/contact-us> |
| General contact arrangements | <https://www.linthouseha.com/contact-us> |
| Local/area office contact details | <https://www.linthouseha.com/contact-us> |
| Contact details for making a complaint | <https://www.linthouseha.com/your-home/complaints> |
| **Information relating to Freedom of Information** | |
| Publication Scheme and Guide to Information | THIS DOCUMENT |
| Charging Schedule for Published Information | THIS DOCUMENT (See Page 2 and 11) |
| Contact details and advice on making an FOI request | THIS DOCUMENT (See Page 2 and 3) |
| Freedom of Information policies and procedures | AVAILABLE FROM 11 NOVEMBER 2019 |
| Charging Schedule for environmental information provided in response to requests made under EIRs | See Appendix 1 (page 11) |
| About our Governing Body | |
| List of Governing Body Members List of Governing Body Members  • Names • when they became a governing body member  • Professional biographical details • office-bearing responsibilities  • when they became an office-bearer | <https://www.linthouseha.com/about-us/management-committee> |
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| Description of the role of the Governing Body • governance structure chart (including sub-committees and working groups); • remits for governing body and any sub-committees | <https://www.linthouseha.com/your-community/get-involved> |
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| How to become part of the governing body | <https://www.linthouseha.com/your-community/get-involved> |
| **About our staff** | |
| List of senior management team, including professional biography and contact details | <https://www.linthouseha.com/about-us/our-staff> |
| Organisational structure |
| **Governance Documents and Corporate Policies** | |
| Rules/Articles | <https://www.linthouseha.com/documents> |
| Standing Orders |
| Membership Policy |
| Code of Conduct for Staff |
| Code of Conduct for Governing Body Members |
| Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence) |
| Register of Interests |
| Equalities Policy |
| Health and Safety Policy |
| Sustainability Policy |
| **Relationship with Regulators** | |
| Engagement plan with Scottish Housing Regulator | <https://www.linthouseha.com/scottish-housing-regulator> |
| Assurance Statement | <https://www.linthouseha.com/statutory-accounts-assurance-statement> |
| Annual Return on Charter Submission to SHR | <https://www.housingregulator.gov.scot/landlord-performance/landlords/linthouse-housing-association-ltd> |
| Financial Returns to SHR | <https://www.linthouseha.com/statutory-accounts-assurance-statement> |
| Charter report to tenants | <https://www.linthouseha.com/news> |
| Internal and External Audit arrangements | Internal Auditor – TIAA Ltd, Appointed 2023 |
| <https://www.tiaa.co.uk/services/internal-audit/> |
| External Auditor – French Duncan, Appointed 2020 |
| <https://www.frenchduncan.co.uk/> |
| Key Partnerships | |
| Strategic agreements with other organisations | Not applicable |
| **Class 2 – How we deliver our functions and services Information about our work, our strategy and policies for delivering services and information for our service users** | |
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| How to use our services | |
| List of services provided | <https://www.linthouseha.com/assets/000/000/609/Tenant_and_Landlord_Responsibilities_original.pdf>  <https://www.linthouseha.com/your-home/support> |
| How to report a repair | <https://www.linthouseha.com/your-home/repairs-maintenance> |
| Right to Repair information | <https://www.legislation.gov.uk/ssi/2002/316/made> |
| How to apply for a house | <https://www.linthouseha.com/find-a-home> |
| How to get information about tenancy support | <https://www.linthouseha.com/your-home> |
| How to make a complaint | <https://www.linthouseha.com/your-home/complaints> |
| How to speak to a customer service officer | <https://www.linthouseha.com/contact-us> |
| <https://www.linthouseha.com/assets/000/000/294/HCE_contact_details_original.pdf> |
| How we consult with tenants and other customers to inform and improve service delivery and develop new services | <https://www.linthouseha.com/news>  Consultations via Survey Monkey available on request |
| Policies and Procedures | |
| Abandonment Policy | <https://www.linthouseha.com/assets/000/000/513/CS9_Abandonment_Policy_approved_-_Approved_27.10.20_original.pdf?1673968686> |
| Adaptations Policy | <https://www.linthouseha.com/assets/000/000/523/Aids_and_Adaptations_Policy_original.pdf?1673974371> |
| Allocations Policy | <https://www.linthouseha.com/assets/000/000/512/Allocations_Policy_17.9.19_original.pdf?1673968541> |
| Alterations and Improvements Policy | <https://www.linthouseha.com/assets/000/000/524/5._AM4_Alterations___Improvements_Policy_Appr_October_22_original.pdf?1673974440> |
| Anti-Bribery Policy | <https://www.linthouseha.com/assets/000/000/537/GC1_Anti_Bribery_Policy_-_Linthouse_Final_01.08.17_original.pdf?1674125207> |
| Anti-Fraud Policy | <https://www.linthouseha.com/assets/000/000/538/GC2_Anti-Fraud_Policy_Linthouse_HA_Final_02.08.17_original.pdf?1674125312> |
| Anti-Social Behaviour Policy | <https://www.linthouseha.com/assets/000/000/511/CS11_Anti-Social_Behaviour_Policy_original.pdf?1673956937> |
| Asbestos Management Policy | <https://www.linthouseha.com/assets/000/000/597/PS7_Asbestos_Treatment_and_Recording_Policy_Approved_28.3.23_original.pdf?1682523695> |
| Arrears Management Policy | <https://www.linthouseha.com/assets/000/000/517/Rent_and_Arrears_Management_Policy_27.11.19_original.pdf?1673969614> |
| Asset Management Policy (including stock condition information) | Currently being drafted to include 2019/20 Stock Condition Survey results |
| Association Membership Policy | <https://www.linthouseha.com/assets/000/000/539/MEMBERSHIP_POLICY_-_VERS_4_original.pdf?1674125468> |
| CDM Regulations Policy | <https://www.linthouseha.com/assets/000/000/528/AM14_-_CDM_POLICY_original.pdf?1674121257> |
| Committee Members Handbook | <https://www.linthouseha.com/assets/000/000/569/Committee_Members__Handbook_2019_Final_original.pdf?1678287306> |
| Complaints Handling | <https://www.linthouseha.com/assets/000/000/554/CHP_PART_5_customer_facing_guide_original.pdf?1674138461> |
| Customer Care Policy | Draft Customer Services Standards in Development |
| Data Protection and Environmental Information Regulations Policy | <https://www.linthouseha.com/assets/000/000/542/Freedom_of_Information_and_Environmental_Information_Regulations_Policy_APPR_Dec_2019_original.pdf?1674126817> |
| Decoration Allowance Policy | <https://www.linthouseha.com/assets/000/000/529/6.1_AM5_Decoration_Allowance_Policy_October_2022_original.pdf?1674121446> |
| Donations and Sponsorship Policy | <https://www.linthouseha.com/assets/000/000/541/DONATIONS_POLICY_-_VERS_3_original.pdf?1674126097> |
| Electrical Safety Policy | <https://www.linthouseha.com/assets/000/000/570/AM16_Electrical_Safety_Approved_October_2022_original.pdf?1678377194> |
| Entitlements, Payments and Benefits Policy | <https://www.linthouseha.com/assets/000/000/494/GC6_EPB_Policy-updated_2022_original.pdf?1673261322> |
| Equality and Diversity Policy | <https://www.linthouseha.com/assets/000/000/040/GC7_Equalities_and_Diversity_Policy_APPROVED_23.04.19_original.pdf?1641396910> |
| Estate Management Policy | Being developed |
| Factoring Policy and Statement of Services | <https://www.linthouseha.com/assets/000/000/024/AM3_LHA_FACTORING_POLICY_and_Statement_of_Services_Final_approved_by_MC_in_Mar__2018_original.pdf?1641396610> |
| Financial Regulations | <https://www.linthouseha.com/assets/000/000/522/FINANCIAL_REGULATIONS_FINAL_OCT_2019_original.pdf?1673973027> |
| Fire Safety Policy | <https://www.linthouseha.com/assets/000/000/596/PS8_Fire_Safety_Management_Policy_Approved_28.3.23_original.pdf?1682523641> |
| Gas Safety Policy | <https://www.linthouseha.com/assets/000/000/595/PS2_Gas_Safety_Policy_Procedure_2023_original.pdf?1682523609> |
| Grievance Policy | <https://www.linthouseha.com/assets/000/000/504/S21_Grievance_Policy_Oct_22_original.pdf?1673263243> |
| Health and Safety Policy and procedures | <https://www.linthouseha.com/assets/000/000/551/HEALTH_AND_SAFETY_POLICY_STATEMENT_original.pdf?1674128332> |
| Legionnaires Inspection/Prevention Policy | <https://www.linthouseha.com/assets/000/000/533/7._AM9_Legionella_Policy_Final_Appr_October_22_original.pdf?1674122710> |
| Lift Safety Policy | <https://www.linthouseha.com/assets/000/000/534/AM15_Lift_Safety_Policy_Approved_October_22_original.pdf?1674122844> |
| Linthouse Association Rules | <https://www.linthouseha.com/assets/000/000/276/Linthouse_rules_approved_by_MC_1.9.20_signed_original.pdf?1644320873> |
| Management Committee Membership Policy | <https://www.linthouseha.com/assets/000/000/543/MANAGEMENT_COMMITTEE___MEMBERSHIP_POLICY_-_VERS_4_original.pdf?1674127395> |
| Model Scottish Secure Tenancy Agreement | <https://www.linthouseha.com/assets/000/000/521/SCOTTISH_SECURE_TENANCY_AGREEMENT_for_MC_23.04.19_original.pdf?1673972726> |
| Notifiable Events | <https://www.linthouseha.com/assets/000/000/544/Notifiable_Events_Policy_Appr_17.9.19_original.pdf?1674127487> |
| Permission for Pets Policy | <https://www.linthouseha.com/assets/000/000/514/7.4_App_3_Permission_for_Pets_Policy_for_MC_23.04.19_original.pdf?1673968778> |
| Privacy Policy | <https://www.linthouseha.com/assets/000/000/545/PRIVACY_POLICY_-_VERS_3_original.pdf?1674127575> |
| Procurement Policy and Strategy | <https://www.linthouseha.com/assets/000/000/546/PROCUREMENT_POLICY_APPR_SEPT_19_original.pdf?1674127813> |
| <https://www.linthouseha.com/assets/000/000/547/PROCUREMENT_STRATEGY_APPR_SEPT_19_original.pdf?1674127904> |
| Rechargeable Repairs Policy | <https://www.linthouseha.com/assets/000/000/535/AM12_Rechargeable_Repairs_Policy_original.pdf?1674122965> |
| Rent Arrears Management Policy | <https://www.linthouseha.com/assets/000/000/517/Rent_and_Arrears_Management_Policy_27.11.19_original.pdf?1673969614> |
| Risk Management Policy | <https://www.linthouseha.com/assets/000/000/044/GC13_LHA_Risk_Management_Policy_Final.approved_by_MC_March_2018_original.pdf?1641396915> |
| Rent Setting Policy | <https://www.linthouseha.com/assets/000/000/515/Rent_Setting_Policy_original.pdf?1673968860> |
| Repairs and Maintenance Policy | <https://www.linthouseha.com/assets/000/000/594/PS1_Repairs_and_Maintenance_Policy_Approved_28.3.23_original.pdf?1682523559> |
| Safeguarding Policy – Vulnerable Adults | <https://www.linthouseha.com/assets/000/000/518/CS10_Safeguarding_Policy_Vulnerable_Adults_approved_27.10.20_original.pdf?1673970221> |
| Shared Ownership Buyback Policy | <https://www.linthouseha.com/assets/000/000/520/Shared_Ownership_Buyback_Policy_vers_3_Feb_18_original.pdf?1673972296> |
| Shared Ownership General Policy | <https://www.linthouseha.com/assets/000/000/519/Shared_Ownership_General_Policy_Approved_by_MC_Amended_April_2018_original.pdf?1673971954> |
| Standing Orders and Scheme of Delegated Authority | <https://www.linthouseha.com/assets/000/000/550/STANDING_ORDERS_AND_SCHEME_OF_DEL_AUTHORITY_Updated_May_2020_original.pdf?1674128283> |
| Statutory Right to Compensation for Improvements | <https://www.linthouseha.com/assets/000/000/536/Statutory_Right_to_Compensation_for_Improvements__April_2018_Final_original.pdf?1674123171> |
| Sustainability Policy | Not available |
| Tenant Engagement Policy | Not available |
| Tenancy Sustainment Policy |  |
| Tenant Participation Policy and Strategy | Tenant Participation Policy and Strategy currently being developed as part of the Scottish Government 'Next Steps' Programme. |
| Unacceptable Actions Policy | <https://www.linthouseha.com/assets/000/000/552/Unacceptable_Actions_Policy_original.pdf?1674128438> |
| Void Management Policy | <https://www.linthouseha.com/assets/000/000/555/AM13_Void_Management_Policy_original.pdf?1674144859> |
| Whistleblowing Policy | <https://www.linthouseha.com/assets/000/000/553/GC16_Whistleblowing_Policy_Linthouse_HA_Final_26.07.17_final_original.pdf?1674128565> |
| Internal procedures relating to above (where available) | Where available, available on request |
| **Class 3 – How we take decisions and what we have decided**  **Information about the decisions we take, how we make decisions and how we involve others** | |
| Governing Body Meetings | |
| Governing body meeting minutes | <https://www.linthouseha.com/management-committee-minutes> |
| Governing body meeting reports/papers | Available on Request |
| Governing body agendas | Available on Request |
| Consultation and Participation | |
| Tenant Participation Strategy | Tenant Participation Strategy currently being developed as part of the Scottish Government 'Next Steps' Programme. |
| Consultation reports noting the outcome of any recent consultations with tenants/others | Available on Request |
| Resident Panel composition (scrutiny role) | <https://www.linthouseha.com/assets/000/000/611/RP_Terms_of_Reference_original.pdf?1686923064> |
| Registered Tenant Organisations | Not applicable |
| **Class 4 – What we spend and how we spend it**  **Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).** | |
|
| **Information about our accounts and budgets** | |
| Description of funding sources | <https://www.linthouseha.com/statutory-accounts-assurance-statement> |
| Audited accounts | <https://www.linthouseha.com/statutory-accounts-assurance-statement> |
| Budget policies and procedures |  |
|  |
| Budget allocation to key service areas | <https://www.linthouseha.com/statutory-accounts-assurance-statement> |
| **Our programme of work and projects** | |
| Brief details of any project funding and how it’s being spent | <https://www.linthouseha.com/statutory-accounts-assurance-statement> |
| Capital works programme/plans information (annual programme figure) | <https://www.linthouseha.com/statutory-accounts-assurance-statement> |
| **Spending relating to Staff and Governing Body** | |
| Expenses policies and procedures | <https://www.linthouseha.com/assets/000/000/494/GC6_EPB_Policy-updated_2022_original.pdf?1673261322> |
| Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation | Available on request |
| Board member remuneration other than expenses | Not applicable |
| Pay and grading structure (levels of pay rather than individual salaries) | Available on request |
|  |
| General information about staff pension scheme | Scottish Housing Association pension schemes (SHAPS): [www.tpt.org.uk](http://www.tpt.org.uk) |
| Defined Benefits (closed to existing and new members): <https://www.tpt.org.uk/schemes/shaps-db-member/home> |
| Defined contributions: <https://www.tpt.org.uk/schemes/shaps-dc-member> |
| **Class 5 – How we manage our resources Information about how we manage our human, physical and information resources** | |
| Human resources | |
| Strategy and management of human resources | |
| Staffing structure |  |
| Human resources policies, covering: |  |
| ·         recruitment |  |
| ·         performance management |  |
| ·         salary and grading |  |
| ·         promotion | not available |
| ·         pensions | not available |
| ·         discipline & grievance |  |
| ·         staff development |  |
|  |
| ·         Maintenance and retention of staff records |  |
| Internal procedures relating to the above (where available) | No separate procedures |
| Trade Union information | <https://unitetheunion.org/> |
| Summary of professional organisations/trade bodies of which we are a member | Employers in Voluntary Housing: https://www.evh.org.uk; Scottish Federation of Housing Associations: https://www.sfha.co.uk/;  Scottish Housing Network: http://www.scotlandshousingnetwork.org/; Glasgow West of Scotland Forum: <http://gwsf.org.uk/>;  Tenant Participatory Advice Service: https://www.tpas.org.uk; Tenant Incentive Service: http://tis.org.uk/;  VAT Services (Scotland) Ltd: https://www.vat-services.co.uk; Quality and Efficiency Forum: https://quinninternalaudit.com/contact-us |
| Physical Resources | |
| Management of our land and property assets, including environmental/sustainability reports | Master Planning Exercise in Progress |
| General description of our land and property holdings | <https://www.linthouseha.com/find-a-home/property-types> |
|  |
| Estate development plans | Master Planning Exercise in Progress |
| **Information Resources** | |
| Records management policy and records management plan, including records retention schedule | Record management policy and plan being developed / departmental record retention schedules available on request. |
| Data protection or privacy policy |  |
| **Class 6 - How we procure goods and services from external providers**  **Information about how we procure works, goods and services, and our contracts with external providers.** | |
| Our Contractors and suppliers | |
| Information about our key service delivery contractors who carry out: | |
| ·         responsive repairs | **Contractor 1** – Timetra Ltd. Unit 148, Block 15, Newhouse Industrial Estate, Mosshill Rd, Newhouse ML1 5RX  **Contractor 2** – MP Group UK Limited 324 Drumoyne Rd, Glasgow G51 4DX |
| ·         landscape maintenance | John O’Conner Grounds Maintenance, 1a Arkwright Way, North Newmoor Industrial Estate, Irvine, KA11 4JU |
| ·         planned/cyclical maintenance | Various Contractors |
| ·         gas servcing and renewals | GasSure, 83 New St, Stevenston KA20 3HD |
| List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy) | Available on request |
| Information about regulated procurement contracts awarded (value, scope, duration) | Add to website |
| Our Procurement | |
| Procurement Policy and procedures | <https://www.linthouseha.com/assets/000/000/546/PROCUREMENT_POLICY_APPR_SEPT_19_original.pdf?1674127813> |
|  |
|  |
| Information on how to tender for work and invitations to tender | <https://www.linthouseha.com/assets/000/000/546/PROCUREMENT_POLICY_APPR_SEPT_19_original.pdf?1674127813> |
| Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value | Available on request (will be published on website in due course) |
| Links to procurement information we publish on Public Contracts Scotland website | <https://www.publiccontractsscotland.gov.uk/Contracts/Contracts_Search.aspx?AuthID=AA15842> |
| Framework Agreements | No Internal Framework Agreements Currently Utilise Scottish Procurement Alliance Framework (SPA) |
| **Class 7 – How we are performing**  **Information about how we perform as an organisation, and how well we deliver our functions and services** | |
| Annual Report | <https://www.linthouseha.com/news> |
| ARC report to tenants |  |
| Performance Standards/indicators |  |
| Benchmarking information |  |
|  |  |
| Complaints policy, guidance and forms | <https://www.linthouseha.com/assets/000/000/554/CHP_PART_5_customer_facing_guide_original.pdf?1674138461>  <https://www.linthouseha.com/contact-us> |
| Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes). | <https://www.linthouseha.com/your-home/complaints> |
| **Class 8 – Our commercial publications**  **Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal** | |
| This class does not apply to Linthouse Housing Association as we do not produce any publications for sale. | Not applicable |
| **Class 9 – Our open data**  **Open data made available by us under the Scottish Government’s Open Data Resource Pack and available under open licence** | |
| This class does not apply to Linthouse Housing Association. | Not applicable |

**Appendix 1: Charging Schedule**

Our charges for providing any information detailed in this guide are summarised below:

**Guide to Information**

If you would like a printed copy of any of the information listed in our Guide to Information, we may have to charge a fee to provide this. The fee will not exceed the cost of photocopying and postage and we will advise you of any cost before we forward the information to you.

The following table outlines the charges we may apply in relation to the Guide to Information:

|  |  |
| --- | --- |
| **Format** | **Charge** |
| Online | Free |
| View at our office | Free |
| Print in black and white | 10p per A4 sheet |
| Print in colour | 20p per A4 sheet |
| CD Rom | 50p |
| Memory stick | £5-15 depending on size of information |
| Posted document/CD Rom | Cost of postage incurred |

**Freedom of Information (FOI)**

For requests made under Freedom of Information, we will only charge for things that relate to locating, retrieving and providing you with the requested information. This includes:

* Estimated number of records to be located, retrieved and provided
* The charge per hour for staff hours involved in searching files/computer systems and redacting documents
* Reproduction costs for copying information as outlined in the above table

When calculating charges we will consider things such as how many staff members are required to deal with the request; how long it will take them to carry out the required tasks to retrieve the information; and what their hourly rate is capped at £15.00 per hour.

We will not impose a charge for information that costs less than £100.00 and will only charge 10% of the cost where it amounts to between £100.00 - £600.00.

If you require more information on fees, please refer to the Fees Regulations and the Scottish Information Commissioner’s guidance, available at <http://www.itspublicknowledge.info/Law/FOISA-EIRsGuidance/Fees_and_charging/ChargingFOISA.aspx>

**Environmental Information (Scotland) Regulations**

There are no upper or lower fee limits when you request information under the Environmental Information (Scotland) Regulations 2004. We will ensure however that our fees do not exceed a reasonable amount and will not exceed the costs of producing the information requested.

Requests for information made under the Environmental Information (Scotland) Regulations 2004 (‘EIRs’) cover information in relation to the following:

* Air, water, soil, land, flora and fauna (including how these effect human beings)
* Information on emissions and discharges (e.g. noise, energy, radiation, waste materials)
* Human health and safety
* Cultural sites and built structures (as they may be affected by the environmental factors listed above)
* Plans and administrative measures that affect these matters

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released but there may be charges made for locating, retrieving and providing information to you e.g. photocopying and postage relative to those outlined in the above table and for FOI requests. We will advise you of the charge we intend to impose and how that has been calculated. The information requested will be provided on payment of the request and there will be no charge if you decide not to proceed.

**Personal data**

We will not charge you when requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request.

However, we can charge a ‘reasonable fee’ when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee must be based on the administrative cost of providing the information.

Further information on GDPR can be found on the Information Commissioner’s Office website at <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>