



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:

Dundee	Perth	Kirkintilloch
118 Strathern Road Broughty Ferry Dundee DD5 1JW	5 South St John's Place Perth PH1 5SU	3 Cowgate Kirkintilloch Glasgow G66 1HW
Opening Hours: Dundee & Perth		Opening Hours: Kirkintilloch
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

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.

Class 1	About the authority: Information about the authority, who we are, where to find us, how to contact us, how we are managed and our external relations	Last Updated
	<u>General information about Us</u>	
	About Us	Oct-19
	Office addresses, contact details and opening hours	Oct-19
	Company & Charity registration and registered office details	Oct-19
	Register of social landlords - directory entry (external site)	Oct-19
	Access to Information	Oct-19
	Publication Scheme and Guide to Information	Oct-19
	Charging for Information Policy	Oct-19
	Requesting Access to Personal Data	Oct-19
	How to make a Freedom of Information (FOI) request	Oct-19
	Privacy Notice	Jul-19
	How to make a complaint - Our complaints handling procedure	Oct-19
	Social media profile - Twitter	Oct-19
	Social media profile - Facebook	Oct-19
	<u>How we are run</u>	
	Management Board - overview	Oct-19
	Board Members - Backgrounds	Oct-19
	Audit & Risk Management Committee - overview	Oct-19
	Audit & Risk Management Committee - Terms of Reference	Apr-19
	Code of Conduct for Governing Body Members	Oct-19
	<u>Corporate and Governance Policies</u>	
	Caledonia Housing Association Rules	Sep-15
	Conflict of Interest Policy	Nov-19

	Entitlements Payments and Benefits Policy	Feb-17
	Governing Body Members Expenses Policy	Apr-16
	Governing Body Membership Policy	Jan-16
	Membership Policy	Apr-16
	Notifiable Events Policy	May-19
	Standing Orders	Nov-19
	Anti-Bribery Policy	Nov-19
	Anti-Fraud Policy	Nov-19
	Anti-Money Laundering Policy	Nov-19
	Serious Complaints Against the Chief Executive Policy	May-19
	Whistleblowing Policy	Jun-19
	Risk Management Policy	Oct-16
	Financial Regulations Policy	Aug-19
	Delegated Authority Policy	Aug-19
	<u>Our business planning</u>	
	Business Plan Summary	Apr-19
	Our aims and values - mission, vision & strategic objectives	Oct-19
	Equalities and Diversity Policy Statement	Jun-18
	Health and Safety Policy	Jun-19
	<u>Our relations with others</u>	
	SHR Engagement Plan	Apr-19
	Summary information about partnership with Cordale HA and link to website	Oct-19
	Summary information about partnership with Bellsmyre HA and link to website	Oct-19
	Summary information about merger with Antonine HA	Oct-19

Class 2	How we deliver our functions and services: Information about our work, our strategy and policies for delivering functions and services and information for our service users.	
	<u>Our core functions</u>	
	How to apply for housing	Oct-19
	Links to Common Allocation Policies	Oct-19
	Source of housing options advice	Oct-19
	Properties available to rent	Oct-19
	Services for owners, including sharing owners	Oct-19
	Abolition of Right to Buy	Oct-19
	Providing new homes	Oct-19
	Profile of housing stock (available on public Directory of Social Landlords)	Oct-19
	Shared equity scheme, eligibility and how to apply	Oct-19
	<u>Our Services</u>	
	Summary of Connect digital self service portal and registration process	Oct-19
	Neighbourhood Management Arrangements	Oct-19
	Customer Services Team - contact details and service standards	Oct-19
	Rent payment options and sources of advice / assistance	Oct-19
	Assistance with Benefits and Money Advice	Oct-19
	About Universal Credit	Oct-19
	Repairs and maintenance service	Oct-19
	Reporting a repair - including emergency out of hours arrangements	Oct-19
	Advice on alterations and improvements	Oct-19
	Claiming compensation for improvements (external site)	Oct-19
	Tenant and Customer (Service Related) Policies	Oct-19
	Repairs and Maintenance Policy	Dec-16

	Customer Service Strategy	May-17
	Anti-social behaviour Policy	Feb-19
	Arrears Management Policy	Aug-16
	Assignations, subletting and lodgers Policy	Nov-19
	CCTV and Surveillance Systems Policy	Dec-18
	Decanting Policy	Nov-19
	Decoration Allowance Policy	Jun-18
	Estate Management Policy	Apr-17
	Factoring Policy	Nov-19
	Mutual Exchange Policy	Nov-19
	No Smoking Policy	Jan-19
	Recharges Policy	Nov-19
	Rent and Service Charges Policy	Feb-19
	Short Scottish Secure Tenancies Policy	May-19
	Stage 3 Adaptations Policy	Nov-19
	Shared Equity Policy	Oct-13
	Shared Ownership Policy	Oct-13
	Void Property Management Policy	Nov-19
	Unacceptable Behaviour Policy	Dec-18
	Mortgage to Rent Policy	Nov-19
	Recovery of Adapted Property Policy	Nov-19
	Complaints Policy	May-19
	Service Standards Policy incorporating Customer Service Standards	Oct-19
	Business Continuity Management Policy	Oct-19
	Additional Information for Tenants	
	Tenant handbook	Oct-19
	Guide to Managing Condensation and Mould	Oct-19
	Advice for dog related issues	Oct-19

	Anti-social behaviour guide	Oct-19
	Housing (Scotland) Act 2014 - summary of tenancy changes	Oct-18
	Housing Support Service	
	Preventing rent arrears and legal action	Oct-19
	Summary of Noise App.	Oct-19
	Summary of procedure for ending tenancy	Oct-19
	Summary of winter gritting policy	Oct-19
	Summary of gas servicing obligations	Oct-19
	Right to Compensation for Improvements Statutory Scheme	Oct-19
	Right to Repair Statutory Scheme	Oct-19
	Guidance on detecting bogus callers	
	Information for Other Customers	
	Care and Repair - Perth and Kinross	Oct-19
	Care and Repair Policy	Oct-19
	HEEPS loan scheme for homeowners, eligibility and how to apply	Oct-19
	Home Help Service	Oct-19
	Hope Service	Oct-19
	Location of Guest Rooms and telephone numbers for making bookings	Oct-19
	Summary of volunteering activities and opportunities	Oct-19
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 / membership meetings	
	Minutes of Management Board meetings	Aug-19
	Annual General Meeting Minutes	Sep-19
	Management Board Meeting Reports	Oct-19

	<u>Tenant engagement / public consultation</u>	
	Tenant newsletters	Aug-19
	Tenant Participation Strategy	Sep-18
	Take Part - Summary of approach to tenant participation	Oct-19
	Tenant Scrutiny Panel - summary of role	Oct-19
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).	
	<u>Budget and financial statements</u>	
	Annual Accounts	Sep-19
	Quarterly Management Accounts - Available December 2019	
	<u>Remuneration and expenses</u>	
	Summary of Expenses paid to Governing Body members by expense category - Available January 20	
	Summary of Expenses paid to staff / senior officers - by expense category - Available January 20	
	Expenses policies and procedures - Available November 19	
	<u>Investments and pensions</u>	
	Treasury Management Policy	Aug-19
Class 5	How we manage our human, physical and information resources: Information about how we manage the human, physical and information resources of the authority	
	<u>Human resources</u>	

	Current vacancies	Oct-19
	Our Executive Management Team	Oct-19
	Organisation Structure Chart	Oct-19
	Volunteering	Oct-19
	Recruitment Policies	
	Recruitment and Selection Policy	Aug-16
	Protecting Vulnerable Groups Disclosure Policy	Jul-16
	Policy on Recruitment of Ex-Offenders	Oct-19
	Disclosure Scotland Code of Practice	Oct-19
	Compliance with the Immigration, Asylum and Nationality Act 2006.	Oct-19
	Human Resource Policies	Oct-19
	Senior Officer Remuneration Policy	Aug-18
	Staff Code of Conduct	Jun-18
	No Smoking Policy	Jan-19
	Whistleblowing Policy	Jun-19
	Equalities and Diversity Policy	Jun-18
	Employment Reference Policy	Aug-16
	Learning and Development Policy	Jun-16
	Policy on Dealing with Bullying and Harassment	May-16
	Probation Policy	Dec-16
	Guidance on Working Time Regulations	Oct-16
	Grades and Pay Scales	Apr-19
	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;	
	<u>Physical resources</u>	
	Planned Maintenance - Summary Schedule	Aug-19
	Painting Programme - Summary Schedule	Aug-19
	Bellsmyre Regeneration Plans	Oct-19
	Asset Management Strategy	Nov-19
	Asbestos Policy and Management Plan	Nov-19
	Policy on Construction (Design and Management) Regulations Compliance	Nov-18
	Energy Efficiency Standard for Social Housing (EESH) - Annual Return 2019	May-19
	<u>Information resources</u>	
	Data Protection Policy	May-18
	Document retention schedule - personal data	Sep-18
	Information Retention and Destruction Policy	Dec-18
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.	
	<u>Policies and Procedures</u>	
	Procurement Policy	Jan-16

	Contractors' Insolvency Policy	Nov-19
	<u>Tenders and Contracts</u>	
	Procuring Goods and Services	Oct-19
	Contracts Register	Oct-19
Class 7	How we are performing: Information about how we perform as an organisation, and how well we deliver our functions and services.	
	Performance Reports	May-19
	Summary of quarterly performance results - key indicators	May-19
	Annual Return on the Charter (ARC)	May-19
	Annual Performance Reports (Charter report to Tenants)	Oct-18
	Monthly and Annual Complaints Handling Reports	Jun-19
	Annual Report	Sep-19
	Corporate Performance Management Policy	Jun-19
	Quarterly Business Performance results - Available January 2020	
	Tenant Satisfaction Survey 2018 - Results summary	May-18
	Performance against FOISA indicators - Available end March 2020.	
	Annual Assurance Statement	Oct-19
	The Scottish Social Housing Charter	Oct-19
	<u>Equalities and Diversity</u>	
	Summary Equalities Profiles - staff, tenants and Governing Body Members	Mar-19

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.	
	No information held under this category	
Class 9	Our open data: 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	