



## **Guide to information**

**Date Approved by Management Committee:**

November 2023

**Due for Review:**

November 2026

## Contents

|   |    |
|---|----|
| Terms Used.....   | 3  |
| 1. Introduction to Cernach Housing Association Guide to Information .....         | 3  |
| 2. The Model Publication Scheme Principles.....                                   | 4  |
| 2.2 Principle One: Availability and formats .....                                 | 4  |
| <b>Advice and assistance:</b> .....   | 5  |
| 2.3 Principle Two: Exempt information .....                                       | 5  |
| 2.4 Principle Three: Copyright and re-use .....                                   | 5  |
| 2.5 Principle Four: Charges.....  | 5  |
| Colour Photocopying.....  | 6  |
| Other Formats .....   | 6  |
| <b>2.6 Postage Costs</b> .....  | 6  |
| <b>2.7 Charges for information which is not available under the scheme:</b> ..... | 6  |
| <b>2.8 Charges for Environmental Information</b> .....                            | 7  |
| <b>2.9 Charge for request for your own personal data</b> .....                    | 8  |
| 2.10 Principle 5: Advice and Assistance .....                                     | 8  |
| Contact Details.....  | 8  |
| 2.11 Principle 6: Duration .....  | 8  |
| 2.12 Records Management Policy .....  | 9  |
| 3. Classes of Information .....   | 9  |
| The classes of information that we publish .....                                  | 9  |
| Class 9: Our open data .....  | 9  |
| Funding sources .....   | 15 |
| Terms and Conditions of Employment.....   | 15 |
| Training and Development Policy .....   | 15 |
| Treasury management Policy.....   | 15 |

## 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](mailto: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](mailto: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   |
|--|--|
| Leadership and staffing team                           | <a href="https://www.cernachha.co.uk/our-staff/">https://www.cernachha.co.uk/our-staff/</a>  |
| Management Committee                                   | <a href="https://www.cernachha.co.uk/our-management-committee/">https://www.cernachha.co.uk/our-management-committee/</a>  |
| Organisational Chart                                   | <a href="https://www.cernachha.co.uk/data/CHA_April_2024_2024_04_15_10_12_15.pdf">https://www.cernachha.co.uk/data/CHA_April_2024_2024_04_15_10_12_15.pdf</a>  |
| Annual Assurance Statement-Updated annually            | <a href="https://www.cernachha.co.uk/our-performance/">https://www.cernachha.co.uk/our-performance/</a>  |
| How to make a request for personal information         | Form: <a href="#">Online/Writing – Subject access request form</a><br>Direct <a href="https://www.cernachha.co.uk/contact-us/">https://www.cernachha.co.uk/contact-us/</a>   |
| How to make a freedom of information request           | Form: <a href="https://www.cernachha.co.uk/upload/download_document/8edfe365-4cb6-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/8edfe365-4cb6-11ea-a623-005056a3/</a><br>Direct: <a href="https://www.cernachha.co.uk/contact-us/">https://www.cernachha.co.uk/contact-us/</a> |
| How to make a Environmental information request        | Form: <a href="https://www.cernachha.co.uk/upload/download_document/7a24c976-4cbb-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/7a24c976-4cbb-11ea-a623-005056a3/</a><br>Direct: <a href="https://www.cernachha.co.uk/contact-us/">https://www.cernachha.co.uk/contact-us/</a> |
| How to complain or make a comment                      | Online – contact us (telephone, letter, email)<br><a href="https://www.cernachha.co.uk/complaints-compliments/">https://www.cernachha.co.uk/complaints-compliments/</a>  |
| Guide to Information                                   | <a href="https://www.cernachha.co.uk/guide-to-information-/">https://www.cernachha.co.uk/guide-to-information-/</a>  |
| Cernach Housing Association Values, Vision & Goals     | <a href="https://www.cernachha.co.uk/our-strategic-goals/">https://www.cernachha.co.uk/our-strategic-goals/</a>  |
| Cernach Housing Association Information Charging Guide | See p6 and relevant policies   |

|  |   |
|--|---|
| Contact Details - Our main office          | 0141 944 3860<br><a href="mailto:Admin@cernachha.co.uk">Admin@cernachha.co.uk</a><br><br>79 Airgold Drive<br>Glasgow<br>G15 7AJ   |
| Annual Report(s)                           | <a href="https://www.cernachha.co.uk/annual-report-accounts/">https://www.cernachha.co.uk/annual-report-accounts/</a>   |
| Cernach Housing Association Rules          | <a href="https://www.cernachha.co.uk/upload/download_document/a666bf61-0a6d-11ec-abac-005056a3/">https://www.cernachha.co.uk/upload/download_document/a666bf61-0a6d-11ec-abac-005056a3/</a> |
| Annual Accounts                            | <a href="https://www.cernachha.co.uk/annual-report-accounts/">https://www.cernachha.co.uk/annual-report-accounts/</a>   |
| Code of conduct for Committee              | <a href="https://www.cernachha.co.uk/upload/download_document/171d0b69-64f2-11ed-872a-005056a3/">https://www.cernachha.co.uk/upload/download_document/171d0b69-64f2-11ed-872a-005056a3/</a> |
| Code of conduct for Staff                  | <a href="https://www.cernachha.co.uk/upload/download_document/17f3eacc-52bf-11ec-abac-005056a3/">https://www.cernachha.co.uk/upload/download_document/17f3eacc-52bf-11ec-abac-005056a3/</a> |
| Standing Order/Remits & Powers Policy      | <a href="https://www.cernachha.co.uk/upload/download_document/aec925e5-6379-11ee-a71e-005056a3/">https://www.cernachha.co.uk/upload/download_document/aec925e5-6379-11ee-a71e-005056a3/</a> |
| Entitlements, Payments and Benefits Policy | <a href="https://www.cernachha.co.uk/upload/download_document/06734ec8-482e-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/06734ec8-482e-11ea-a623-005056a3/</a> |
| Sustainability Policy (environment)        | <a href="https://www.cernachha.co.uk/upload/download_document/2cc7d7f8-482c-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/2cc7d7f8-482c-11ea-a623-005056a3/</a> |
| Health and Safety Policy                   | <a href="https://www.cernachha.co.uk/upload/download_document/3ce8723d-49be-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/3ce8723d-49be-11ea-a623-005056a3/</a> |
| Strategic Framework                        | <a href="https://www.cernachha.co.uk/data/Strategic_Plan_2023_24_2023_05_03_13_35_03.pdf">https://www.cernachha.co.uk/data/Strategic_Plan_2023_24_2023_05_03_13_35_03.pdf</a>               |

## 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   | <a href="https://www.cernachha.co.uk/becoming-a-member-of-cernach-ha/">https://www.cernachha.co.uk/becoming-a-member-of-cernach-ha/</a>   |
| Health & Safety Policies  | <a href="https://www.cernachha.co.uk/upload/download-document/3ce8723d-49be-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download-document/3ce8723d-49be-11ea-a623-005056a3/</a> |
| Disability provision  | Braille documents, Loop system in office, easy access to office. Large print documents on request   |
| List of services provided   | <a href="https://www.cernachha.co.uk/">https://www.cernachha.co.uk/</a>   |
| How to report a repair  | <a href="https://www.cernachha.co.uk/report-a-repair/">https://www.cernachha.co.uk/report-a-repair/</a>   |
| Right to Repair information   | <a href="https://www.cernachha.co.uk/data/Right To Repair Leaflet 2021 11 29 11 13 56.pdf">https://www.cernachha.co.uk/data/Right To Repair Leaflet 2021 11 29 11 13 56.pdf</a>             |
| How to apply for a house  | <a href="https://www.cernachha.co.uk/apply-for-a-home-/">https://www.cernachha.co.uk/apply-for-a-home-/</a>   |
| How to get information about tenancy support  | <a href="https://www.cernachha.co.uk/getting-help-with-benefits-finances/">https://www.cernachha.co.uk/getting-help-with-benefits-finances/</a>   |
| How to make a complaint   | <a href="https://www.cernachha.co.uk/complaints-compliments/">https://www.cernachha.co.uk/complaints-compliments/</a>   |
| How to speak to a housing officer   | Call our offices on 0141 944 3860 or <a href="https://www.cernachha.co.uk/contact-us/">https://www.cernachha.co.uk/contact-us/</a>  |
| How we consult with tenants and other customers to inform and improve service delivery and develop new services | Newsletters<br>One off surveys via email or text<br>In person consultations events at our office  |
| Allocations Policy  | <a href="https://www.cernachha.co.uk/upload/download-document/659f6f61-95c5-11ea-a845-005056a3/">https://www.cernachha.co.uk/upload/download-document/659f6f61-95c5-11ea-a845-005056a3/</a> |
| Adaptations – Section 9 Repairs and Maintenance policy  | <a href="https://www.cernachha.co.uk/upload/download-document/0d134177-42af-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download-document/0d134177-42af-11ea-a623-005056a3/</a> |
| Customer Service Standards  | <a href="https://www.cernachha.co.uk/our-strategic-goals/">https://www.cernachha.co.uk/our-strategic-goals/</a>   |

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

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

### **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.**

| <b>The information we publish under Class 3 includes:</b> | <b>How to access it</b>   |
|---|---|
| Approved Committee Minutes                                | <a href="https://www.cernachha.co.uk/minutes-of-management-committee-meetings-/">https://www.cernachha.co.uk/minutes-of-management-committee-meetings-/</a> |
| Public Consultations                                      | On Request  |
| Committee agendas   | <a href="https://www.cernachha.co.uk/minutes-of-management-committee-meetings-/">https://www.cernachha.co.uk/minutes-of-management-committee-meetings-/</a> |

#### 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)                                  | <a href="https://www.cernachha.co.uk/annual-report-accounts/">https://www.cernachha.co.uk/annual-report-accounts/</a>   |
| Annual Accounts                                    | <a href="https://www.cernachha.co.uk/annual-report-accounts/">https://www.cernachha.co.uk/annual-report-accounts/</a>   |
| Committee members expenses policy                  | <a href="https://www.cernachha.co.uk/upload/download_document/0b5b7ec7-0d38-11ef-a413-005056a3/">https://www.cernachha.co.uk/upload/download_document/0b5b7ec7-0d38-11ef-a413-005056a3/</a>   |
| Financial Regulations                              | <a href="https://www.cernachha.co.uk/upload/download_document/45cb51eb-638a-11ee-a71e-005056a3/">https://www.cernachha.co.uk/upload/download_document/45cb51eb-638a-11ee-a71e-005056a3/</a>   |
| Financial Procedures                               | On Request  |
| Funding sources                                    | On Request  |
| Landlord report(s)                                 | <a href="https://www.housingregulator.gov.scot/landlord-performance/landlords/cernach-housing-association-ltd#panel-1">https://www.housingregulator.gov.scot/landlord-performance/landlords/cernach-housing-association-ltd#panel-1</a> |
| Pension Arrangements                               | On Request  |
| Pay & Grading Structure                            | On Request  |
| Staff expenses                                     | On Request  |
| Terms and Conditions of Employment                 | On request  |
| Training and Development Policy                    | <a href="https://www.cernachha.co.uk/upload/download_document/bd09f731-49be-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/bd09f731-49be-11ea-a623-005056a3/</a>   |
| Treasury management Policy                         | <a href="https://www.cernachha.co.uk/upload/download_document/7e1ff01e-5d9b-11ec-abac-005056a3/">https://www.cernachha.co.uk/upload/download_document/7e1ff01e-5d9b-11ec-abac-005056a3/</a>   |

## 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                               | <a href="https://www.cernachha.co.uk/upload/download_document/acb37b2b-5461-11ed-872a-005056a3/">https://www.cernachha.co.uk/upload/download_document/acb37b2b-5461-11ed-872a-005056a3/</a> |
| Control of Legionella policy                             | <a href="https://www.cernachha.co.uk/upload/download_document/344117a4-7052-11ef-a695-005056a3/">https://www.cernachha.co.uk/upload/download_document/344117a4-7052-11ef-a695-005056a3/</a> |
| Management of Asbestos                                   | <a href="https://www.cernachha.co.uk/upload/download_document/ddfff0d7-e28b-11ed-b9f9-005056a3/">https://www.cernachha.co.uk/upload/download_document/ddfff0d7-e28b-11ed-b9f9-005056a3/</a> |
| Adoption, Maternity, Paternity and Shared Parental Leave | EVH terms of service (available on request)   |
| Alcohol and Substance Misuse Policy                      | <a href="https://www.cernachha.co.uk/upload/download_document/9e97161c-49bb-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/9e97161c-49bb-11ea-a623-005056a3/</a> |
| Anti-Bribery Policy                                      | <a href="https://www.cernachha.co.uk/upload/download_document/184bbaec-5aab-11ed-872a-005056a3/">https://www.cernachha.co.uk/upload/download_document/184bbaec-5aab-11ed-872a-005056a3/</a> |
| Attendance & Absence Management Policy                   | Under review  |
| Audit Policy   | <a href="https://www.cernachha.co.uk/upload/download_document/140edd07-0d2b-11ef-a413-005056a3/">https://www.cernachha.co.uk/upload/download_document/140edd07-0d2b-11ef-a413-005056a3/</a> |
| Code of Conduct for Committee                            | <a href="https://www.cernachha.co.uk/upload/download_document/17f3eacc-52bf-11ec-abac-005056a3/">https://www.cernachha.co.uk/upload/download_document/17f3eacc-52bf-11ec-abac-005056a3/</a> |
| Code of Conduct for Staff                                | <a href="https://www.cernachha.co.uk/upload/download_document/171d0b69-64f2-11ed-872a-005056a3/">https://www.cernachha.co.uk/upload/download_document/171d0b69-64f2-11ed-872a-005056a3/</a> |
| Committee Performance Review Policy                      | <a href="https://www.cernachha.co.uk/upload/download_document/cd3beed4-601b-11ed-872a-005056a3/">https://www.cernachha.co.uk/upload/download_document/cd3beed4-601b-11ed-872a-005056a3/</a> |
| Complaints Handling Policy and Procedure                 | <a href="https://www.cernachha.co.uk/upload/download_document/9e6f52a4-da81-11eb-abac-005056a3/">https://www.cernachha.co.uk/upload/download_document/9e6f52a4-da81-11eb-abac-005056a3/</a> |
| Dignity at work Policy                                   | <a href="https://www.cernachha.co.uk/upload/download_document/25133058-42ae-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/25133058-42ae-11ea-a623-005056a3/</a> |
| Disciplinary Policy                                      | Under review  |
| Donation Policy  | <a href="https://www.cernachha.co.uk/upload/download_document/56df2d46-3b7e-11ee-a71e-005056a3/">https://www.cernachha.co.uk/upload/download_document/56df2d46-3b7e-11ee-a71e-005056a3/</a> |



|  |   |
|--|---|
| Environmental Information Policy                             | <a href="https://www.cernachha.co.uk/upload/download_document/ad2a95d2-52cc-11ec-abac-005056a3/">https://www.cernachha.co.uk/upload/download_document/ad2a95d2-52cc-11ec-abac-005056a3/</a>                                       |
| Factoring Policy   | <a href="https://www.cernachha.co.uk/upload/download_document/fca2d40d-6435-11ed-872a-005056a3/">https://www.cernachha.co.uk/upload/download_document/fca2d40d-6435-11ed-872a-005056a3/</a>                                       |
| Fraud Policy   | <a href="https://www.cernachha.co.uk/upload/download_document/eff793cc-52ca-11ec-abac-005056a3/">https://www.cernachha.co.uk/upload/download_document/eff793cc-52ca-11ec-abac-005056a3/</a>                                       |
| Freedom of Information Policy                                | <a href="https://www.cernachha.co.uk/upload/download_document/1259bf61-4828-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/1259bf61-4828-11ea-a623-005056a3/</a>                                       |
| Homeless, disturbance and decant Policy                      | See repairs and maintenance policy<br><a href="https://www.cernachha.co.uk/upload/download_document/0d134177-42af-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/0d134177-42af-11ea-a623-005056a3/</a> |
| Information Security Policy (including back-up arrangements) | <a href="https://www.cernachha.co.uk/upload/download_document/fd6b8944-0428-11ec-abac-005056a3/">https://www.cernachha.co.uk/upload/download_document/fd6b8944-0428-11ec-abac-005056a3/</a>                                       |
| Image retention policy                                       | <a href="https://www.cernachha.co.uk/upload/download_document/804d2fb2-74d9-11ee-a71e-005056a3/">https://www.cernachha.co.uk/upload/download_document/804d2fb2-74d9-11ee-a71e-005056a3/</a>                                       |
| Membership Policy  | Under review  |
| Mortgage to Rent Policy                                      | <a href="https://www.cernachha.co.uk/upload/download_document/0949fbec-482f-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/0949fbec-482f-11ea-a623-005056a3/</a>                                       |
| Notifiable Events Policy                                     | <a href="https://www.cernachha.co.uk/upload/download_document/627b0a5b-42af-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/627b0a5b-42af-11ea-a623-005056a3/</a>                                       |
| Openness and confidentiality Policy                          | See data protection policy<br><a href="https://www.cernachha.co.uk/upload/download_document/cb908ef1-364d-11ec-abac-005056a3/">https://www.cernachha.co.uk/upload/download_document/cb908ef1-364d-11ec-abac-005056a3/</a>         |
| Pet Policy   | <a href="https://www.cernachha.co.uk/upload/download_document/8df0ffc-55f6-11ed-872a-005056a3/">https://www.cernachha.co.uk/upload/download_document/8df0ffc-55f6-11ed-872a-005056a3/</a>   |
| Personal relations at work policy                            | Under review<br><a href="https://www.cernachha.co.uk/upload/download_document/cd680273-5431-11ec-abac-005056a3/">https://www.cernachha.co.uk/upload/download_document/cd680273-5431-11ec-abac-005056a3/</a>                       |
| Racial harassment Policy                                     | <a href="https://www.cernachha.co.uk/upload/download_document/8937ce92-0522-11ee-a71e-005056a3/">https://www.cernachha.co.uk/upload/download_document/8937ce92-0522-11ee-a71e-005056a3/</a>                                       |
| Records Management   | <a href="https://www.cernachha.co.uk/upload/download_document/0f204af3-42ad-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/0f204af3-42ad-11ea-a623-005056a3/</a>                                       |
| Recruitment & Selection Policy                               | <a href="https://www.cernachha.co.uk/upload/download_document/9924d079-49be-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/9924d079-49be-11ea-a623-005056a3/</a>                                       |

|   |   |
|---|---|
| Retention Schedule                                | <a href="https://www.cernachha.co.uk/upload/download_document/0f204af3-42ad-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/0f204af3-42ad-11ea-a623-005056a3/</a> |
| Rewards and Recognition Policy                    | <a href="https://www.cernachha.co.uk/upload/download_document/ae668c86-49bd-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/ae668c86-49bd-11ea-a623-005056a3/</a> |
| Dealing with Aggression & Violence at work Policy | <a href="https://www.cernachha.co.uk/upload/download_document/9dc4727c-78cc-11ee-a71e-005056a3/">https://www.cernachha.co.uk/upload/download_document/9dc4727c-78cc-11ee-a71e-005056a3/</a> |
| Social Media Policy                               | <a href="https://www.cernachha.co.uk/upload/download_document/678bd4b0-c23c-11ec-abac-005056a3/">https://www.cernachha.co.uk/upload/download_document/678bd4b0-c23c-11ec-abac-005056a3/</a> |
| Succession planning Policy                        | <a href="https://www.cernachha.co.uk/upload/download_document/aa6ea211-49be-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/aa6ea211-49be-11ea-a623-005056a3/</a> |
| Sustainability Policy                             | <a href="https://www.cernachha.co.uk/upload/download_document/2cc7d7f8-482c-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/2cc7d7f8-482c-11ea-a623-005056a3/</a> |
| Unacceptable Behaviour Policy                     | <a href="https://www.cernachha.co.uk/upload/download_document/be3e1172-55f6-11ed-872a-005056a3/">https://www.cernachha.co.uk/upload/download_document/be3e1172-55f6-11ed-872a-005056a3/</a> |
| Void Management Policy                            | <a href="https://www.cernachha.co.uk/upload/download_document/102cdd2d-49bf-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download_document/102cdd2d-49bf-11ea-a623-005056a3/</a> |
| Whistle blowing Policy                            | <a href="https://www.cernachha.co.uk/upload/download_document/b390e757-601e-11ed-872a-005056a3/">https://www.cernachha.co.uk/upload/download_document/b390e757-601e-11ed-872a-005056a3/</a> |
| Wider role Policy                                 | <a href="https://www.cernachha.co.uk/upload/download_document/e068927e-601b-11ed-872a-005056a3/">https://www.cernachha.co.uk/upload/download_document/e068927e-601b-11ed-872a-005056a3/</a> |
| Working for another employer                      | <a href="https://www.cernachha.co.uk/upload/download_document/6bec0a16-78ce-11ee-a71e-005056a3/">https://www.cernachha.co.uk/upload/download_document/6bec0a16-78ce-11ee-a71e-005056a3/</a> |

## 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   | <a href="https://www.cernachha.co.uk/upload/download/document/bcacd7bc-364d-11ec-abac-005056a3/">https://www.cernachha.co.uk/upload/download/document/bcacd7bc-364d-11ec-abac-005056a3/</a>                   |
| 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  | <a href="https://www.cernachha.co.uk/upload/download/document/1eabd6df-42af-11ea-a623-005056a3/">https://www.cernachha.co.uk/upload/download/document/1eabd6df-42af-11ea-a623-005056a3/</a>                   |
| Energy Efficiency Standard for Social Housing                              | <a href="https://www.gov.scot/policies/home-energy-and-fuel-poverty/energy-efficiency-in-social-housing/">https://www.gov.scot/policies/home-energy-and-fuel-poverty/energy-efficiency-in-social-housing/</a> |

## 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<br><a href="https://www.cernachha.co.uk/upload/download_document/1df0a0f3-14d7-11ed-b4a2-005056a3/">https://www.cernachha.co.uk/upload/download_document/1df0a0f3-14d7-11ed-b4a2-005056a3/</a> |
| Success Measures                                   | See annual performance reports<br><a href="https://www.cernachha.co.uk/annual-report-accounts/">https://www.cernachha.co.uk/annual-report-accounts/</a>   |
| Landlord Report                                    | <a href="https://www.housingregulator.gov.scot/landlord-performance/landlords/cernach-housing-association-ltd">https://www.housingregulator.gov.scot/landlord-performance/landlords/cernach-housing-association-ltd</a>       |
| Performance Standards/indicators                   | <a href="https://www.cernachha.co.uk/our-performance/">https://www.cernachha.co.uk/our-performance/</a>   |
| ARC report to tenants<br>Including benchmarking    | <a href="https://www.cernachha.co.uk/annual-report-accounts/">https://www.cernachha.co.uk/annual-report-accounts/</a>   |

## 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.