

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](#)

[Anti-Bribery Policy](#)
[Anti-Fraud Policy](#)
[Anti-Money Laundering Policy](#)
[Complaints Handling Procedure booklet](#)
[Conflict of Interest Policy](#)
[Cordale Housing Association Rules](#)
[Group Adverse Weather](#)
[Group Customer Service Strategy](#)
[Group Corporate Performance Management Policy](#)
[Equality & Diversity Policy Statement](#)
[Governing Body Members Guide](#)
[Governing Body Membership Policy](#)
[Group Membership Policy](#)
[Group Business Continuity Management Policy](#)
[Group Code of Conduct for Governing Body Members](#)
[Group Entitlement, Payments and Benefits Policy](#)
[Group Governing Body Members Expenses Policy](#)
[Group Policy & Procedure - Serious Complaint Against the Chief Executive](#)
[Group Recruitment and Selection Policy](#)
[Group Staff Code of Conduct](#)
[Group Standing Orders](#)
[Group Unacceptable Behaviour Policy](#)
[Health, Safety and Wellbeing Policy](#)
[Intra Group Agreement](#)
[Membership Policy](#)
[Group Notifiable Events Policy](#)
[Senior Officer Remuneration Policy](#)
[Openness & Confidentiality Policy](#)
[Group Whistleblowing Policy](#)
[Group Procurement Policy](#)
[Group Policy on Delegated Authority](#)
[Group Policy on Financial Regulations](#)
[Group Probation Policy](#)

[Group Document and Information Retention and Destruction Policy](#)

[Group Risk Management Policy](#)

[Group Information Risk Management Policy](#)

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

[Adapted Property Policy](#)
[Asbestos](#)
[Allocations Policy](#)
[Anti-Social Behaviour Policy](#)
[Abandoned Property Policy](#)
[Assignations Subletting and Lodgers Policy](#)
[Estate Management](#)
[Extra Care Housing Guest Room Policy](#)
[Full Privacy Notice & Document Retention Schedule](#)
[Group Arrears Management Policy](#)
[Group Customer Service Strategy](#)
[Group Decanting Policy](#)
[Group Decoration Allowance Policy](#)
[Group Factoring Policy](#)
[Group No Smoking Policy](#)
[Group Rent and Service Charge Policy](#)
[Group Service Standards Policy](#)
[Group Stage 3 Policy](#)
[Group Mutual Exchange Policy](#)

[Policy Statement on Recharges](#)
[Repairs and Maintenance Policy](#)
[Scottish Secure Tenancy Policy \(Short\)](#)
[Tenant Participation Strategy](#)
[Void Property Management Policy](#)
[Group Unacceptable Behaviour Policy](#)
[Group Unacceptable Actions Policy](#)
[Group CCTV Policy](#)
[Serious Complaint Against the Chief Executive](#)
[Right to Compensation for Improvements](#)
[Right to Repair](#)
[Group Freedom of Information and Environmental Information Policy](#)
[Group Charging for Information Policy](#)
[Group Information Security Policy](#)

Additional Information for Tenants

[Tenant handbook](#)
[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](#)

Tenant engagement / public consultation

[Tenant newsletters](#)

[Tenant Participation Strategy](#)

[Summary of tenant participation activities and opportunities 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](#)

[EESH 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

