



Guide to Information



Available through the
OFFICE OF THE INFORMATION COMMISSIONER,
SCOTLAND (OSIC)
MODEL PUBLICATION SCHEME 2018

Contents

Terms Used	4
About Ardenglen Housing Association	4
Our Board	5
Organisation Structure	5
Introduction to Ardenglen Housing Association Guide to Information	5
The Model Publication Scheme Principles	6
Principle One: Availability and formats	6
Advice and assistance:	7
Principle Two: Exempt information	7
Principle Three: Copyright and re-use	7
Principle Four: Charges	7
Colour Photocopying	8
Alternative Formats	8
Postage Costs	8
Charges for information which is not available under the scheme:	8
General information requests	8
Charges for Environmental Information	9
Charge for request for your own personal data	10
Principle 5: Advice and Assistance	10
Contact Details	10
Principle 6: Duration	10
Records Management Policy	11
Classes of Information	11
The classes of information that we publish	11
Class 1: About Ardenglen Housing Association	11
Class 2: How we deliver our functions and services	11
Class 3: How we take decisions and what we have decided	11
Class 4: What we spend and how we spend it	11
Class 5: How we manage our human, physical and information resources	11
Class 6: How we procure goods and services from external providers	11

Class 7: How we are performing.....	11
Class 8: Our commercial publications	11
Class 9: Our open data.....	11
Class 1: About Our Organisation, Ardenglen Housing Association	12
Class 2: How We Deliver Our Functions And Services.....	14
Class 3: How We Take Decisions And What We Have Decided	16
Class 4: What We Spend And How We Spend It.....	16
Class 5: How We Manage Our Human, Physical And Information Resources	17
Class 6: How We Procure Goods And Services From External Providers.....	19
Class 7: How We Are Performing	19
Class 8: Our Commercial Publications.....	20
Class 9: Our Open Data.....	20

Terms Used

Term Used	Explanation
FOISA	The Freedom Of Information (Scotland) Act 2002
EIRs	The Environmental Information (Scotland) Regulations 2004
Model Publication Scheme	A standard framework for authorities to publish information under FOISA approved by the Scottish Information Commissioner
MPS	The Model Publication Scheme
Guide to Information	A guide that every public authority adopting the MPS must produce to help people access the information it makes available
MPS Principles	The six key principles with which all information published under the MPS must comply
Classes of Information	Nine broad categories describing the types of information authorities must publish (if they hold it)

About Ardenglen Housing Association

Ardenglen Housing Association builds, manages and maintains high quality accommodation for rent. Our area of operation is the east end of Castlemilk, which is situated six miles to the south of Glasgow City Centre. We were formed in 1990 thanks to the dedicated efforts of local tenants who were determined to bring change to their area and to be involved with the improvement and management of their homes.

Ardenglen is a non profit making charity registered with the Scottish Housing Regulator and the Register of Friendly Societies. The Housing Regulator has a supervisory role to ensure that the Association is properly managing and maintaining its houses and providing an excellent service to tenants and owners.

Our Purpose

'We are a leading not for profit landlord providing high quality homes and services for our customers in South Glasgow.'

Our Vision

"Transforming communities by providing aspirational homes and services, to enhance the quality of life for our customers."

Our Values

- Customer and Community Focused
- Accountable
- Making a Difference
- Innovative

Our Board

Our Board of Directors provides the strategic direction for Ardenglen and ensures that we try to attain and maintain the highest level of standards and performance. The Board of Directors meet at least eight times per year.

The Board of Directors consists of thirteen directors with a wide range of experience in housing, finance, communication, people management and social services. Seven members of our Board are tenants of Ardenglen, two are owner occupiers, three are independent and one member is co-opted.

Organisation Structure

The Board of Directors meets at least eight times a year with the Senior Management Team (SMT). Decisions are taken to set the overall strategy for the business as well as to monitor its activities. The SMT are charged with the task of implementing these decisions.

Introduction to Ardenglen Housing Association's Guide to Information

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner and publish information in accordance with that scheme. The publication scheme must:

- publish the classes of information that the authority makes routinely available
- tell the public how to access the information and whether information is available free of charge or on payment

Ardenglen Housing Association has been designated as a Scottish Public Authority by an order made under section 5 of the Act, known as the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013.

Ardenglen Housing Association has adopted the **Model Publication Scheme 2018** (updated March 2021) which has been produced and approved by the Scottish Information Commissioner. The MPS is a standard framework for Scottish public authorities to publish the information they hold.

You can see this scheme on our website at: [Model Publication Scheme](#)

or by contacting us at the address in the Contact Us section if you prefer a copy to be provided to you in another format.

It is also available on the [Scottish Information Commissioner's website](#).

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for Ardenglen Housing Association in relation to each class in the Model Publication Scheme 2018
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

The Model Publication Scheme Principles

The MPS imposes six principles which govern the way we must make our information available through our Guide to Information:

- Principle 1: Availability and formats
- Principle 2: Exempt information
- Principle 3: Copyright and re-use
- Principle 4: Charges
- Principle 5: Advice and assistance
- Principle 6: Duration

Principle One: Availability and formats

The information published through the Model Publication Scheme is, wherever possible, available on our website. In the Classes of Information section, select the class required.

We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange

to send information to you in paper copy (although there may be a charge for this – see “Principle 4: Charges”).

Advice and assistance:

If you have any difficulty identifying the information you want to access, then please contact us to help you.

Name of FOI Contact in Organisation / RSL: **Jacqui Mills**

Address: **Ardenglen Housing Association**

Address: **355 Tormusk Road**

Address: **Glasgow**

Postal Code: **G45 0HF**

T: **0141 631 5043**

E: FOI@ardenglen.org.uk

Principle Two: Exempt information

We will publish all the information we hold that falls within the classes of information. If a document contains information that is exempt under Scotland’s freedom of information laws (for example sensitive personal information or a trade secret), we will remove or redact (black out) the information before publication and explain why.

Principle Three: Copyright and re-use

Where Ardenglen Housing Association holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

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

Where Ardenglen Housing Association does not hold copyright in information we publish, we will make this clear.

Principle Four: Charges

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises.

We may charge for providing information to you, but we will charge you no more than it costs us to do so. We will always tell you what the cost is before providing the information to you.

Our photocopying charge per side of paper is shown in the tables below:

Black & White Photocopying

Size of Paper	Pence per sheet
A4	15p
A3	25p

Colour Photocopying

Size of Paper	Pence per sheet
A4	25p
A3	40p

Alternative Formats

Format	Charge
Computer Discs	£1.00 per CD-ROM
Memory Stick	£8.00 per Memory Stick

Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.

We do not pass on any other costs to you in relation to our published information.

Charges for information which is not available under the scheme:

If you submit a request to us for information which is not available in this Guide the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500
- We are not obliged to respond to requests which will cost us over £600 to process

- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for Environmental Information

Environmental information is provided under the EIRs rather than FOISA. The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you

e.g. photocopying and postage. If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated based on the actual cost to ARDENGLEN HOUSING ASSOCIATION of providing the information.

- Photocopying is charged at 15p per A4 sheet for black and white copying, 25p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charge for request for your own personal data

There is no charge* for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request.

We must provide a copy of the information **free of charge**. *However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests.

The fee must be based on the administrative cost of providing the information.

Further information on GDPR can be found on the [Scottish Information Commissioner's Office](#) website.

Principle 5: Advice and Assistance

Contact Details

You can contact us for assistance about any aspect of this publication scheme or help to find and request information:

Jacqui Mills, Corporate Services Officer
Ardenglen Housing Association

355 Tormusk Road

Castlemilk

G45 0HF

T: 0141 631 5043

E: FOI@ardenglen.org.uk

We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of the publication scheme.

If you wish to make a request for information not contained in the publication scheme, you can also click on this link and complete our online [FOI Request Form](#)

Principle 6: Duration

Once published through the Guide to Information, the Information will be available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available (previous versions may be requested from Ardenglen Housing Association under section 1(1) of FOISA).

Our Guide to Information will contain a 'last reviewed' date showing when the document was last reviewed, to ensure it contains the most up to date information.

Records Management Policy

Ardenglen Housing Association regards its records as a major asset of the Company. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. Ardenglen Housing Association Records Management Policy can be found in Classes of Information - Class 5.

Classes of Information

The classes of information that we publish

We publish all the information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Access our online [Guide to Information](#)

The classes are:

Class 1: About Ardenglen Housing Association

Class 2: How we deliver our functions and services

Class 3: How we take decisions and what we have decided

Class 4: What we spend and how we spend it

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: Our commercial publications

Class 9: Our open data

Class 1: About Our Organisation, ARDENGLLEN HOUSING ASSOCIATION

Information about Ardenglen Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.

The information we publish under Class 1 includes:	How to access it
Subsidiary companies	On Request

The information we publish under Class 1 includes:	How to access it
Strategic Leadership Team	Our Senior Leadership Team
Our Board	Who are our Board Our Board of Management How to join our Board Become a Member
Organisational Chart	Organisation Structure
Contact Details	Our offices are located at 355 Tormusk Road, Castlemilk, Glasgow, G45 0HF You can contact us in person at our offices, telephone us on 0141 634 8016 or email info@ardenglen.org.uk Our opening hours are Monday to Thursday 09:00 – 17:00 Friday 09:00 to 16:00 First Wednesday of the month 09:00 to 12:00 noon
News	Our Newsletters
Model Publication Scheme 2018	Model Publication Scheme
Memorandum of Association	Our Rules

<p>How to make a request for personal information</p>	<p>To make a Subject Access Request please get in touch with our GDPR contact Jacqui Mills:-</p> <p>Our offices are located at: 355 Tormusk Road, Glasgow, G45 0HF</p> <p>Telephone: 0141 634 8016</p> <p>Email: dataprotection@ardenglen.org.uk</p> <p>Our Offices are open as follows: Monday to Thursday 09:00 - 17:00 Friday 09:00 to 16:00 First Wednesday of the month 09:00 to 12:00 noon</p>
<p>How to make a freedom of information request</p>	<p>Online – FOI Request Form</p>
<p>How to complain or make a comment</p>	<p>Online – Contact Us Complaint Form</p>
<p>Guide to Information</p>	<p>Online – Guide to Information</p>
<p>Ardenglen Housing Association purpose, vision & values</p>	<p>Online – Our Vision and Values</p>
<p>ARDENGLLEN HOUSING ASSOCIATION Information Charging Guide</p>	<p>Guide to Information</p>
<p>Contact Details - Our main office</p>	<p>Online - Contact Us</p> <p>Our offices are located at 355 Tormusk Road, Castlemilk, Glasgow, G45 0HF</p>
<p>Annual Report & Financial statement</p>	<p>Online - Our Annual Reports Online – Our Finances</p>

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.

The information we publish under Class 2 includes:	How to access it
List of services provided	My Tenancy
How to report a repair	Our Repairs
Right to Repair information	Right to Repair
How to apply for a house	How to Apply
How to get information about tenancy support	Tenancy Support
How to make a complaint	Complaint Form
How to speak to a housing officer	<p>You can contact us by email or complete a contact us request form to request a meeting. Check online for ways to Contact Us</p> <p>You can contact us in person at our offices, telephone us on 0141 634 8016 or email info@ardenglen.org.uk</p>
How we consult with tenants and other customers to inform and improve service	<p>Ardenglen have recently launched our Tenant Engagement programme – The Big Conversation. Find out more about our tenant engagement projects on our website at Get Involved</p>

delivery and develop new services	
Allocations Policy	Allocations Policy
Anti-Social Behaviour Policy	Anti Social Behaviour Policy
Asbestos Management Policy	Asbestos Management Policy
Arrears Management Policy	Arrears Management Policy
Data Protection Policy	Data Protection Policy
Environmental Information Regulations Policy (EIR)	On Request
Equality and Diversity Policy	Equality & Diversity Policy
Estate Management Policy	Estate Management Policy
Health and Safety Policy and procedures	Health & Safety Manual
Legionnaires Inspection/Prevention Policy	Legionella Policy
Procurement Policy	Procurement Policy

Risk Management Policy	Risk Management Policy
Rent Setting Policy	Rent Setting Policy
Repairs Policy	Repairs & Maintenance Policy
Sustainability Policy	Sustainability Policy

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.

The information we publish under Class 3 includes:	How to access it
Reports of Inspections	SHR Landlord Summary
Public Consultations	Our Consultations
Board Agendas and Minutes	Available on request.

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).

The information we publish under Class 4 includes:	How to access it
Senior Staff/Board Member expenses	Board Member Expenses Policy
Pension Arrangements	EVH Terms and Conditions
Pay & Grading Structure	Pay & Grading Structure

Financial management and administration policies and procedures	Financial Controls
Annual Report & financial statements	Annual Reports Financial Statements
Audited Accounts	Financial Statements

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.

The information we publish under Class 5 includes:	How to access it
Access to Personal Files Policy	EVH Terms and Conditions
Adoption, Maternity, Paternity and Shared Parental Leave	EVH Terms and Conditions
Alcohol Drugs & Substance Abuse Policy	Alcohol, Drugs & Substance Abuse Policy
Attendance Management Policy	Attendance Management Policy

Conflict of Interest Policy	Entitlements, Payments and Benefits Policy
Disciplinary Policy	EVH Terms and Conditions
Equal Opportunities Policy	Equality & Diversity Policy
Flexible Working Policy	Flexible Working Policy
Hospitality Policy	Gifts & Hospitality Policy
Information Communication & Technology Policy	IT Policy

Leave of Absence	EVH Terms and Conditions
Mobile Phone Policy	Mobile Phone Policy
Pay Policy	EVH Terms and Conditions
Pay Policy Salary Structure	Pay & Grading Structure

Recognition Policy	EVH Terms and Conditions
Redundancy Policy	Severance Policy
Resolution of Difference Policy	EVH Terms and Conditions
Respect Policy	EVH Terms and Conditions
Smoking Policy	Smoking Policy
Staff Uniform Policy	Staff Uniform Policy
Stress Policy	Health & Safety Manual
Time Off for Union Duties & Activities Policy	EVH Terms and Conditions
Travel & Expenses Policy	EVH Terms and Conditions
Vehicle and Driving Policy	Health & Safety Manual
Whistleblowing Policy	Whistleblowing Policy

Working Time Policy	EVH Terms and Conditions
Volunteering Handbook	Volunteering Policy
Retention Schedule	Document Retention Schedule

Freedom Of Information Procedures	Freedom of Information
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Class 6: How We Procure Goods And Services From External Providers

Information about how we procure goods and services, and our contracts with external providers.

The information we publish under Class 6 includes:	How to access it
Procurement Policies & Procedures	Procurement Strategy
Become a Service Provider	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.

The information we publish under Class 7 includes:	How to access it
Annual Report	Annual Reports
ARC report to tenants	Annual Reports
Performance Standards/indicators	Performance Indicators
Benchmarking information	SHR Landlord Benchmarking

Complaints policy, guidance and forms	Complaints Policy
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	On request.

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.

The information we publish under Class 8 includes:	How to access it
Ardenglen Housing Association does not hold or publish any information under this class.	

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.

The information we publish under Class 9 includes:	How to access it
Ardenglen Housing Association does not hold or publish any information under this class.	