



Pineview Housing Association Ltd

Guide to Information

Last Reviewed October 2019

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

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.

Pineview Housing Association Ltd 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	10p per A4 sheet
Print in colour	20p per A4 sheet
CD Rom	50p per disc
Posted document/CD Rom	Cost of postage incurred

There is more detailed information on our Access to Information Charging Statement here - <https://pineview.org.uk/freedom-of-information/>

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:

pineviewdpo@informationlawsolutions.co.uk

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:

Daradjeet Jagpal
Data Protection Officer
Pineview Housing Association Ltd
5 Rozelle Avenue
Drumchapel
Glasgow
G15 7QR

Email: pineviewdpo@infolawsolutions.co.uk

Telephone: 07575 838 625

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.

Class 1 - About Pineview Housing Association Ltd	
<i>Information about who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
Information	Where to Access
Descriptions of who we are	
Our Mission, Values, Behaviours and Corporate Objectives	Online - About Us
Area(s) of operation – Housing Stock	Online - About Us
Business Plan	Online - Performance
Customer Charter	Online - Get Involved
Location and opening arrangements	
Address	Online - Contact Us
Telephone number and e-mail address for general enquiries	Online - Contact Us
Telephone number and e-mail address for Housing Services Team	Online - About Us
Opening times	Online - Contact Us
Additional contact arrangements	Online - Contact Us
Contact details for making a complaint	Online - Compliments and Complaints

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

Information relating to Freedom of Information	
Publication Scheme and Guide to Information	Online - Freedom of Information
Charging Statement for Published Information	Online - Freedom of Information
Contact details and advice on making an FOI request	Online - Freedom of Information
Freedom of Information policies and procedures	Online - Freedom of Information
Charging Schedule for environmental information provided in response to requests made under EIRs – Access to Information Charging Statement	Online - Freedom of Information
About our Management Committee	
<p>Management Committee Members</p> <ul style="list-style-type: none"> • names • work related biographical detail • when they became a management committee member • office-bearing responsibilities • when they became an office-bearer 	Online - Management Committee
<p>Role of the Management Committee</p> <ul style="list-style-type: none"> • governance structure chart (including sub-committees and working groups); • remits for management committee and any sub-committees 	Online - Management Committee
How to become part of the management committee – committee membership	Online - Get Involved
About our staff	
Staff Management Team, and contact details	Online - Staff
Staff structure	Online - Staff

Governance Documents and Corporate Policies	
Rules/Articles	Online - About Us
Committee Structure, Standing Orders and Delegated Authorities	Online - Management Committee
Share Membership and Policy	Online - Get Involved
Code of Conduct for Staff	Online - Staff Human Resource Documents
Code of Conduct for Governing Body Members	Online - Committee Governance Documents
Entitlements Payments and Benefits Policy and Expenses Policy	Online - Committee Governance Documents
Register of Interests	On Request
Equalities and Diversity Policy	Online - Documents
Health and Safety Policy Statement	Online - Documents
Relationship with Regulators	
SHR Engagement Plan	Online - Performance
SHR Annual Assurance Statement	Online - Performance
Annual Return on Charter Submission to SHR	SHR Website
SHR Financial Returns	Online - Performance
Charter report to tenants	Online - Performance
Internal and External Audit arrangements	Online - Performance
Key Partnerships	
Strategic agreements with other organisations (Organisations we work with)	Online - Organisations 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>	
Information	Where to Access
How to use our services	
List of services provided	Online - About Us
How to report a repair	Online - Repairs and Maintenance
Right to Repair information	Online - Repairs and Maintenance
How to apply for a house	Online - Apply for Rehousing
How to get information about tenancy support	Online - Tenancy and Rents
How to make a complaint	Online - Compliments and Complaints
How to speak to a housing officer	Online - About Us
How we consult with tenants and other customers to inform and improve service delivery and develop new services: Tenant-Customer Participation Policy and Action Plan	Online - Get Involved Online - Documents
Policies	
Allocations Policy	Online - Documents
Adaptations – within Repairs and Maintenance Policy	Online - Documents
Anti-Social Behaviour Policy	Online - Documents
Asbestos Management Policy	Online - Documents
Contractor Management and Procurement Policy	Online - Documents
Customer Care Policy	Online - Documents
Data Protection Policy	Online - Documents
Equality and Diversity Policy	Online - Documents

Estate Management Policy	Online - Documents
Health and Safety Policy Statement	Online - Documents
Legionella Policy	Online - Documents
Rent Setting and Service Charge Policy	Online - Documents
Risk Management Policy	Online - Documents
Stock Condition Survey Policy	Online - Documents
Tenancy Management Policy	Online - Documents
Tenant-Customer Participation Policy and Action Plan Policy	Online - Documents
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>	
Information	Where to Access
Governing Body Meetings	
Governing body meeting minutes	Online - Management Committee
Governing body meeting reports/papers	On Request
Governing body agendas	Online - Management Committee
Consultation and Participation	
Tenant Participation Strategy (Tenant-Customer Participation Policy and Action Plan)	Online - Documents Online - Get Involved
Consultation reports noting the outcome of any recent consultations with tenants/others	Online - Get Involved
Customer and Resident Forum	Online - Get Involved

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	Where to Access
Information about our accounts and budgets	
Audited Financial Statements	Online - Annual Financial Statements
Budget policies and procedures	Online - Performance
Budget allocation to key service areas	Online - Performance
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Online - Repairs and Maintenance Online - Performance
Capital works programme/plans information (annual programme figure)	Online - Repairs and Maintenance Online - Performance
Spending relating to Staff and Committee Members	
Expenses policies and procedures	Online - Committee Governance Documents
Senior staff and committee member expenses at category level e.g. travel, subsistence and accommodation	Online - Annual Financial Statements
Committee member remuneration other than expenses	We do not pay remuneration to Committee Members
Pay and grading structure (levels of pay rather than individual salaries)	Online - Staff Online - Annual Financial Statements
General information about staff pension scheme	Online - Staff

Class 5 – How we manage our resources	
Information about how we manage our human, physical and information resources	
Information	Where to Access
Human resources	
Strategy and management of human resources	Online - Staff
Staffing structure	Online - Staff
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 	Online - Staff Human Resource Documents Online - Data Protection
Trade Union information	Online - Staff
Summary of professional organisations/trade bodies of which we are a member	Online - About Us Online - Housing Stock
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Online - Repairs and Maintenance
General description of our land and property holdings	Online - About Us
Estate development plans	Online - Repairs and Maintenance

Information Resources	
Records management policy and records management plan, including records retention schedule	Online - Freedom of Information
Data protection or privacy policy	Online - Data Protection
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.	
Information	Where to Access
Our Contractors and suppliers	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	Online - About Us Online - Repairs and Maintenance Online - Organisations We Work With
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Online - Organisations We Work With
Information about regulated procurement contracts awarded (value, scope, duration)	Public Contracts Scotland Website
Our Procurement	
Procurement Policy and procedures – within Contractor Management and Procurement Policy	Online - Documents
Information on how to tender for work and invitations to tender – within Contractor Management and Procurement	Online - Documents
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	On Request
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland Website
Framework Agreements	On Request

Class 7 – How we are performing	
Information about how we perform as an organisation, and how well we deliver our functions and services	
Information	Where to Access
Annual Report	Online - Performance
Charter Report to tenants	Online - Performance
Performance Standards/indicators – within Business Plan	Online - Performance
Benchmarking information – within Newsletters and Charter Report	Online - Performance Online - News and Events
Complaints policy, guidance and forms	Online - Compliments and Complaints
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes) – within Newsletters and Charter Reports	Online - Performance Online - News and Events
Press releases	Online - News and Events
Newsletters	Online - News and Events
Events	Online - News and Events
Testimonials – compliments within Newsletters	Online - News and Events
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 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.	
This class does not apply to us.	Not applicable