



**YORKHILL HOUSING ASSOCIATION: GUIDE TO INFORMATION**

**LAST REVIEWED: APRIL 2025**

## At a glance – terms used in this document

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

## **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:

<b>Format</b>	<b>Charge</b>
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](mailto: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**

**Address - 1271 Argyle Street, Glasgow G3 8TH**

**Email – [dpo@yorkhillha.org](mailto:dpo@yorkhillha.org)**

**Telephone – 0141 285 7910**

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
<b>Class 1 - About Yorkhill Housing Association</b>	
<i>Information about Yorkhill Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
<b>Descriptions of who we are</b>	
Mission Statement	<a href="#">About YHA / Objectives, Mission and values</a>
Vision	<a href="#">About YHA Objectives, Mission and values</a>
Values	<a href="#">About YHA , Objectives, Mission and values</a>
Corporate Objectives	<a href="#">About YHA – Home Page</a>
Area(s) of operation	<a href="#">About YHA – Home Page</a>
Key activities; strategic/corporate plan(s)	<a href="#">Our Services – Home Page</a>
<b>Location and opening arrangements</b>	
Address	<a href="#">Website Home page</a>
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	<a href="#">Website Home page</a>
opening times	<a href="#">Website Home page</a>
General contact arrangements	<a href="#">Website Home page</a>
Contact details for making a complaint	<a href="#">Make a Complaint</a>
<b>Information relating to Freedom of Information</b>	
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	<a href="#">Freedom of Information/Making a Freedom of Information Request</a>
Freedom of Information policies and procedures	<a href="#">Policies/Freedom of Information</a>
Details about Environmental information provided in response to requests made under EIRs	<a href="#">Freedom of Information/Environmental Information</a>

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

<b>Information</b>	<b>Where to access on website</b>
Advice and guidance on making a Subject Access Request	<a href="#">Freedom of Information/Subject Access Requests</a>
<b>About our Governing Body</b>	
List of Governing Body Members <ul style="list-style-type: none"> <li>Names</li> <li>when they became a governing body member</li> <li>Professional biographical details</li> <li>office-bearing responsibilities</li> <li>when they became an office-bearer</li> </ul>	<a href="#">About YHA/Our Governing Body</a>
Description of the role of the Governing Body <ul style="list-style-type: none"> <li>roles and remits for governing body and any sub-committees</li> </ul>	<a href="#">About YHA/Our Governing Body/Management Committee Roles and Remits</a>
How to become part of the governing body	<a href="#">About YHA/Our Governing Body/Joining the Governing Body</a>
<b>About our staff</b>	
List of senior management team, including professional biography and contact details	<a href="#">About YHA/Our Staff</a>
Organisational structure	<a href="#">About YHA /Our Staff/Staffing Structure</a>
<b>Governance Documents and Corporate Policies</b>	
Rules/Articles	<a href="#">About YHA/Our Constitution</a>
Standing Orders	<a href="#">About YHA/Our Governing Body/Roles and Remits</a>
Membership Policy	<a href="#">Policies/Governance and Corporate Membership Policy</a>
Code of Conduct for Staff	<a href="#">Policies/Governance and Corporate/Code of Conduct: Staff</a>
Code of Conduct for Governing Body Members	<a href="#">Policies/Governance and Corporate/Code of Conduct: Governing Body Members</a>
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	<a href="#">Policies/ Governance and Corporate/Entitlements, Payments and Benefits</a>
Declarations of Interests	<a href="#">About YHA/Our Governing Body/Declarations of Interests</a>
Health and Safety Policy: Landlord	<a href="#">Policies/Governance and Corporate/Landlord Safety Policy</a>
Health and Safety Policy: Internal	<a href="#">Policies/Governance and Corporate/EVH Health and Safety Manual</a>

Information	Where to access on website
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="#">Regulatory Obligations</a>
Assurance Statement	<a href="#">Regulatory Obligations/Annual Assurance Statement</a>
Annual Return on Charter Submission to SHR	<a href="#">Regulatory Obligations/Annual Return on the Charter</a>
Financial Returns to SHR	<a href="#">Regulatory Obligations/Annual Returns to the Regulator</a>
Charter report to tenants	<a href="#">Regulatory Obligations/Annual Return on the Charter</a>
Internal and External Audit arrangements	<a href="#">Regulatory Obligations/Our Auditors</a>
<b>Group Details</b>	
	Not applicable to YHA
<b>Key Partnerships</b>	
Strategic agreements with other organisations	Not applicable to YHA
<b>Class 2 – How we deliver our functions and services</b> <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
<b>How to use our services</b>	
List of services provided	<a href="#">Our Services/ Home Page</a>
How to report a repair	<a href="#">Our Services/ Maintenance / Report a repair</a>
Right to Repair information	<a href="#">Our Services/ Maintenance / Right to repair</a>
How to apply for a house	<a href="#">Our Services/Housing Management /Apply for a house</a>
How to get information about tenancy support	<a href="#">Our Services/Housing Management/ Tenancy Support</a>
How to make a complaint	<a href="#">Complaints /Make a Complaint</a>
How to speak to a housing officer	<a href="#">Our Services/Housing Management/ Home Page</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="#">Our Services/Housing Management / Tenant Engagement</a>
<b>Policies and Procedures</b>	
Allocations Policy	<a href="#">Policies/Tenancy Services</a>
Adaptations Policy	<a href="#">Policies/Property Services</a>

<b>Information</b>	<b>Where to access on website</b>
Anti-Social Behaviour Policy	<a href="#">Policies/Tenancy Services</a>
Asbestos Management Policy	<a href="#">Policies/Property Services</a>
Arrears Management Policy	<a href="#">Policies/Tenancy Services</a>
Complaints Handling Procedure	<a href="#">Policies/ Governance and Corporate</a>
Customer Engagement Policy	<a href="#">Policies/Tenancy Services</a>
Data Protection Policy	<a href="#">Policies/ Governance and Corporate</a>
Data Retention Policy	<a href="#">Policies/Governance and Corporate</a>
Dignity at Work Policy	<a href="#">Policies/Human Resources</a>
Electrical Safety Policy	<a href="#">Policies/Property Services</a>
EVH Terms and Conditions of Employment	<a href="#">Policies/Human Resources</a>
Factoring Policy	<a href="#">Policies/Property Services</a>
Financial Regulations and Procedures	<a href="#">Policies/Finance and Administration</a>
Fire Safety in Housing Stock and Common Areas	<a href="#">Policies/Property Services</a>
Freedom of Information and Environmental Policy	<a href="#">Policies/Governance and Corporate</a>
Gas Safety Policy	<a href="#">Policies/Property Services</a>
Internet and Email Policy	<a href="#">Policies/Human Resources</a>
Landlord Safety Policy and procedures	<a href="#">Policies/ Governance and Corporate</a>
Legionnaires Inspection/Prevention Policy	<a href="#">Policies/Property Services</a>
Membership Policy	<a href="#">Policies/Governance and Corporate</a>
Mutual Exchange Policy	<a href="#">Policies/Tenancy Services</a>
Procurement Policy	<a href="#">Policies/Property Services</a>
Recruitment Policy	<a href="#">Policies/Human Resources</a>
Rent Setting Policy	<a href="#">Policies/Tenancy Services</a>
Risk Management Policy	<a href="#">Policies/ Governance and Corporate</a>
Repairs and Maintenance Policy	<a href="#">Policies/Property Services</a>
Training and Development Policy	<a href="#">Policies/Human Resources</a>
Treasury Management Policy	<a href="#">Policies/Finance and Administration</a>



<b>Information</b>	<b>Where to access on website</b>
Summary of Policy Reviews	<a href="#">Policies/Summary of Policy Review</a>
<b>Class 3 – How we take decisions and what we have decided</b> <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
<b>Governing Body Meetings</b>	
Governing Body meeting minutes	<a href="#">About YHA / Our Governing Body /Management Committee Minutes</a>
Governing Body agendas	<a href="#">About YHA / Our Governing Body /Management Committee Agendas</a>
<b>Consultation and Participation</b>	
Customer Engagement Strategy	<a href="#">Policies/Tenancy Services</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	<a href="#">Our Services/Housing Management / Tenant Engagement</a>
<b>Class 4 – What we spend and how we spend it</b> <i>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).</i>	
<b>Information about our accounts and budgets</b>	
Description of funding sources	<a href="#">About YHA/Our Money/Home Page</a>
Audited accounts	<a href="#">Performance/Finance/Annual Accounts</a>
Budget policies and procedures	<a href="#">Policies/Finance/Budgets</a>
Budget allocation to key service areas	<a href="#">Performance/Finance</a>
<b>Our programme of work and projects</b>	
Cyclical works programme	<a href="#">Our Services/Maintenance/Cyclical Maintenance</a>
Major repairs budget	<a href="#">Our Services/Maintenance/Major Repairs</a>
<b>Capital works programme/plans information</b> (annual programme figure)	<a href="#">Our Services/Maintenance/2024-2025 Investment Programmes</a>
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	<a href="#">Policies /Finance/Financial Regulations</a>
Board member remuneration other than expenses	<b>All Governing Body members of Yorkhill Housing Association Ltd are voluntary. They do not receive any</b>

Information	Where to access on website
	form of remuneration for their services.
Pay and grading structure (levels of pay rather than individual salaries)	<a href="#">Policies/Human Resources</a>
General information about staff pension scheme	<a href="#">Policies/Human Resources/Conditions of Service</a>
<b>Class 5 – How we manage our resources</b>	
Information about how we manage our human, physical and information resources	
<b>Human resources</b>	
Staffing structure	<a href="#">About YHA/Our Staff/Staffing Structure</a>
Human resources policies, covering: <ul style="list-style-type: none"> <li>• recruitment</li> <li>• performance management</li> <li>• salary and grading</li> <li>• promotion</li> <li>• pensions</li> <li>• discipline</li> <li>• grievance</li> <li>• staff development</li> <li>• Maintenance and retention of staff files</li> </ul>	<a href="#">Policies/Human Resources</a>
Trade Union information	The recognised staff union is Unite. Membership is open to all staff.
Summary of professional organisations/trade bodies of which we are a member:	CIH CIPFA
<b>Physical Resources</b>	
Management of our land and property assets, including environmental/sustainability reports	Information held in various locations within Our Services and Policies.  Contact <a href="mailto:DPO@yorkhillha.org">DPO@yorkhillha.org</a> for specific requests
General description of our land and property holdings	<a href="#">About YHA /Home Page</a>  <a href="#">About YHA/Stock Profile</a>
<b>Information Resources</b>	
Policies regarding Data Protection and Data Retention	<a href="#">Policies/Corporate and Governance</a>
<b>Class 6 - How we procure goods and services from external providers</b>	
Information about how we procure works, goods and services, and our contracts with external providers.	

Information	Where to access on website
<b>Our Contractors and suppliers</b>	
List of suppliers and contractors used by the Association, who carry out: <ul style="list-style-type: none"> <li>responsive repairs</li> <li>landscape maintenance</li> <li>planned/cyclical maintenance</li> </ul>	<a href="#">Our Services/ Maintenance / Contractors</a>
<b>Our Procurement</b>	
Procurement Policy and procedures	<a href="#">Policies/Property Services</a>
Information on how to tender for work and invitations to tender	Contact Robert Calvert, Property Services Manager for information. <a href="mailto:rcalvert@yorkhillha.org">rcalvert@yorkhillha.org</a>
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	<a href="#">Our Services/Maintenance/Tenders</a>
Links to procurement information we publish on Public Contracts Scotland website	<a href="#">Public Contracts Scotland</a>
Framework Agreements	None
<b>Class 7 – How we are performing</b> Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	<a href="#">Regulatory Obligations/Annual Return on the Charter</a>
ARC report	<a href="#">Regulatory Obligations/Annual Return on the Charter</a>
Performance Standards	<a href="#">Performance</a>
Complaints policy, guidance and forms	<a href="#">Complaints/Make A Complaint</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	<a href="#">Complaints/Complaints Reports</a>
<b>Class 8 – Our commercial publications</b> <i>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</i>	
This class does not apply to <b>Yorkhill Housing Association</b>	Not applicable
<b>Class 9 – Our open data</b> Open data made available by us under the Scottish Government's <a href="#">Open Data Resource Pack</a> and available under open licence.	
This class does not apply to <b>Yorkhill Housing Association</b>	Not applicable