Guide to Information
Through the Model Publication Scheme

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Rosehill Housing Association Limited

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Rosehill Housing Association Limited – Guide to Information

At a glance – terms used in this Guide

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, provide advice and assistance to those making requests and actively disseminate 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).*

1. Background

1.1 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.

1.2 Rosehill Housing Association Limited has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), and this Guide has been approved by the SIC.

2. Formats other than online

2.1 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).

2.2 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.

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

Format	Charge
Online	Free
View at our office	Free
A4 Print in black and white	1p per sheet
A3 Print in black and white	2p per sheet
A4 Print in colour	4p per sheet
A3 Print in colour	4p per sheet
CD Rom	£0.50
Posted document/CD Rom	Cost of postage incurred

2.4 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 us at:

- Rosehill Housing Association Limited, FOI, 250 Peat Road, Glasgow, G53 6SA
- Tel: 0141 881 0595
- Email: foi@rosehillhousing.co.uk

3.   Information that we cannot publish

3.1   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.

4.   For how long will information be published?

4.1   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.

5.   Copyright and re-use

5.1   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

6.   Contact Us

6.1   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:

- Rosehill Housing Association Limited, FOI, 250 Peat Road, Glasgow, G53 6SA

- Tel: 0141 881 0595

- Email: foi@rosehillhousing.co.uk

- Website: http://www.rosehillhousing.co.uk/contact-us/

7.   The Information that we make available to you

7.1   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.

7.2   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 Rosehill Housing Association Limited *Information about Rosehill, who we are, where to find us, how to contact us, how we are managed and our external relations.*	
Descriptions of who we are	
Vision	Vision and values
Values	Vision and values
Corporate Objectives	Strategic Objectives
Area(s) of operation	Areas of Operation
Key activities; strategic/corporate plan(s)	Key Priorities 2021-2026
Business Plan (or summary)	Business Plan
Location and opening arrangements	
Address	Address
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Contact Info
opening times	Opening Times
General contact arrangements	Contact Details
local/area office contact details	Contact Details

Contact details for making a complaint	[Making a Complaint](#)

Information relating to Freedom of Information	
Publication Scheme and Guide to Information	[Model Publication Scheme](#) [Guide to Information](#)
Charging Schedule for Published Information	[Charging Schedule](#)
Contact details and advice on making an FOI request	[Freedom of Information](#)
Freedom of Information policies and procedures	[Freedom of Information Policy](#)
Charging Schedule for environmental information provided in response to requests made under EIRs	[Charging Schedule](#)

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	[Management Committee](#)
Description of the role of the Governing Body • governance structure chart (including sub-committees and working groups); • remits for governing body and any sub- committees	[Governance & Organisational Structure](#) [Standing Orders](#)
How to become part of the governing body	[How to Join Management Committee](#)

About our staff	
List of senior management team, including professional biography and contact details	[Management Team](#)

Organisational structure	[Governance & Organisational Structure](#)

Governance Documents and Corporate Policies

Rules/Articles	[Rules](#)
Standing Orders	[Standing Orders](#)
Membership Policy	[Membership Policy](#)
Code of Conduct for Staff	[Staff Code of Conduct](#)
Code of Conduct for Governing Body Members	[Committee Code of Conduct](#)
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	[Entitlements, Payments and Benefits Policy](#)
Declaration of Interests Policy	[Declaration of Interests Policy](#)
Register of Interests	[Register of Interests](#)
Equalities Policy	[Equalities Policy](#)
Health and Safety Policy	[Health and Safety Policy](#)
Sustainability Policy	[Sustainability Policy](#)

Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	[Engagement Plan](#)
Assurance Statement	[Annual Assurance Statement](#)
Annual Return on Charter Submission to SHR	[ARC](#)
Financial Returns to SHR *Loan portfolio return* *Annual Financial Statements Return* *5 Year Financial Projections Return*	[Loan Portfolio Return](#) and [Audited Financial Statement](#) and [Five Year Financial Projections](#)
Charter report to tenants	[SHR Landlord Report](#) and Annual Report
Internal and External Audit arrangements	[Audit Arrangements](#)

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	Rosehill Services
How to report a repair	Reporting a Repair
Right to Repair information	Right to Repair
How to apply for a house	Applying for Housing
How to get information about tenancy support	Rosehill Services and How to Pay Rent and Rosehill Tenancies
How to make a complaint	How to Make a Complaint
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Tenant Consultation
Policies and Procedures	
Allocations Policy	Allocations Policy
Adaptations Policy	Adaptations Policy
Anti-Social Behaviour Policy	Anti-social Behaviour Policy
Asbestos Management Policy	Asbestos Management Policy
Arrears Management Policy	Arrears Management Policy
Asset Management Policy (including stock condition information)	Asset Management Plan
Customer Care Policy	Customer Charter
Data Protection Policy	Data Protection Policy
Equality and Diversity Policy	Equality and Human Rights Policy
Neighbourhood Management Policy	Neighbourhood Management Policy
Health and Safety Policy and procedures	Health and Safety Policy

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 Policy](#)
Sustainability Policy	[Sustainability Policy](#)
Tenant Engagement Strategy	[Tenant Participation Strategy](#)
Tenancy Sustainment Policy	[Tenancy Sustainment Policy](#)
Internal procedures relating to above (where available)	Not currently available

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	[Management Committee Minutes](#)
Governing body agendas	[Management Committee Agendas](#)

Consultation and Participation

Tenant Participation Strategy	[Tenant Participation Strategy](#)
Consultation reports noting the outcome of any recent consultations with tenants/others	[Tenant Consultations](#)
Tenant Scrutiny Panel composition	[Scrutiny Panel](#)

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	[Funding Sources](#)
Audited accounts	[Audited Accounts](#)
Budget policies and procedures	[Budget Policies](#)
Budget allocation to key service areas	[Budget Allocation](#)

Our programme of works and projects	
Brief details of any project funding and how it's being spent	Will be available after launch of lottery funded tenancy sustainability App
Development/Planned Maintenance /plans information (annual programme figure)	[Five Year Planned Maintenance Programme 2025-26 to 2029-30](#) [Annual Report](#)
Spending relating to Staff and Governing Body	
Expenses Policies and Procedures	[Expenses Policy](#)
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	[Staff and Committee Expenses](#)
Pay and grading structure (levels of pay rather than individual salaries)	[Salaries](#)
General information about staff pension scheme	[Pension arrangements](#)
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Staffing structure	[Management Team](#) [Staff Team](#) and [Structure](#)
Human resources policies, covering: recruitment performance management salary and grading promotion pensions discipline grievance staff development Maintenance and retention of staff records	[Selection & Recruitment Policy](#) [Staff Performance and Training Reviews Policy](#) [Disciplinary Process](#) [Data Retention](#) [Learning and Development Policy](#)
Internal procedures relating to the above (where available)	Attached to Policies where relevant
Trade Union information	[Trade Unions](#)
Summary of professional organisations/trade bodies of which we are a member	[Membership Bodies](#)

Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Asset Management Plan
General description of our land and property holdings	Stock Profile
Information Resources	
Records management policy and records management plan, including records retention schedule	Data Retention Policy
Privacy Policy	Data Protection Policy Data Management Breach Procedure Response Procedures for Subject Access Requests

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	
Information about our key service delivery contractors who carry out: • responsive repairs • landscape maintenance • planned/cyclical maintenance	Contracts Register
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	EP&B Policy List of Suppliers
Information about regulated procurement contracts awarded (value, scope, duration)	Public Contracts Scotland Info
Our Procurement	
Procurement Policy and procedures	Procurement Policy
Information on how to tender for work and invitations to tender	Procurement Policy
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Contracts Register
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland Info
Framework Agreements	Contracts Register

Class 7 – How we are performing *Information about how we perform as an organisation, and how well we deliver our functions and services*	
Annual Performance Report	[Annual Report](#)
Performance Standards/indicators	[Performance](#)
Benchmarking information	[Annual Report](#)
Complaints policy, guidance and forms	[How to make a complaint](#) [Complaint Handling Leaflet](#)
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	[Complaint Reports](#)
Tenant scrutiny reports	[Scrutiny Reports](#)
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 Rosehill Housing Association Limited 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 Rosehill Housing Association Limited	Not applicable

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

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