

YORKHILL HOUSING ASSOCIATION: GUIDE TO INFORMATION

LAST REVIEWED: NOVEMBER 2025

# 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 of 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 of the information listed online.

**Yorkhill Housing Association** has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), and has formal approval from SIC for this Guide.

### Formats other than online

All of 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	30p per A4 sheet
CD Rom	£0.50
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:

**Yorkhill Housing Association** 

Address - 1271 Argyle Street, Glasgow G3 8TH

Email - dpo@yorkhillha.org

Telephone - 0141 285 7910

#### Information that we cannot publish

Whilst we will try to make all of the information we have detailed available, in rare cases there may be some information that we cannot make available. For example, sometimes if we were to publish certain committee minutes, 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:

**Yorkhill Housing Association** 

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The Association's Data Protection Officer is Information Law Solutions.

# The Information that we make available to you

Under the MPS, the information we provide must be listed under certain "classes" of information. These are the categories of information that are detailed below. As FOI applies to other bodies and sectors across Scotland – such as Scottish Government and Councils for example –this means that not all of the categories in the MPS apply to housing associations/co-operatives.<sup>1</sup>

The details of all the information we hold under each of the classes that apply to our organisation, and hyperlinks to access this information when available online, are outlined below.

Information	Where to access on website
Class 1 - About Yorkhill Housing Association	
Information about Yorkhill Housing Association, w	ho we are, where to find us, how to
contact us, how we are managed and our externa	al relations.
Descriptions of who we are	
Mission Statement, Vision, Values and	About YHA /Objectives, Mission and
Objectives	values
Area(s) of operation	About YHA
Key activities; strategic/corporate plan(s)	Our Services
Location and opening arrangements	
Address, telephone number and email address for general enquiries.	Website Home page
Opening hours	Website Home page
Contact details for making a complaint	Make a Complaint
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 3)
Contact details and advice on making an FOI request	Freedom of Information/Making a Freedom of Information Request
Freedom of Information policies and procedures	Policies/Freedom of Information
Details about Environmental information	Freedom of
provided in response to requests made under EIRs	Information/Environmental Information
Advice and guidance on making a Subject	Freedom of Information/Subject
Access Request	Access Requests
About our Governing Body	
List of Governing Body Members	About YHA/Our Governing Body
Names	
when they became a governing body	
member	
<ul> <li>Professional biographical details</li> </ul>	
office-bearing responsibilities	
<ul> <li>when they became an office-bearer</li> </ul>	

<sup>1</sup> In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.

Information	Where to access on website
Description of the role of the Governing Body	About YHA/Our Governing Body/
<ul> <li>roles and remits for governing body and</li> </ul>	Roles, Remits and Declarations of
any sub-committees	<u>Interest</u>
	AL (MIA/L:: II O
How to become part of the governing body	About YHA/Joining the Governing
	Body
About our staff	
List of senior management team, including	About YHA/Our Staff
professional biography and contact details	
Organisational structure	About YHA /Our Staff
Governance Documents and Corporate Policie	es .
Rules/Articles	About YHA/Constitution and
Traines/, wholes	Membership
Standing Orders	About YHA/Our Governing Body/
	Roles, Remits and Declarations of
	<u>Interest</u>
Membership Deliev	Policies/Covernones and Cornerate/
Membership Policy	Policies/Governance and Corporate/ Membership Policy
Code of Conduct for Staff	Policies/Governance and
Sous of Configuration Stan	Corporate/Code of Conduct: Staff
Code of Conduct for Governing Body Members	Policies/Governance and
	Corporate/Code of Conduct: Governing
	Body Members
Entitlements Payments and Benefits Policy (or	Policies/ Governance and Corporate/
equivalent, including arrangements for payments	Entitlements, Payments and Benefits
for expenses and subsistence)	Zinaremente, i aymente ana Benente
Declarations of Interests	About YHA/Our Governing
	Body/Roles, Remits and Declarations
	of Interest
Health and Safety Policy: Landlord	Policies/Covernance and
Treatiti and Salety Folicy. Landioid	Policies/Governance and Corporate/Landlord Safety Policy
	Corporato/Earlaiora Carety i Olicy
Health and Safety Policy: Internal	Policies/Governance and
	Corporate/EVH Health and Safety
	<u>Manual</u>
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Regulation
Assurance Statement	Regulation/Annual Assurance
	Statement

Information	Where to access on website
Annual Return on Charter Submission to SHR	Regulation/Annual Return on the Charter
Financial Returns to SHR	Regulation /Annual Returns to the Regulator
Internal and External Audit arrangements	Regulation/Our Auditors
Group Details	
Oroup Botano	Not applicable to YHA
Key Partnerships	
Strategic agreements with other organisations	Not applicable to YHA
	<u> </u>
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.	
How to use our services	
List of services provided	<u>Our Services</u>
How to report a repair	Home Page/Report a Repair (if
	logged into website)
	Our Services/Property Services and
Dialette Densininformentien	Maintenance/Report a Repair
Right to Repair information	Our Services/Property Services and Maintenance/Report a Repair
How to apply for a house	Our Services/Housing
How to apply for a flouse	Management/Apply for a House
How to get information about tenancy support	Our Services/Housing Management/
Then to get information about tonally support	Tenancy Support and Adaptations
How to make a complaint	Complaints /Make a Complaint
How to speak to a housing officer	Our Services/Housing Management
How we consult with tenants and other	Our Services/Housing Management /
customers to inform and improve service delivery	Tenant Engagement
and develop new services	
Policies and Procedures	
Abandonment Policy	Policies/Housing Management
Allocations Policy	Policies/Housing Management
Adaptations Policy	Policies/Property Services
Anti-Social Behaviour Policy	Policies/Housing Management
Asbestos Management Policy	Policies/Property Services
Arrears Management Policy	Policies/Housing Management
Asset Management Strategy	Policies/Property Services

Information	Where to access on website
Attendance and Absence Management Policy	Policies/Human Resources
Complaints Handling Procedure	Policies/ Governance and Corporate
Customer Engagement Strategy	Policies/Governance and Corporate
Data Protection Policy	Policies/ Governance and Corporate
Data Retention Policy	Policies/Governance and Corporate
Dignity at Work Policy	Policies/Human Resources
Domestic Abuse Policy	Policies/Housing Management
Electrical Safety Policy	Policies/Property Services
Equality and Diversity	Polices/Governance and Corporate
EVH Terms and Conditions of Employment	Policies/Human Resources
Expenses Policy	Policies/Governance and Corporate
Factoring Policy	Policies/Property Services
Financial Regulations and Procedures	Policies/Finance and Administration
Fire Safety in Housing Stock and Common Areas	Policies/Property Services
Forced Access Policy	Policies/Property Services
Freedom of Information and Environmental Policy	Policies/Governance and Corporate
Gas Safety Policy	Policies/Property Services
Internet and Email Policy	Policies/Human Resources
Landlord Safety Policy and procedures	Policies/ Governance and Corporate
Legionella Policy	Policies/Property Services
Membership Policy	Policies/Governance and Corporate
Menopause Policy	Policies/Human Resources
Mutual Exchange Policy	Policies/Housing Management
Notifiable Events Policy	Policies/Governance and Corporate
Occupational Driving Policy	Policies/Human Resources
Pets Policy	Policies/Housing Management
Procurement Policy	Policies/Property Services

Information	Where to access on website
Purchasing Policy	Policies/Finance and Administration
Recruitment, Selection and References Policy	Policies/Human Resources
Rent Setting Policy	Policies/Housing Management
Risk Management Policy	Policies/ Governance and Corporate
Repairs and Maintenance Policy	Policies/Property Services
Stress Management Policy	Policies/Human Resources
Training and Development Policy	Policies/Human Resources
Treasury Management Policy	Policies/Finance and Administration
Unacceptable Behaviour Policy	Policies/Governance and Corporate
Void Management Policy	Policies/Housing Management
Whistleblowing Policy	Policies/Governance and Corporate
Summary of Policy Reviews	Policies/Summary of Policy Review
Others.  Governing Body Meetings	
Governing Body meeting minutes and agendas	About YHA / Our Governing Body /Management Committee Minutes and Agendas
Consultation and Participation	
Customer Engagement Strategy	Policies/Governance and Corporate
Consultation reports noting the outcome of any recent consultations with tenants/others	Our Services/Housing Management / Tenant Engagement
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	Performance/Finance
Audited accounts	Regulation/Annual Returns to the Regulator
Budget policies and procedures	Policies/Finance/Budgets
Budget allocation to key service areas	Performance/Finance
Our programme of work and projects	

Information	Where to access on website
Cyclical works programme	Information available soon
Gyenean menne programme	
Major ropaira hudgat	
Major repairs budget	
Capital works programme/plans information	Information available soon
(annual programme figure)	
Spending relating to Staff and Governing Body	у
Expenses policies and procedures	Policies/Governance and Corporate
Board member remuneration other than	All Governing Body members of
expenses	Yorkhill Housing Association Ltd are
	voluntary. They do not receive any
	form of remuneration for their
Pay and grading structure (levels of pay rather	services. Policies/Human Resources
than individual salaries)	- Oncies/Hamari Nesources
General information about staff pension scheme	Policies/Human Resources/Conditions
	of Service
Class 5 – How we manage our resources	
Information about how we manage our human, ph	lysical and information resources
Human resources	
Staffing structure	About YHA/Our Staff
Human resources policies, covering:	Policies/Human Resources
recruitment	
performance management	
salary and grading	
promotion	
1	
pensions	
discipline	
grievance	
<ul> <li>staff development</li> </ul>	
<ul> <li>Maintenance and retention of staff files</li> </ul>	
Trade Union information	The recognised staff union is Unite.
Trade Strict Information	Membership is open to all staff.
Summary of professional organisations/trade	CIH
bodies of which we are a member:	CIPFA
Dodios of willoff we are a frictiper.	SFHA
	EVH
	GWSF
Physical Resources	

Information	Where to access on website
Management of our land and property assets,	Information held in various locations
including environmental/sustainability reports	within Our Services and Policies.
	Contact DPO@yorkhillha.org for specific requests
	About YHA /Home Page
General description of our land and property	About The Amond Tago
holdings	About YHA/Stock Profile
Information Resources	
Policies regarding Data Protection and Data Retention	Policies/Corporate and Governance
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	
	10 0 1 1 1 D
List of suppliers and contractors used by the Association, who carry out:  • responsive repairs  • landscape maintenance	Our Services/ Property Services and Maintenance / Procurement and Contractors
planned/cyclical maintenance	
Our Procurement	
Procurement Policy and procedures	Our Services/ Property Services and
	Maintenance / Procurement and Contractors
Information on how to tender for work and invitations to tender	Contact Robert Calvert, Property Services Manager for information. rcalvert@yorkhillha.org
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Our Services/ Property Services and Maintenance / Procurement and Contractors
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland
Framework Agreements	None
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	Regulatory Obligations/Annual Return on the Charter
ARC report	Regulatory Obligations/Annual Return on the Charter
Performance Standards	Performance
Complaints policy, guidance and forms	Complaints/Make A Complaint
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Performance/Complaints
Class 8 – Our commercial publications	
Olass o - Our commercial publications	

Information	Where to access on website
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 <b>Yorkhill Housing Association</b>	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 <b>Yorkhill Housing</b> Association	Not applicable