

Guide to Information Through the Model Publication Scheme

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Rosehill Housing Association Limited – Guide to Information

At a glance – terms used in this Guide

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, provide advice and assistance to those making requests and actively disseminate 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>

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 <i>Information about Rosehill, 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	
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 <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 	Management Committee
Description of the role of the Governing Body <ul style="list-style-type: none"> 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 <i>Loan portfolio return</i> <i>Annual Financial Statements Return</i> <i>5 Year Financial Projections Return</i>	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	
<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	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 <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
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 <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	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 <i>Information about how we procure works, goods and services, and our contracts with external providers.</i>	
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 	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 <i>Information about how we perform as an organisation, and how well we deliver our functions and services</i>	
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 <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 Rosehill Housing Association Limited as we do not produce any publications for sale.	Not applicable
Class 9 – Our open data <i>Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence.</i>	
This class does not apply to Rosehill Housing Association Limited	Not applicable

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



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Registered Scottish Charity, No. SC053776. Company Registration No. SP02220R.
A registered society under the Co-operative and Community Benefit Societies Act 2014 No. 2220R(S)
and with The Scottish Housing Regulator (Number HAC174).