



## **Guide to Information available through Caledonia Housing Association's Publication Scheme**

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available;
- tell the public how to access the information and what it might cost.

Caledonia Housing Association has adopted the **Model Publication Scheme**. You can see this scheme by clicking on the following link: [Model Publication Scheme](#) or by contacting us at the address below if you prefer a copy to be provided to you in another format.

The purpose of this Guide to Information is to:

- allow the public to see what information is available (and what is not available) in relation to each class;
- state what charges may be applied;
- explain how to find the information easily;
- provide contact details for enquiries and to get help with accessing the information; and
- explain how to request information we hold that has not been published

The Guide is split into the following six sections:

- Availability and Formats
- Exempt Information
- Copyright
- Charges
- Contact Us
- The Classes of Information that we Publish

If you prefer you can contact us on 0800 6781228 to ask for a hard copy of the Guide to be posted to you.

## Availability and Formats

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this - see charges below).

## Exempt Information

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we will remove or 'black out' the information before publication and explain why.

## Copyright

Where the Caledonia Housing Association holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- it is copied or reproduced accurately;
- it is not used in a misleading context; and
- the source of the material is identified.

Where Caledonia Housing Association does not hold the copyright in information we publish, we will make this clear.

## Charges

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises.

We may charge for providing information to you which is not routinely made publicly available, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

Our full [Charging for Information Policy](#) details the charges that may apply and how these are calculated.

## Contact Us

You can [Contact us](#) for assistance with any aspect of this publication scheme:

<b>Dundee</b>	<b>Perth</b>	<b>Kirkintilloch</b>
118 Strathern Road Broughty Ferry Dundee DD5 1JW	5 South St John's Place Perth PH1 5SU	3 Cowgate Kirkintilloch Glasgow G66 1HW
<b>Opening Hours: Dundee &amp; Perth</b>		<b>Opening Hours: Kirkintilloch</b>
Monday - Thursday: 9am -5pm Friday: 9am - 4pm Saturday & Sunday: Closed		Monday 9am -12pm Wednesday 1.30pm - 5pm Friday 9am - 4.30pm

[info@caledoniaha.co.uk](mailto:info@caledoniaha.co.uk)

0800 678 1228

## The classes of information that we publish

We publish information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

<b>Class 1</b>	<b>About the authority:</b> Information about the authority, who we are, where to find us, how to contact us, how we are managed and our external relations	
	<b><u>General information about Us</u></b>	
	<a href="#">About Us</a>	
	<a href="#">Office addresses, contact details and opening hours</a>	
	<a href="#">Company &amp; Charity registration and registered office details</a>	
	<a href="#">Register of social landlords - directory entry (external site)</a>	
	<a href="#">Access to Information</a>	
	<a href="#">Publication Scheme and Guide to Information</a>	
	<a href="#">Charging for Information Policy</a>	
	<a href="#">Requesting Access to Personal Data</a>	
	<a href="#">How to make a Freedom of Information (FOI) request</a>	
	<a href="#">Privacy Notice</a>	
	<a href="#">How to make a complaint - Our complaints handling procedure</a>	
	<a href="#">Social media profile - Twitter</a>	
	<a href="#">Social media profile - Facebook</a>	
	<b><u>How we are run</u></b>	
	<a href="#">Management Board - overview</a>	
	<a href="#">Board Members - Backgrounds</a>	
	<a href="#">Audit &amp; Risk Management Committee - overview</a>	
	<a href="#">Audit &amp; Risk Management Committee - Terms of Reference</a>	
	<a href="#">Code of Conduct for Governing Body Members</a>	
	<b><u>Caledonia Group Policies &amp; Procedures</u></b>	
	<a href="#">Adverse Weather Policy</a>	

<p><a href="#"><u>Anti-Bribery Policy</u></a></p> <p><a href="#"><u>Anti Fraud Policy</u></a></p> <p><a href="#"><u>Anti-Money Laundering Policy</u></a></p> <p><a href="#"><u>Business Continuity Management Policy</u></a></p> <p><a href="#"><u>Charging for Information Policy</u></a></p> <p><a href="#"><u>Code of Conduct for Governing Body Members</u></a></p> <p><a href="#"><u>Complaints Handling Policy</u></a></p> <p><a href="#"><u>Contractors' Insolvency Policy</u></a></p> <p><a href="#"><u>Corporate Performance Management Policy</u></a></p> <p><a href="#"><u>Compliance with Construction (Design and Management) Regulations Policy</u></a></p> <p><a href="#"><u>Conflict of Interest Policy</u></a></p> <p><a href="#"><u>Customer Service Strategy</u></a></p> <p><a href="#"><u>Data Protection Policy</u></a></p> <p><a href="#"><u>Delegated Authority Policy</u></a></p> <p><a href="#"><u>Entitlements Payments &amp; Benefits Policy</u></a></p> <p><a href="#"><u>Equalities and Diversity Policy Statement</u></a></p> <p><a href="#"><u>Freedom of Information Policy</u></a></p> <p><a href="#"><u>Financial Regulations Policy</u></a></p> <p><a href="#"><u>Governing Body Members Expenses Policy</u></a></p> <p><a href="#"><u>Governing Body Membership Policy</u></a></p> <p><a href="#"><u>Health, Safety and Wellbeing Policy</u></a></p> <p><a href="#"><u>Information Risk Management Policy</u></a></p> <p><a href="#"><u>Information Security Policy</u></a></p> <p><a href="#"><u>Document and Information Retention and Destruction Policy</u></a></p> <p><a href="#"><u>Membership Policy</u></a></p> <p><a href="#"><u>Notifiable Events Policy</u></a></p> <p><a href="#"><u>Procurement Policy</u></a></p> <p><a href="#"><u>Risk Management</u></a></p> <p><a href="#"><u>Senior Officer Remuneration Policy</u></a></p> <p><a href="#"><u>Serious Complaint Against Chief Executive</u></a></p> <p><a href="#"><u>Staff Code of Conduct</u></a></p> <p><a href="#"><u>Standing Orders</u></a></p> <p><a href="#"><u>Treasury Management Policy</u></a></p> <p><a href="#"><u>Unacceptable Actions Policy</u></a></p>	
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	<b><u>Our business planning</u></b>	
	<a href="#">Business Plan Summary</a>	
	<a href="#">Our aims and values - mission, vision &amp; strategic objectives</a>	
	<a href="#">Equalities and Diversity Policy Statement</a>	
	<a href="#">Health and Safety Policy</a>	
	<b><u>Our relations with others</u></b>	
	<a href="#">SHR Engagement Plan</a>	
	<a href="#">Summary information about partnership with Cordale HA and link to website</a>	
	<a href="#">Summary information about partnership with Bellsmyre HA and link to website</a>	
	<a href="#">Summary information about merger with Antonine HA</a>	
<b>Class 2</b>	<b>How we deliver our functions and services:</b> Information about our work, our strategy and policies for delivering functions and services and information for our service users.	
	<b><u>Our core functions</u></b>	
	<a href="#">How to apply for housing</a>	
	<a href="#">Links to Common Allocation Policies</a>	
	<a href="#">Source of housing options advice</a>	
	<a href="#">Properties available to rent</a>	
	<a href="#">Services for owners, including sharing owners</a>	
	<a href="#">Abolition of Right to Buy</a>	
	<a href="#">Providing new homes</a>	
	<a href="#">Profile of housing stock (available on public Directory of Social Landlords)</a>	
	<a href="#">Shared equity scheme, eligibility and how to apply</a>	
	<b><u>Our Services</u></b>	

	<p><b><u>Tenant &amp; Customer Policies</u></b></p> <p><u>Asbestos Policy</u></p> <p><u>Anti-Social Behaviour Policy</u></p> <p><u>Arrears Management Policy</u></p> <p><u>Assignations, Subletting &amp; Lodgers Policy</u></p> <p><u>Care &amp; Repair Policy</u></p> <p><u>Common Allocations Policy (Angus Only)</u></p> <p><u>Common Allocations Policy (Dundee Only)</u></p> <p><u>Common Allocations Policy (Fife Only)</u></p> <p><u>Common Allocations Policy (Perth and Kinross Only)</u></p> <p><u>Group Asset Management Strategy</u></p> <p><u>Group CCTV and Surveillance Systems Policy</u></p> <p><u>Group Customer Service Standards Policy</u></p> <p><u>Group Customer Service Strategy</u></p> <p><u>Group Decanting Policy</u></p> <p><u>Group Decoration Allowance Policy</u></p> <p><u>Estate Management Policy</u></p> <p><u>Group Factoring Policy</u></p> <p><u>Group Mortgage to Rent Policy</u></p> <p><u>Group Mutual Exchange Policy</u></p> <p><u>Group No Smoking Policy</u></p> <p><u>Full Privacy Notice and Retention Schedule</u></p> <p><u>Group Policy Statement on Recharges</u></p> <p><u>Recovery of Adapted Property Policy</u></p> <p><u>Repairs &amp; Maintenance Policy</u></p> <p><u>Rent &amp; Service Charge Policy</u></p> <p><u>Right to Compensation for Improvements</u></p> <p><u>Right to Repair</u></p> <p><u>Policy on Short Scottish Secure Tenancies</u></p> <p><u>Group Stage 3 Adaptations Policy</u></p> <p><u>Group Shared Equity Policy</u></p> <p><u>Group Shared Ownership Policy</u></p> <p><u>Shared Ownership Handbook</u></p> <p><u>Tenant Handbook</u></p>	

	<a href="#">Tenant Participation Strategy</a> <a href="#">Void Property Management Policy</a>	
	<b><u>Information for Other Customers</u></b>	
	<a href="#">Care and Repair - Perth and Kinross</a>	
	<a href="#">Care and Repair Policy</a>	
	<a href="#">HEEPS loan scheme for homeowners, eligibility and how to apply</a>	
	<a href="#">Home Help Service</a>	
	<a href="#">Hope Service</a>	
	<a href="#">Location of Guest Rooms and telephone numbers for making bookings</a>	
	<a href="#">Summary of volunteering activities and opportunities</a>	
<b>Class 3</b>	<b>How we take decisions and what we have decided:</b> Information about the decisions we take, how we make decisions and how we involve others.	
	<b><u>Governing body / membership meetings</u></b>	
	<a href="#">Minutes of Management Board meetings</a>	
	<a href="#">Annual General Meeting Minutes</a>	
	<a href="#">Management Board Meeting Reports</a>	
	<b><u>Tenant engagement / public consultation</u></b>	
	<a href="#">Tenant newsletters</a>	
	<a href="#">Tenant Participation Strategy</a>	
	<a href="#">Take Part - Summary of approach to tenant participation</a>	
	<a href="#">Tenant Scrutiny Panel - summary of role</a>	



<b>Class 4</b>	<b>What we spend and how we spend it:</b> 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).	
	<b><u>Budget and financial statements</u></b>	
	<a href="#">Annual Accounts</a>	
	Quarterly Management Accounts - available on request	
	<b><u>Remuneration and expenses – available on request</u></b>	
	Summary of Expenses paid to Governing Body members by expense category	
	Summary of Expenses paid to staff / senior officers - by expense category	
	Expenses policies and procedures	
	<b><u>Investments and pensions</u></b>	
	<a href="#">Treasury Management Policy</a>	
<b>Class 5</b>	<b>How we manage our human, physical and information resources:</b> Information about how we manage the human, physical and information resources of the authority	
	<b><u>Human resources</u></b>	
	<a href="#">Current vacancies</a>	
	<a href="#">Our Executive Management Team</a>	
	<a href="#">Organisation Structure Chart</a>	
	<a href="#">Volunteering</a>	
	<b><u>Recruitment Policies</u></b>	
	<a href="#">Recruitment and Selection Policy</a>	

	<a href="#">Protecting Vulnerable Groups Disclosure Policy</a>	
	<a href="#">Policy on Recruitment of Ex-Offenders</a>	
	<a href="#">Disclosure Scotland Code of Practice</a>	
	<a href="#">Compliance with the Immigration, Asylum and Nationality Act 2006.</a>	
	<b><a href="#">Human Resource Policies</a></b>	
	<a href="#">Senior Officer Remuneration Policy</a>	
	<a href="#">Staff Code of Conduct</a>	
	<a href="#">No Smoking Policy</a>	
	<a href="#">Whistleblowing Policy</a>	
	<a href="#">Equalities and Diversity Policy Statement</a>	
	<a href="#">Employment Reference Policy</a>	
	<a href="#">Learning and Development Policy</a>	
	<a href="#">Policy on Dealing with Bullying and Harassment</a>	
	<a href="#">Probation Policy</a>	
	<a href="#">Guidance on Working Time Regulations</a>	
	<a href="#">Grades and Pay Scales</a>	
	We also have a range of internal procedures and guidance that are available on request. These cover the following topics:	
	Annual Leave; Childbirth and Adoption Leave; Flexi-time; Flexible Working;	
	Working Time Regulations; TOIL and Overtime	
	Sickness Absence Management; Special Leave; Travel and Subsistence;	
	Disciplinary; Grievance; Dealing with Bullying and Harassment;	
	Employment Reference; Induction; Probation; PVG and Criminal Records Check; Recruitment and Selection; Salary Placement; Redundancy	
	Capability; Staff competencies; Dress and Appearance;	
	Pensions; Health Benefits; Other ancillary benefits / services for staff	
	HR Strategy; Learning and Development; Adverse Weather;	

	Internal Secondments; Acting Up and Responsibility Allowances;	
	<b><u>Physical resources</u></b>	
	<a href="#">Planned Maintenance - Summary Schedule</a>	
	<a href="#">Painting Programme - Summary Schedule</a>	
	<a href="#">Bellsmyre Regeneration Plans</a>	
	<a href="#">Asset Management Strategy</a>	
	<a href="#">Asbestos Policy and Management Plan</a>	
	<a href="#">Policy on Construction (Design and Management) Regulations Compliance</a>	
	<a href="#">Energy Efficiency Standard for Social Housing (ESSH) - Annual Return 2019</a>	
	<b><u>Information resources</u></b>	
	<a href="#">Data Protection Policy</a>	
	<a href="#">Document retention schedule - personal data</a>	
	<a href="#">Information Retention and Destruction Policy</a>	
<b>Class 6</b>	<b>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.	
	<b><u>Policies and Procedures</u></b>	
	<a href="#">Procurement Policy</a>	
	<a href="#">Contractors' Insolvency Policy</a>	
	<b><u>Tenders and Contracts</u></b>	
	<a href="#">Procuring Goods and Services</a>	
	<a href="#">Contracts Register</a>	

<b>Class 7</b>	<b>How we are performing:</b> Information about how we perform as an organisation, and how well we deliver our functions and services.	
	<a href="#">Performance Reports</a>	
	<a href="#">Summary of quarterly performance results - key indicators</a>	
	<a href="#">Annual Return on the Charter (ARC)</a>	
	<a href="#">Annual Performance Reports (Charter report to Tenants)</a>	
	<a href="#">Monthly and Annual Complaints Handling Reports</a>	
	<a href="#">Annual Report</a>	
	<a href="#">Corporate Performance Management Policy</a>	
	Quarterly Business Performance results - available on request	
	<a href="#">Tenant Satisfaction Survey 2018 - Results summary</a>	
	Performance against FOISA indicators - available on request	
	<a href="#">Annual Assurance Statement</a>	
	<a href="#">The Scottish Social Housing Charter</a>	
	<b><u>Equalities and Diversity</u></b>	
	<a href="#">Summary Equalities Profiles - staff, tenants and Governing Body Members</a>	
<b>Class 8</b>	<b>Our commercial publications:</b> 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.	
	No information held under this category	

<b>Class 9</b>	<b>Our open data:</b> Open data made available by the authority as described by the Scottish Government's Open Data Resource Pack and available under an open licence	
	No information held under this category	