



Guide to information

Date Approved by Management Committee:

November 2023

Due for Review:

November 2026

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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)

1. Introduction to Cernach Housing Association Guide to Information

- 1.1 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
- 1.2 Cernach 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.
- 1.3 The Association has adopted the **Model Publication Scheme 2018** 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.

- 1.4 You can see this scheme on our website at: Click [here](#) access 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. Click [here](#) to access.

- 1.5 The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for Cernach Housing Association in relation to each class in the Model Publication Scheme 2019
- 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.

- 1.6 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.

2. The Model Publication Scheme Principles

- 2.1 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

2.2 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.

Corporate Services Officer

79 Airgold Drive

Drumchapel

G15 7AJ

T: 0141 944 3860

E: FOISA@cernachha.co.uk

2.3 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.

2.4 Principle Three: Copyright and re-use

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

2.5 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

Other Formats

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

2.6 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.

2.7 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:

- 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.

2.8 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 the 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.

2.9 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 Information Commissioner's Office website. Click [here](#) to access.

2.10 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:

Corporate Services Officer

79 Airgold Drive

Drumchapel

G15 7AJ

T: 0141 944 3860

E: FOISA@cernachha.co.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](#).

2.11 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 the 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.

2.12 Records Management Policy

The 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. The Associations Records Management Policy can be found in Classes of Information - Class 5.

3. Classes of Information

The classes of information that we publish

- 3.1 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.
- 3.2 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.

The classes are:

Class 1: About Cernach 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

- 3.3 All policies are available on our website at <https://www.cernachha.co.uk/documents/>

Class 1: About our organisation, Cernach Housing Association

Information about the 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
Management Committee	https://www.cernachha.co.uk/our-management-committee/
Organisational Chart	https://www.cernachha.co.uk/data/6_Staff_Structure_Sept_2023_2023_09_15_14_39_38.pdf
Annual Assurance Statement- Updated annually	https://www.cernachha.co.uk/our-performance/
How to make a request for personal information	Form: Online/Writing – Subject access request form Direct https://www.cernachha.co.uk/contact-us/
How to make a freedom of information request	Form: https://www.cernachha.co.uk/upload/download_document/8edfe365-4cb6-11ea-a623-005056a3/ Direct: https://www.cernachha.co.uk/contact-us/
How to make a Environmental information request	Form: https://www.cernachha.co.uk/upload/download_document/7a24c976-4cbb-11ea-a623-005056a3/ Direct: https://www.cernachha.co.uk/contact-us/
How to complain or make a comment	Online – contact us (telephone, letter, email) https://www.cernachha.co.uk/comments-complaints/
Guide to Information	https://www.cernachha.co.uk/guide-to-information-/
Cernach Housing Association Values, Vision & Goals	https://www.cernachha.co.uk/our-strategic-goals/
Cernach Housing Association Information Charging Guide	See p6 and relevant policies
Contact Details - Our main office	0141 944 3860 Admin@cernachha.co.uk 79 Airgold Drive Glasgow G15 7AJ

Annual Report(s)	https://www.cernachha.co.uk/annual-report-accounts/
Cernach Housing Association Rules	https://www.cernachha.co.uk/upload/download_document/a666bf61-0a6d-11ec-abac-005056a3/
Annual Accounts	https://www.cernachha.co.uk/annual-report-accounts/
Code of conduct for Committee	https://www.cernachha.co.uk/upload/download_document/171d0b69-64f2-11ed-872a-005056a3/
Code of conduct for Staff	https://www.cernachha.co.uk/upload/download_document/17f3eacc-52bf-11ec-abac-005056a3/
Standing Order/Remits & Powers Policy	https://www.cernachha.co.uk/upload/download_document/aec925e5-6379-11ee-a71e-005056a3/
Entitlements, Payments and Benefits Policy	https://www.cernachha.co.uk/upload/download_document/06734ec8-482e-11ea-a623-005056a3/
Sustainability Policy (environment)	https://www.cernachha.co.uk/upload/download_document/2cc7d7f8-482c-11ea-a623-005056a3/
Health and Safety Policy	https://www.cernachha.co.uk/upload/download_document/3ce8723d-49be-11ea-a623-005056a3/
Strategic Framework	https://www.cernachha.co.uk/data/Strategic_Plan_2023_24_2023_05_03_13_35_03.pdf

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
Becoming a member of Cernach HA	https://www.cernachha.co.uk/becoming-a-member-of-cernach-ha/
Health & Safety Policies	https://www.cernachha.co.uk/upload/download-document/3ce8723d-49be-11ea-a623-005056a3/
Disability provision	Braille documents, Loop system in office, easy access to office. Large print documents on request
List of services provided	https://www.cernachha.co.uk/
How to report a repair	https://www.cernachha.co.uk/report-a-repair/
Right to Repair information	https://www.cernachha.co.uk/data/Right To Repair Leaflet 2021 11 29 11 13 56.pdf
How to apply for a house	https://www.cernachha.co.uk/apply-for-a-home-/
How to get information about tenancy support	https://www.cernachha.co.uk/getting-help-with-benefits-finances/
How to make a complaint	https://www.cernachha.co.uk/complaints-compliments/
How to speak to a housing officer	Call our offices on 0141 944 3860 or https://www.cernachha.co.uk/contact-us/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Newsletters One off surveys via email or text In person consultations events at our office
Allocations Policy	https://www.cernachha.co.uk/upload/download-document/baf0b914-f219-11ec-b4a2-005056a3/
Adaptations – Section 9 Repairs and Maintenance policy	https://www.cernachha.co.uk/upload/download-document/0d134177-42af-11ea-a623-005056a3/
Customer Service Standards	https://www.cernachha.co.uk/our-strategic-goals/

Data Retention Policy	https://www.cernachha.co.uk/upload/download/document/0f204af3-42ad-11ea-a623-005056a3/
Disposal of Land or Assets Policy	https://www.cernachha.co.uk/upload/download/document/b9d2c718-482b-11ea-a623-005056a3/
Environmental Information Regulations Policy (EIR)	https://www.cernachha.co.uk/upload/download/document/ad2a95d2-52cc-11ec-abac-005056a3/
Equality and Human Rights Policy	https://www.cernachha.co.uk/upload/download/document/c4a0e2f2-da82-11eb-abac-005056a3/
Estate Management Policy	https://www.cernachha.co.uk/upload/download/document/5a507841-55f6-11ed-872a-005056a3/
Freedom of Information (Scotland) policy	https://www.cernachha.co.uk/upload/download/document/1259bf61-4828-11ea-a623-005056a3/
General Data Protection Regulations	https://www.cernachha.co.uk/upload/download/document/cb908ef1-364d-11ec-abac-005056a3/
Health and Safety Policy	https://www.cernachha.co.uk/upload/download/document/3ce8723d-49be-11ea-a623-005056a3/
Health and Safety Smoke Free Policy	https://www.cernachha.co.uk/upload/download/document/2bc80906-49be-11ea-a623-005056a3/
Neighbour Disputes & Anti-Social Behaviour Policy	https://www.cernachha.co.uk/upload/download/document/9a1ff47b-539e-11ed-872a-005056a3/
Procurement Policy	https://www.cernachha.co.uk/upload/download/document/bcadc7bc-364d-11ec-abac-005056a3/
Rent Policy	https://www.cernachha.co.uk/upload/download/document/85d1ae69-c34e-11ed-867e-005056a3/
Rent Management Policy	https://www.cernachha.co.uk/upload/download/document/00909bdc-c34a-11ed-867e-005056a3/
Risk Management Methodology Policy	https://www.cernachha.co.uk/upload/download/document/46c631ac-482c-11ea-a623-005056a3/

Repairs and Maintenance Policy	https://www.cernachha.co.uk/upload/download/document/0d134177-42af-11ea-a623-005056a3/
Sustainability Policy (environment)	https://www.cernachha.co.uk/upload/download/document/2cc7d7f8-482c-11ea-a623-005056a3/
Tenant Participation Policy (resident engagement policy)	https://www.cernachha.co.uk/upload/download/document/1df0a0f3-14d7-11ed-b4a2-005056a3/
Tenancy Sustainment Policy	https://www.cernachha.co.uk/upload/download/document/e9e2e95c-74d9-11ee-a71e-005056a3/

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
Approved Committee Minutes	https://www.cernachha.co.uk/minutes-of-management-committee-meetings/
Public Consultations	On Request
Committee agendas	https://www.cernachha.co.uk/minutes-of-management-committee-meetings/

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
Annual Report (s)	https://www.cernachha.co.uk/annual-report-accounts/
Annual Accounts	https://www.cernachha.co.uk/annual-report-accounts/
Committee members expenses policy	https://www.cernachha.co.uk/upload/download_document/7a3a6dae-601b-11ed-872a-005056a3/
Financial Regulations	https://www.cernachha.co.uk/upload/download_document/704c6109-482a-11ea-a623-005056a3/
Financial Procedures	On Request
Funding sources	On Request
Landlord report(s)	https://www.housingregulator.gov.scot/landlord-performance/landlords/cernach-housing-association-ltd#panel-1
Pension Arrangements	On Request
Pay & Grading Structure	On Request
Staff expenses	On Request
Terms and Conditions of Employment	On request
Training and Development Policy	https://www.cernachha.co.uk/upload/download_document/bd09f731-49be-11ea-a623-005056a3/
Treasury management Policy	https://www.cernachha.co.uk/upload/download_document/7e1ff01e-5d9b-11ec-abac-005056a3/

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
Abandonment Tenancy Policy	https://www.cernachha.co.uk/upload/download_document/acb37b2b-5461-11ed-872a-005056a3/
Adoption, Maternity, Paternity and Shared Parental Leave	EVH terms of service (available on request)
Alcohol and Substance Misuse Policy	https://www.cernachha.co.uk/upload/download_document/9e97161c-49bb-11ea-a623-005056a3/
Anti-Bribery Policy	https://www.cernachha.co.uk/upload/download_document/9dd643cd-482a-11ea-a623-005056a3/
Attendance & Absence Management Policy	Under review
Audit Policy	https://www.cernachha.co.uk/upload/download_document/6e769d72-da81-11eb-abac-005056a3/
Code of Conduct for Committee	https://www.cernachha.co.uk/upload/download_document/4760713b-482b-11ea-a623-005056a3/
Code of Conduct for Staff	https://www.cernachha.co.uk/upload/download_document/17f3eacc-52bf-11ec-abac-005056a3/
Committee Performance Review Policy	https://www.cernachha.co.uk/upload/download_document/cd3beed4-601b-11ed-872a-005056a3/
Complaints Handling Policy and Procedure	https://www.cernachha.co.uk/upload/download_document/9e6f52a4-da81-11eb-abac-005056a3/
Dignity at work Policy	https://www.cernachha.co.uk/upload/download_document/25133058-42ae-11ea-a623-005056a3/
Disciplinary Policy	Under review
Donation Policy	https://www.cernachha.co.uk/upload/download_document/56df2d46-3b7e-11ee-a71e-005056a3/
Environmental Information Policy	https://www.cernachha.co.uk/upload/download_document/ad2a95d2-52cc-11ec-abac-005056a3/
Factoring Policy	https://www.cernachha.co.uk/upload/download_document/fca2d40d-6435-11ed-872a-005056a3/

Fraud Policy	https://www.cernachha.co.uk/upload/download_document/eff793cc-52ca-11ec-abac-005056a3/
Freedom of Information Policy	https://www.cernachha.co.uk/upload/download_document/1259bf61-4828-11ea-a623-005056a3/
Homeless, disturbance and decant Policy	See repairs and maintenance policy https://www.cernachha.co.uk/upload/download_document/0d134177-42af-11ea-a623-005056a3/
Information Security Policy (including back-up arrangements)	https://www.cernachha.co.uk/upload/download_document/fd6b8944-0428-11ec-abac-005056a3/
Membership Policy	Under review
Mortgage to Rent Policy	https://www.cernachha.co.uk/upload/download_document/0949fbec-482f-11ea-a623-005056a3/
Notifiable Events Policy	https://www.cernachha.co.uk/upload/download_document/627b0a5b-42af-11ea-a623-005056a3/
Openness and confidentiality Policy	See data protection policy https://www.cernachha.co.uk/upload/download_document/cb908ef1-364d-11ec-abac-005056a3/
Pet Policy	https://www.cernachha.co.uk/upload/download_document/8df0ffc-55f6-11ed-872a-005056a3/
Personal relations at work policy	Under review https://www.cernachha.co.uk/upload/download_document/cd680273-5431-11ec-abac-005056a3/
Racial harassment Policy	https://www.cernachha.co.uk/upload/download_document/8937ce92-0522-11ee-a71e-005056a3/
Records Management	https://www.cernachha.co.uk/upload/download_document/0f204af3-42ad-11ea-a623-005056a3/
Recruitment & Selection Policy	https://www.cernachha.co.uk/upload/download_document/9924d079-49be-11ea-a623-005056a3/
Retention Schedule	https://www.cernachha.co.uk/upload/download_document/0f204af3-42ad-11ea-a623-005056a3/
Reward and Recognition Policy	https://www.cernachha.co.uk/upload/download_document/ae668c86-49bd-11ea-a623-005056a3/
Dealing with Aggression & Violence at work Policy	https://www.cernachha.co.uk/upload/download_document/9dc4727c-78cc-11ee-a71e-005056a3/

Social Media Policy	https://www.cernachha.co.uk/upload/download_document/678bd4b0-c23c-11ec-abac-005056a3/
Succession planning Policy	https://www.cernachha.co.uk/upload/download_document/aa6ea211-49be-11ea-a623-005056a3/
Sustainability Policy	https://www.cernachha.co.uk/upload/download_document/2cc7d7f8-482c-11ea-a623-005056a3/
Unacceptable Behaviour Policy	https://www.cernachha.co.uk/upload/download_document/be3e1172-55f6-11ed-872a-005056a3/
Void Management Policy	https://www.cernachha.co.uk/upload/download_document/102cdd2d-49bf-11ea-a623-005056a3/
Whistle blowing Policy	https://www.cernachha.co.uk/upload/download_document/b390e757-601e-11ed-872a-005056a3/
Wider role Policy	https://www.cernachha.co.uk/upload/download_document/e068927e-601b-11ed-872a-005056a3/
Working for another employer	https://www.cernachha.co.uk/upload/download_document/6bec0a16-78ce-11ee-a71e-005056a3/

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	https://www.cernachha.co.uk/upload/download/document/bcacd7bc-364d-11ec-abac-005056a3/
Become a Service Provider	On Request
Information on how to tender for work	On Request
Register of Contracts awarded which have gone through the formal tendering	On Request
Rechargeable repairs Policy	https://www.cernachha.co.uk/upload/download/document/1eabd6df-42af-11ea-a623-005056a3/
Energy Efficiency Standard for Social Housing	https://www.gov.scot/policies/home-energy-and-fuel-poverty/energy-efficiency-in-social-housing/

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
Tracking our Customer Experience	See Resident Engagement Policy https://www.cernachha.co.uk/upload/download_document/1df0a0f3-14d7-11ed-b4a2-005056a3/
Success Measures	See annual performance reports https://www.cernachha.co.uk/annual-report-accounts/
Landlord Report	https://www.housingregulator.gov.scot/landlord-performance/landlords/cernach-housing-association-ltd
Performance Standards/indicators	https://www.cernachha.co.uk/our-performance/
ARC report to tenants	https://www.cernachha.co.uk/annual-report-accounts/

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.

Cernach 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.

Cernach Housing Association does not hold or publish any information under this class.