



## **Guide to Information available through Cordale's 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.

Bellsmyre 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 01389 721216 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 Bellsmyre 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 Bellsmyre 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>Opening Hours: Cordale</b>
Monday - Friday: 9am -5pm Saturday & Sunday: Closed

01389 721216

## 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.

## FOISA Guide to 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

### **General information about Us - Cordale Housing Association**

[About Us](#)

[Office addresses, contact details and opening hours](#)

[Company & Charity registration and registered office details](#)

[Register of social landlords - directory entry \(external site\)](#)

[Access to Information](#)

[Publication Scheme and Guide to Information](#)

[Group Information Charging Policy](#)

[Requesting Access to Personal Data](#)

[How to make a Freedom of Information \(FOI\) request](#)

[Privacy Notice](#)

[How to make a complaint - Our complaints handling procedure](#)

[Social media profile - Twitter](#)

[Social media profile - Facebook](#)

### **How we are run**

[Management Board - overview](#)

[Audit & Risk Management Committee - overview](#)

[Audit & Risk Management Committee - Terms of Reference](#)

[Code of Conduct for Governing Body Members](#)

## **Corporate & Governance Documents**

[2021-2026 Business Plan Summary](#)

[Complaints Handling Procedure booklet](#)

[Cordale Housing Association Rules](#)

[Governing Body Members Guide](#)

[Health, Safety and Wellbeing Policy](#)

[Intra Group Agreement](#)

[Group Policies](#)

### **Our business planning**

[Business Plan Summary](#)

[Our aims and values - mission, vision & strategic objectives](#)

[Equalities and Diversity Policy Statement](#)

[Health and Safety Policy](#)

### **Our relations with others**

[SHR Engagement Plan](#)

[Summary information about partnership with Cordale HA and link to website](#)

**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.

### **Our core functions**

[How to apply for housing](#)

[Links to Common Allocation Policies](#)

[Source of housing options advice](#)

[Properties available to rent](#)

[Services for owners, including sharing owners](#)

[Abolition of Right to Buy](#)

[Providing new homes](#)

[Profile of housing stock \(available on public Directory of Social Landlords\)](#)

### **Our Services**

[Summary of Connect digital self service portal and registration process](#)

[Names of housing and maintenance officers and patches covered](#)

[Patch details including streets and tenure](#)

[Sustainment, Neighbourhood and Maintenance teams - summary of functions](#)

[Customer Services Team - contact details and service standards](#)

[Rent payment options and sources of advice / assistance](#)

[Assistance with Benefits and Money Advice](#)

[About Universal Credit](#)

[Repairs and maintenance service](#)

[Reporting a repair - including emergency out of hours arrangements](#)

[Advice on alterations and improvements](#)

[Claiming compensation for improvements \(external site\)](#)

## **Tenant & Customer Policies**

[Group Policies](#)

### **Cordale only policies**

[Estate Management](#)  
[Repairs and Maintenance Policy](#)  
[Void Property Management Policy](#)  
[Full Privacy Notice](#)

### **Additional Information for Tenants**

[Guide to Managing Condensation and Mould](#)  
[Advice for dog related issues](#)  
[Anti-social behaviour guide](#)  
[Housing \(Scotland\) Act 2014 - summary of tenancy changes](#)  
[Housing and support options for older people](#)  
[Preventing rent arrears and legal action](#)  
[Summary of Scottish Secure Tenancy Agreement;](#)  
[Summary of Noise App.](#)  
[Summary of procedure for ending tenancy](#)  
[Be prepared for Winter](#)  
[Summary of gas servicing obligations](#)  
[Right to Compensation for Improvements Statutory Scheme](#)  
[Right to Repair Statutory Scheme](#)

### **Information for Other Customers**

[Location of Guest Rooms and telephone numbers for making bookings](#)  
[Guidance on detecting bogus callers](#)  
[Advice on preparing for winter](#)

**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](#)  
[Annual General Meeting Minutes](#)  
[AGM Agendas and minutes](#)  
[Caledonia Managemet Board Minutes](#)  
[Group Audit Risk Management Minutes](#)

### **Tenant engagement / public consultation**

[Tenant newsletters](#)  
[Tenant Participation Strategy](#)  
[Summary of tenant participation activities and oppourtunities to take part, and how to find out more.](#)  
[Tenant Scrutiny Panel - summary of role and how to find out more](#)

**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).

### **Budget and financial statements**

[Annual Accounts](#)

### **Remuneration and expenses**

Summary of Expenses paid to Governing Body members by expense category - available on request  
Summary of Expenses paid to staff / senior officers - by expense category - available on request  
Expenses policies and procedures - available on request

### **Investments and pensions**

[Group Treasury Management Policy](#)

### **Funding**

[Sponsorship and donations policy](#)

**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

### **Human resources**

[Senior Officer Remuneration Policy](#)  
[Staff Code of Conduct](#)  
[Current vacancies](#)  
[Our Executive Management Team](#)  
[Volunteering](#)  
[Current vacancies](#)

**We also have a range of internal HR policies, 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;  
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;

**Physical resources**

[Planned Maintenance Schedule - current year](#)  
[Asset Management Strategy](#)  
[Asbestos](#)  
[ESSH Return](#)

**Information resources**

[Group Data Protection Policy](#)  
[Document retention schedule - personal data](#)  
[Group Document and Information Retention and Destruction 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.

**Policies and Procedures**

[Group Procurement Policy](#)  
[Contractors Insolvency Policy](#)  
**Tenders**  
[Procuring Goods and Services](#)

**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](#)  
[Summary of quarterly performance results - key indicators](#)  
[Annual Return on the Charter \(ARC\)](#)  
[Annual Performance Reports \(Charter report to Tenants\)](#)  
[Monthly and Annual Complaints Handling Reports](#)  
[Annual Report](#)  
[Corporate Performance Management Policy](#)  
[Tenant Satisfaction Survey 2018 - Results summary](#)  
Performance against FOISA indicators - Available on request  
[Annual Assurance Statement](#)  
[The Scottish Social Housing Charter](#)

**Equalities and Diversity**

Equalities monitoring information - staff, tenants, governing body, recruitment and selection

**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