YORKHILL HOUSING ASSOCIATION: GUIDE TO INFORMATION

LAST REVIEWED: OCTOBER 2026

At a glance – terms used in this document

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002 *Places a duty on those organisations covered to proactively publish certain types of information; and to respond to requests for information; and to provide advice and assistance to those making requests for information.*
EIRs	Environmental Information Regulations (Scotland) 2004 *Those organisations covered by EIRs have a duty to respond to requests for environmental information*
SIC	The Scottish Information Commissioner *Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.*
MPS	Model Publication Scheme *Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)*
Guide to Information	*A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available*
Classes of Information	*Nine broad categories describing the types of information authorities should publish (if they hold it).*

Background

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations/co-operatives in Scotland must produce and maintain a publication scheme. This must detail all of the key information that we publish and how you can access it. This Guide to Information is our publication scheme, and contains links to where you can find all of the information listed online.

Yorkhill Housing Association has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), and has formal approval from SIC for this Guide.

Formats other than online

All of the information listed is available on our website (unless stated), and completely free to access online. However, we understand that not everyone will have online access and where this is the case you can contact us to view this in our office (where this would be convenient).

If you would like a printed copy of any of the information listed, unfortunately we may have to charge a small fee to provide this. This fee will never exceed the cost of photocopying and postage – and we will let you know any total cost before we forward this to you.

Our charges for providing any information detailed in this guide are summarised below:

Format	Charge
Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet
Print in colour	30p per A4 sheet
CD Rom	£0.50
Posted document/CD Rom	Cost of postage incurred

If you would like to request information that we publish in a format other than online, or arrange a visit to our office to view information, please contact:

Yorkhill Housing Association

Address - 1271 Argyle Street, Glasgow G3 8TH

Email – dpo@yorkhillha.org

Telephone – 0141 285 7910

Information that we cannot publish

Whilst we will try to make all of the information we have detailed available, in rare cases there may be some information that we cannot make available. For example, sometimes if we were to publish certain committee minutes, it could reveal personal details about an individual. This would be a breach of Data Protection legislation if we were to do so. When this is the case, we will remove any personal details before publication and highlight where and why we have done so.

For how long will information be published?

We aim, where possible, to publish information for at least the current and previous two financial years. When we review any document – e.g. our policies – to avoid confusion we will only publish the current version once it has been updated.

Copyright and re-use

Where we hold the copyright on our published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied accurately
- It is not used in a misleading context
- The source of the material is identified

Contact us

If you have any queries about anything contained within this Guide to Information, or if there is some information that you cannot find that you would like to access, please contact:

Yorkhill Housing Association

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The Association's Data Protection Officer is Information Law Solutions.

The Information that we make available to you

Under the MPS, the information we provide must be listed under certain "classes" of information. These are the categories of information that are detailed below. As FOI applies to other bodies and sectors across Scotland – such as Scottish Government and Councils for example –this means that not all of the categories in the MPS apply to housing associations/co-operatives.[1]

The details of all the information we hold under each of the classes that apply to our organisation, and hyperlinks to access this information when available online, are outlined below.

Information	Where to access on website
Class 1 - About Yorkhill Housing Association *Information about Yorkhill Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations*.	
Descriptions of who we are	
Mission Statement, Vision, Values and Objectives	**About YHA** /Objectives, Mission and values
Area(s) of operation	**About YHA**
Key activities; strategic/corporate plan(s)	**Our Services**
Location and opening arrangements	
Address, telephone number and email address for general enquiries.	**Website Home page**
Opening hours	**Website Home page**
Contact details for making a complaint	**Make a Complaint**
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 3)
Contact details and advice on making an FOI request	**Freedom of Information**/Making a Freedom of Information Request
Freedom of Information policies and procedures	**Policies**/Freedom of Information
Details about Environmental information provided in response to requests made under EIRs	**Freedom of Information/**Environmental Information
Advice and guidance on making a Subject Access Request	**Freedom of Information/**Subject Access Requests
About our Governing Body	
List of Governing Body Members • Names • when they became a governing body member • Professional biographical details • office-bearing responsibilities • when they became an office-bearer	**About YHA**/Our Governing Body

[1] *In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.*

Information	Where to access on website
Description of the role of the Governing Body • roles and remits for governing body and any sub-committees	**About YHA**/Our Governing Body/ Roles, Remits and Declarations of Interest
How to become part of the governing body	**About YHA**/Joining the Governing Body
About our staff	
List of senior management team, including professional biography and contact details	**About YHA**/Our Staff
Organisational structure	**About YHA** /Our Staff
Governance Documents and Corporate Policies	
Rules/Articles	**About YHA**/Constitution and Membership
Standing Orders	**About YHA**/Our Governing Body/ Roles, Remits and Declarations of Interest
Membership Policy	**Policies**/Governance and Corporate/ Membership Policy
Code of Conduct for Staff	**Policies**/Governance and Corporate/Code of Conduct: Staff
Code of Conduct for Governing Body Members	**Policies**/Governance and Corporate/Code of Conduct: Governing Body Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	**Policies**/ Governance and Corporate/ Entitlements, Payments and Benefits
Declarations of Interests	**About YHA**/Our Governing Body/Roles, Remits and Declarations of Interest
Health and Safety Policy: Landlord Health and Safety Policy: Internal	**Policies**/Governance and Corporate/Landlord Safety Policy **Policies**/Governance and Corporate/EVH Health and Safety Manual
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	**Regulation**
Assurance Statement	**Regulation**/Annual Assurance Statement

Information	Where to access on website
Annual Return on Charter Submission to SHR	**Regulation**/Annual Return on the Charter
Financial Returns to SHR	**Regulation** /Annual Returns to the Regulator
Internal and External Audit arrangements	**Regulation**/Our Auditors
Group Details	
	Not applicable to YHA
Key Partnerships	
Strategic agreements with other organisations	Not applicable to YHA
Class 2 – How we deliver our functions and services *Information about our work, our strategy and policies for delivering services and information for our service users.*	
How to use our services	
List of services provided	**Our Services**
How to report a repair	**Home Page/Report a Repair (if logged into website)** **Our Services**/Property Services and Maintenance/Report a Repair
Right to Repair information	**Our Services**/Property Services and Maintenance/Report a Repair
How to apply for a house	**Our Services**/Housing Management/Apply for a House
How to get information about tenancy support	**Our Services**/Housing Management/ Tenancy Support and Adaptations
How to make a complaint	**Complaints** /Make a Complaint
How to speak to a housing officer	**Our Services**/Housing Management
How we consult with tenants and other customers to inform and improve service delivery and develop new services	**Our Services**/Housing Management / Tenant Engagement
Policies and Procedures	
Abandonment Policy	**Policies**/Housing Management
Allocations Policy	**Policies**/Housing Management
Adaptations Policy	**Policies**/Property Services
Anti-Social Behaviour Policy	**Policies**/Housing Management
Asbestos Management Policy	**Policies**/Property Services
Arrears Management Policy	**Policies**/Housing Management
Artificial Intelligence In The Workplace Policy	**Policies**/Governance and Corporate

Information	Where to access on website
Asset Management Strategy	**Policies**/Property Services
Attendance and Absence Management Policy	**Policies**/Human Resources
Complaints Handling Procedure	**Policies**/ Governance and Corporate
Customer Engagement Strategy	**Policies**/Governance and Corporate
Customer Experience Policy	**Policies**/Governance and Corporate
Damp, Mould and Condensation Policy	**Policies**/Property Services
Data Protection Policy	**Policies**/ Governance and Corporate
Data Retention Policy	**Policies**/Governance and Corporate
Dignity at Work Policy	**Policies**/Human Resources
Domestic Abuse Policy	**Policies**/Housing Management
Electrical Safety Policy	**Policies**/Property Services
Entitlements, Payments and Benefits Policy	**Policies**/Governance and Corporate
Equality and Diversity	**Polices**/Governance and Corporate
EVH Terms and Conditions of Employment	**Policies**/Human Resources
Expenses Policy	**Policies**/Governance and Corporate
Factoring Policy	**Policies**/Property Services
Financial Regulations and Procedures	**Policies**/Finance and Administration
Fire Safety in Housing Stock and Common Areas	**Policies**/Property Services
Forced Access Policy	**Policies**/Property Services
Freedom of Information and Environmental Policy	**Policies**/Governance and Corporate
Gas Safety Policy	**Policies**/Property Services
Home Working Policy	**Policies**/Human Resources
Internet and Email Policy	**Policies**/Human Resources
Landlord Safety Policy and procedures	**Policies**/ Governance and Corporate
Legionella Policy	**Policies**/Property Services
Membership Policy	**Policies**/Governance and Corporate
Menopause Policy	**Policies**/Human Resources

Information	Where to access on website
Mutual Exchange Policy	**Policies**/Housing Management
Notifiable Events Policy	**Policies**/Governance and Corporate
Occupational Driving Policy	**Policies**/Human Resources
Pest and Vermin Control Policy	**Policies**/Property Services
Pets Policy	**Policies**/Housing Management
Procurement Policy	**Policies**/Property Services
Purchasing Policy	**Policies**/Finance and Administration
Recruitment, Selection and References Policy	**Policies**/Human Resources
Rent Setting Policy	**Policies**/Housing Management
Risk Management Policy	**Policies**/ Governance and Corporate
Repairs and Maintenance Policy	**Policies**/Property Services
Stress Management Policy	**Policies**/Human Resources
Training and Development Policy	**Policies**/Human Resources
Treasury Management Policy	**Policies**/Finance and Administration
Unacceptable Behaviour Policy	**Policies**/Governance and Corporate
Void Management Policy	**Policies**/Property Services
Whistleblowing Policy	**Policies**/Governance and Corporate
Summary of Policy Reviews	**Policies**/Summary of Policy Review
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 Meetings	
Governing Body meeting minutes and agendas	**About YHA** / Our Governing Body /Management Committee Minutes and Agendas
Consultation and Participation	
Customer Engagement Strategy	**Policies**/Governance and Corporate
Consultation reports noting the outcome of any recent consultations with tenants/others	**Our Services**/Housing Management / Tenant Engagement
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).*	
Information about our accounts and budgets	
Description of funding sources	**Performance**/Finance

Information	Where to access on website
Audited accounts	**Regulation/Annual** Returns to the Regulator
Budget policies and procedures	**Policies**/Finance/Budgets
Budget allocation to key service areas	**Performance/Finance**
Our programme of work and projects	
Cyclical works programme Major repairs budget	**Information available soon**
Capital works programme/plans information (annual programme figure)	**Information available soon**
Spending relating to Staff and Governing Body	
Expenses policies and procedures	**Policies**/Governance and Corporate
Board member remuneration other than expenses	**All Governing Body members of Yorkhill Housing Association Ltd are voluntary. They do not receive any form of remuneration for their services.**
Pay and grading structure (levels of pay rather than individual salaries)	**Policies**/Human Resources
General information about staff pension scheme	**Policies**/Human Resources/Conditions of Service
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Staffing structure	**About YHA**/Our Staff
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff files	**Policies**/Human Resources
Trade Union information	The recognised staff union is Unite. Membership is open to all staff.
Summary of professional organisations/trade bodies of which we are a member:	CIH CIPFA SFHA

Information	Where to access on website
	EVH GWSF
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Information held in various locations within Our Services and Policies. Contact DPO@yorkhillha.org for specific requests
General description of our land and property holdings	**About YHA** /Home Page **About YHA**/Stock Profile
Information Resources	
Policies regarding Data Protection and Data Retention	**Policies**/Corporate and Governance
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.	
Our Contractors and suppliers	
List of suppliers and contractors used by the Association, who carry out: • responsive repairs • landscape maintenance • planned/cyclical maintenance	**Our Services**/ Property Services and Maintenance / Procurement and Contractors
Our Procurement	
Procurement Policy and procedures	**Our Services**/ Property Services and Maintenance / Procurement and Contractors
Information on how to tender for work and invitations to tender	Contact Robert Calvert, Property Services Manager for information. rcalvert@yorkhillha.org
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	**Our Services**/ Property Services and Maintenance / Procurement and Contractors
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland
Framework Agreements	None
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	**Regulatory Obligations**/Annual Return on the Charter
ARC report	**Regulatory Obligations**/Annual Return on the Charter
Performance Standards	**Performance**

Information	Where to access on website
Complaints policy, guidance and forms	**Complaints**/Make A Complaint
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	**Performance/Complaints**
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*	
This class does not apply to **Yorkhill Housing Association**	Not applicable
Class 9 – Our open data Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence.	
This class does not apply to **Yorkhill Housing Association**	Not applicable