Guide to Information
Through the Model Publication Scheme

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Rosehill Housing Co-operative Limited

250 Peat Road, Glasgow,G53 6SA

Tel: 0141 881 0595, Email: admin@rosehillhousing.co.uk

www.rosehillhousing.co.uk

Rosehill Housing Co-operative 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 Co-operative 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 Co-operative 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 Co-operative 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 Co-operative 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)	Corporate Plan 2021/26
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)	Telephone Number
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	[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](#) [Structure](#) [Management Committee](#) [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	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	Will be available from March 2023
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Engagement Plan 21 - 22
Assurance Statement	Assurance Statement 2020
Annual Return on Charter Submission to SHR	[ARC 2022](ARC 2022)
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
Key Partnerships	Key Partnerships

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 Diversity 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	Will be available from March 2023
Tenant Engagement Strategy	[Tenant Engagement Strategy](#)
Tenancy Sustainment Policy	[Tenancy Sustainment Policy](#)
Internal procedures relating to above (where available)	Currently under review and will be available late 2022

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 Papers](#)
Governing body meeting reports/papers	[Management Committee Papers](#)
Governing body agendas	[Management Committee Papers](#)

Consultation and Participation

Tenant Participation Strategy	[Tenant Engagement 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)	Planned Maintenance Plan 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	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	Rules and Recruitment Policy and Staff Performance and Training Reviews Policy and Disciplinary Process and Data Retention and 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 And Data Management Breach Procedure And 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)	Contracts Register And EP&B Policy
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](#) And [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 Co-operative 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 Co-operative Limited	Not applicable

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