

## 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 Jan 2020

Summary of Expenses paid to staff / senior officers - by expense category - available Jan 2020  
Expenses policies and procedures - available Jan 2020

**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 end March 2020.

[Annual Assurance Statement - Available end October 2019](#)

[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













