



Gardeen Housing Association

Guide to Information

| | |
|--------------------|---------------------------|
| Implemented | 2026 |
| Next Review | 2028 Every 2 years |

Gardeen Housing Association
Guide to Information

At a glance – terms used in this document

| Term Used | Explanation |
|----------------------|--|
| FOISA | <p>Freedom of Information (Scotland) Act 2002</p> <p><i>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.</i></p> |
| EIRs | <p>Environmental Information Regulations (Scotland) 2004</p> <p><i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i></p> |
| SIC | <p>The Scottish Information Commissioner</p> <p><i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</i></p> |
| MPS | <p>Model Publication Scheme</p> <p><i>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)</i></p> |
| Guide to Information | <p><i>A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available</i></p> |

| Term Used | Explanation |
|------------------------|--|
| Classes of Information | <i>Nine broad categories describing the types of information authorities should publish (if they hold it).</i> |

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.

Gardeen Housing Association has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

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 | 5p per A4 sheet |
| Print in colour | 10p per A4 sheet |
| Memory stick | £1 |
| Posted document | 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 a member of staff at the office.

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:

Gardeen Housing Association
32 Garlieston Road
G33 4UD
0141 771 9590
info@gardeen.org.uk

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.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 |
|--|---|
| Class 1 - About Gardeen Housing Association | |
| <i>Information about Gardeen Housing Association who we are, where to find us, how to contact us, how we are managed and our external relations.</i> | |
| Descriptions of who we are | |
| Mission Statement | https://gardeen.org.uk/mission-statement/ |
| Vision | https://gardeen.org.uk/vision-and-strategic-objectives/ |
| Values | https://gardeen.org.uk/management-behaviours/ |
| Objectives | https://gardeen.org.uk/vision-and-strategic-objectives/ |
| Area of operation | https://gardeen.org.uk/apply-to-gardeen/ |
| Key activities; strategic/corporate plan(s) | https://gardeen.org.uk/vision-and-strategic-objectives/ |
| Business Plan Summary | https://gardeen.org.uk/executive-summary/ |
| Location and opening arrangements | |
| Address | https://gardeen.org.uk/contact-us/ |
| Telephone number and e-mail address for general enquiries | https://gardeen.org.uk/contact-us/ |
| Opening times | https://gardeen.org.uk/contact-us/ |
| General contact | https://gardeen.org.uk/contact-us/ |

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

| Information | Where to access |
|---|---|
| arrangements | |
| Office contact details | https://gardeen.org.uk/contact-us/ |
| Contact details for making a complaint | https://gardeen.org.uk/compliments-and-complaints/ |
| Information relating to Freedom of Information | |
| Publication Scheme and Guide to Information | https://gardeen.org.uk/foi-1/ |
| Charging Schedule for Published Information | https://gardeen.org.uk/foi-1/ |
| Contact details and advice on making an FOI request | https://gardeen.org.uk/foi-1/ |
| Freedom of Information policies and procedures | https://gardeen.org.uk/foi-1/ |
| Charging Schedule for environmental information provided in response to requests made under EIRs | https://gardeen.org.uk/foi-1/ |
| About our Committee | |
| <p>List of Committee</p> <ul style="list-style-type: none"> • Names • When they became a governing body member • Professional biographical details • Office-bearing responsibilities • When they became an office-bearer | https://gardeen.org.uk/our-management-committee |
| <p>Description of the role of the Committee</p> <ul style="list-style-type: none"> • governance structure chart working groups; • remits for management committee • | https://gardeen.org.uk/role-of-committee/ |
| How to become part of the | https://gardeen.org.uk/role-of-committee/ |

| Information | Where to access |
|--|---|
| management committee | |
| About our staff | |
| List of senior management team, including professional biography and contact details | https://gardeen.org.uk/our-staff |
| Organisational structure | https://gardeen.org.uk/staff-structure/ |
| Governance Documents and Corporate Policies | |
| Rules/Articles | https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=DA37885E-CFA9-E311-93F1-005056B555E6 |
| Standing Orders | https://gardeen.org.uk/policies2 |
| Membership Policy | https://gardeen.org.uk/policies2 |
| Code of Conduct for Staff | https://gardeen.org.uk/governance2/ |
| Code of Conduct for Governing Body Members | https://gardeen.org.uk/governance2/ |
| Entitlements Payments and Benefits Policy (including arrangements for payments for expenses and subsistence) | https://gardeen.org.uk/policies2 |
| Register of Interests | On request |
| Equalities Policy | https://gardeen.org.uk/policies2 |
| Health and Safety Policy | https://gardeen.org.uk/health-and-safety/ |
| Relationship with Regulators | |
| Engagement plan with Scottish Housing Regulator | https://gardeen.org.uk/scottish-housing-regulator--/ |
| Assurance Statement | https://gardeen.org.uk/annual-assurance-statements/ |
| Annual Return on Charter Submission to SHR | https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=DA37885E-CFA9-E311-93F1-005056B555E6 |
| Financial Returns to SHR | https://gardeen.org.uk/financial-information/ |

| Information | Where to access |
|---|---|
| Charter report to tenants | https://gardeen.org.uk/performance-reports |
| Internal and External Audit arrangements | https://gardeen.org.uk/internal-audit-and-external-audit/ |
| Key Partnerships | |
| Strategic agreements with other organisations | https://gardeen.org.uk/who-we-work-with/ |
| Class 2 – How we deliver our functions and services <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i> | |
| How to use our services | |
| List of services provided | https://gardeen.org.uk/about-us/ |
| How to report a repair | https://gardeen.org.uk/report-a-repair |
| Right to Repair information | https://gardeen.org.uk/your-repairs-service |
| How to apply for a house | https://gardeen.org.uk/apply-to-gardeen |
| How to get information about tenancy support | https://gardeen.org.uk/your-tenancy1 |
| How to make a complaint | https://gardeen.org.uk/compliments-and-complaints |
| How to speak to a housing officer | https://gardeen.org.uk/about-us/ |
| How we consult with tenants and other customers to inform and improve service delivery and develop new services | https://gardeen.org.uk/policies2 |
| Policies and Procedures | |

| Information | Where to access |
|---|---|
| Allocations Policy | https://gardeen.org.uk/policies2/ |
| Adaptations Policy | https://gardeen.org.uk/policies2 |
| Anti-Social Behaviour Policy | https://gardeen.org.uk/policies2 |
| Asbestos Management Policy | Available on request |
| Arrears Management Policy | https://gardeen.org.uk/policies2 |
| Asset Management Policy (including stock condition information) | Available on request |
| Customer Care Policy | https://gardeen.org.uk/policies2 |
| Data Protection Policy | https://gardeen.org.uk/policies2 |
| FOI Policy (Inc. Environmental Information Regulations] | https://gardeen.org.uk/foi-1/ |
| Equality and Diversity Policy | https://gardeen.org.uk/policies2 |
| Estate Management Policy | https://gardeen.org.uk/policies2 |
| Health and Safety Policy and procedures | https://www.evh.org.uk/health-and-safety/control-manual |
| Legionnaires Inspection/Prevention Policy | https://gardeen.org.uk/health-and-safety/ |
| Procurement Policy | https://gardeen.org.uk/policies2 |

| Information | Where to access |
|---|---|
| Risk Management Policy | https://gardeen.org.uk/policies2 |
| Rent Setting Policy | https://gardeen.org.uk/policies2 |
| Repairs Policy | https://gardeen.org.uk/policies2 |
| Sustainability Policy | Policy available on request |
| Customer Engagement Policy | https://gardeen.org.uk/policies2 |
| Tenancy Sustainment Policy | Available on request |
| Class 3 – How we take decisions and what we have decided | |
| <i>Information about the decisions we take how we make decisions and how we involve others.</i> | |
| Governing Body Meetings | |
| Governing body meeting minutes | https://gardeen.org.uk/our-management-committee |
| Governing body reports and papers | Available on request |
| Governing body agendas | https://gardeen.org.uk/our-management-committee |
| Consultation and Participation | |
| Customer Engagement Strategy | https://gardeen.org.uk/policies2/ |
| Consultation reports noting the outcome of any recent consultations with tenants/others | https://gardeen.org.uk/your-tenancy1/ |
| Class 4 – What we spend and how we spend it | |
| <i>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).</i> | |
| Information about our accounts and budgets | |
| Description of funding sources | https://gardeen.org.uk/financial-information/ |
| Audited accounts | https://gardeen.org.uk/financial-information/ |
| Budget policies and | https://gardeen.org.uk/budget-policies-and- |

| Information | Where to access |
|---|---|
| procedures | procedures-/ |
| Our programme of work and projects | |
| Brief details of any project funding and how it's being spent | https://gardeen.org.uk/planned-and-cyclical-maintenance-programme/ |
| Capital works programme/plans information (annual programme figure) | https://gardeen.org.uk/planned-and-cyclical-maintenance-programme/ |
| Spending relating to Staff and Committee | |
| Expenses policies and procedures | Available on request |
| Senior staff/committee member expenses | https://gardeen.org.uk/financial-information/ |
| Pay and grading structure (levels of pay rather than individual salaries) | https://gardeen.org.uk/staff-pay-grading-structure-and-pension-scheme/ |
| General information about staff pension scheme | https://gardeen.org.uk/staff-pay-grading-structure-and-pension-scheme/ |
| Class 5 – How we manage our resources Information about how we manage our human, physical and information resources | |
| Human resources | |
| Strategy and management of human resources | https://gardeen.org.uk/our-staff |
| Staffing structure | https://gardeen.org.uk/our-staff |

| Information | Where to access |
|--|---|
| Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records | https://gardeen.org.uk/our-staff |
| Trade Union information | https://unitetheunion.org/ |
| Summary of professional organisations/trade bodies of which we are a member | https://gardeen.org.uk/policies2/ Entitlements and Benefits Policy |
| Physical Resources | |
| Management of our land and property assets, including environmental/sustainability reports | https://gardeen.org.uk/about-us/ |
| General description of our land and property holdings | https://gardeen.org.uk/about-us/ |
| Estate development plans | https://gardeen.org.uk/about-us/ |
| Information Resources | |
| Records management policy and records management plan, including records retention schedule | https://gardeen.org.uk/governance2/ |

| Information | Where to access |
|--|---|
| Data protection or privacy policy | https://gardeen.org.uk/policies2/ |
| <p>Class 6 - How we procure goods and services from external providers</p> <p>Information about how we procure works, goods and services, and our contracts with external providers.</p> | |
| <p>Our Contractors and suppliers</p> | |
| <p>Information about our key service delivery contractors who carry out:</p> <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance | https://gardeen.org.uk/repairs |
| <p>List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)</p> | https://gardeen.org.uk/policies2/ |
| <p>Information about regulated procurement contracts awarded (value, scope, duration)</p> | https://gardeen.org.uk/repairs |
| <p>Our Procurement</p> | |
| <p>Procurement Policy and procedures</p> | https://gardeen.org.uk/repairs |
| <p>Information on how to tender for work and invitations to tender</p> | https://gardeen.org.uk/repairs |
| <p>Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value</p> | https://gardeen.org.uk/repairs |

| Information | Where to access |
|--|---|
| Links to procurement information we publish on Public Contracts Scotland website | https://gardeen.org.uk/repairs |
| Framework Agreements | https://gardeen.org.uk/repairs |
| 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 | https://gardeen.org.uk/annual-reports |
| ARC report to tenants | https://gardeen.org.uk/performance-reports |
| Performance Standards/indicators | https://gardeen.org.uk/governance2/ |
| Benchmarking information | https://gardeen.org.uk/performance-reports |
| Complaints policy, guidance and forms | https://gardeen.org.uk/compliments-and-complaints |
| Complaints reports | https://gardeen.org.uk/performance-reports |
| Class 8 – Our commercial publications <i>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</i> | |
| This class does not apply to Gardeen Housing Association as we do not produce any publications for sale. | 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. | |

| Information | Where to access |
|--|-----------------|
| | |
| This class does not apply to Gardeen Housing Association | Not applicable |

First published October 2019

This guide to information will be reviewed every two years.