



Guide to Information



Available through the
OFFICE OF THE INFORMATION COMMISSIONER,
SCOTLAND (OSIC)
MODEL PUBLICATION SCHEME 2018

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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)

About Ardenglen Housing Association

Ardenglen Housing Association builds, manages and maintains high quality accommodation for rent. Our area of operation is the east end of Castlemilk, which is situated six miles to the south of Glasgow City Centre. We were formed in 1990 thanks to the dedicated efforts of local tenants who were determined to bring change to their area and to be involved with the improvement and management of their homes.

Ardenglen is a non profit making charity registered with the Scottish Housing Regulator and the Register of Friendly Societies. The Housing Regulator has a supervisory role to ensure that the Association is properly managing and maintaining its houses and providing an excellent service to tenants and owners.

Our Purpose

'We are a leading not for profit landlord providing high quality homes and services for our customers in South Glasgow.'

Our Vision

"Transforming communities by providing aspirational homes and services, to enhance the quality of life for our customers."

Our Values

- Customer and Community Focused
- Accountable
- Making a Difference
- Innovative

Our Board

Our Board of Directors provides the strategic direction for Ardenglen and ensures that we try to attain and maintain the highest level of standards and performance. The Board of Directors meet at least eight times per year.

The Board of Directors consists of thirteen directors with a wide range of experience in housing, finance, communication, people management and social services. Seven members of our Board are tenants of Ardenglen, two are owner occupiers, three are independent and one member is co-opted.

Organisation Structure

The Board of Directors meets at least eight times a year with the Senior Management Team (SMT). Decisions are taken to set the overall strategy for the business as well as to monitor its activities. The SMT are charged with the task of implementing these decisions.

Introduction to Ardenglen Housing Association's Guide to Information

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

Ardenglen 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.

Ardenglen Housing 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.

You can see this scheme on our website at: Click

http://cms.ardenglen.org.uk/data/ModelPublicationScheme2018_2019_10_29_14_47_20.pdf

to 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.

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for Ardenglen Housing Association in relation to each class in the Model Publication Scheme 2018
- 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.

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.

The Model Publication Scheme Principles

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

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.

Name of FOI Contact in Organisation / RSL: **Jacqui Mills**

Address: **Ardenglen Housing Association**

Address: **355 Tormusk Road**

Address: **Glasgow**

Postal Code: **G45 0HF**

T: **0141 631 5043**

E: FOI@ardenglen.org.uk

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.

Principle Three: Copyright and re-use

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

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

Alternative Formats

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

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.

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:

General information requests

- 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.

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 ARDENGLEN HOUSING 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.

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.

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:

Jacqui Mills, Corporate Compliance Officer
Ardenglen Housing Association

355 Tormusk Road

Castlemilk

G45 0HF

T: 0141 631 5043

E: FOI@ardenglen.org.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](#).
<http://cms.ardenglen.org.uk/request-form/>

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 Ardenglen Housing 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.

Records Management Policy

Ardenglen Housing 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. Ardenglen Housing Association Records Management Policy can be found in Classes of Information - Class 5.

Classes of Information

The classes of information that we publish

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.

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.

Click to access our online [Guide to Information](http://cms.ardenglen.org.uk/guide-to-information/) <http://cms.ardenglen.org.uk/guide-to-information/>

The classes are:

Class 1: About Ardenglen 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

Class 1: About Our Organisation, ARDENGLLEN HOUSING ASSOCIATION

Information about Ardenglen Housing 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
Subsidiary companies	On Request

The information we publish under Class 1 includes:	How to access it
Strategic Leadership Team	http://www.ardenglen.co.uk/staffteam.html
Our Board	Who are our Board http://www.ardenglen.co.uk/managementcommittee.html How to join our Board http://www.ardenglen.co.uk/becomemember.html
Organisational Chart	http://cms.ardenglen.org.uk/data/Organisational_Structure_2019_2019_10_29_14_21_10.pdf
Contact Details	Our offices are located at 355 Tormusk Road, Castlemilk, Glasgow, G45 0HF You can contact us in person at our offices, telephone us on 0141 634 8016 or email info@ardenglen.org.uk Our opening hours are Monday to Thursday 09:00 – 17:00 Friday 09:00 to 16:00 First Wednesday of the month 09:00 to 12:00 noon
News	http://www.ardenglen.co.uk/news.html
Model Publication Scheme 2018	http://cms.ardenglen.org.uk/data/ModelPublicationScheme2018_2019_10_29_14_47_20.pdf

Memorandum of Association	http://cms.ardenglen.org.uk/data/Ardenglen_HAL_Rules_13Jan15_2019_10_28_11_10_39.pdf
How to make a request for personal information	<p>To make a Subject Access Request please get in touch with our GDPR contact Jacqui Mills:-</p> <p>Our offices are located at: 355 Tormusk Road, Glasgow, G45 0HF</p> <p>Telephone: 0141 634 8016</p> <p>Email: dataprotection@ardenglen.org.uk</p> <p>Our Offices are open as follows: Monday to Thursday 09:00 - 17:00 Friday 09:00 to 16:00 First Wednesday of the month 09:00 to 12:00 noon</p>
How to make a freedom of information request	Online – FOI Request
How to complain or make a comment	Online – Contact Us http://www.ardenglen.co.uk/makingacomplaint.html
Guide to Information	Online – Guide to Information
Ardenglen Housing Association purpose, vision & values	Online – Purpose, Vision & Values http://www.ardenglen.co.uk/keyobjectives.html
ARDENGLEN HOUSING ASSOCIATION Information Charging Guide	PDF – Information Charging Guide
Contact Details - Our main office	<p>Online – Contact Us http://www.ardenglen.co.uk/contact.html</p> <p>Our offices are located at 355 Tormusk Road, Castlemilk, Glasgow, G45 0HF</p>

Annual Report & Financial statement	http://cms.ardenglen.org.uk/annual-reports/
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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
List of services provided	http://www.ardenglen.co.uk/
How to report a repair	http://www.ardenglen.co.uk/repairsandmaintenance.html
Right to Repair information	http://www.ardenglen.co.uk/statutoryrighttorepair.html
How to apply for a house	http://www.ardenglen.co.uk/howtoapply.html
How to get information about tenancy support	http://www.ardenglen.co.uk/tenancyagreement.html
How to make a complaint	http://www.ardenglen.co.uk/makingacomplaint.html
How to speak to a housing officer	http://www.ardenglen.co.uk/contact.html You can contact us in person at our offices, telephone us on 0141 634 8016 or email info@ardenglen.org.uk

How we consult with tenants and other customers to inform and improve service delivery and develop new services	http://www.ardenglen.co.uk/community.html
Allocations Policy	http://cms.ardenglen.org.uk/upload/download_document/1dd35af7-f974-11e9-80e1-005056a3/
Anti-Social Behaviour Policy	http://cms.ardenglen.org.uk/upload/download_document/d085beac-fa62-11e9-80e1-005056a3/
Asbestos Management Policy	http://cms.ardenglen.org.uk/upload/download_document/2462dfb9-fa44-11e9-80e1-005056a3/
Arrears Management Policy	http://cms.ardenglen.org.uk/upload/download_document/e73998be-fa45-11e9-80e1-005056a3/
Data Protection Policy	http://cms.ardenglen.org.uk/data/Privacy_Policy_2019_10_29_15_47_53.pdf
Environmental Information Regulations (EIR) Policy	On Request
Equality and Diversity Policy	http://cms.ardenglen.org.uk/data/Equalities_&_Diversity_Policy_2019_10_29_12_23_51.pdf
Estate Management Policy	http://cms.ardenglen.org.uk/data/Estate_Management_Policy_2019_10_29_12_22_48.pdf
Health and Safety Policy and procedures	http://cms.ardenglen.org.uk/data/January2019_HSCM_2019_10_29_14_42_34.pdf
Legionnaires Inspection/Prevention Policy	http://cms.ardenglen.org.uk/data/Legionella_p&p_2019_10_29_12_46_38.pdf

Procurement Policy	http://cms.ardenglen.org.uk/data/Procurement_Strategy_170117_2019_10_29_12_01_58.pdf
Risk Management Policy	http://cms.ardenglen.org.uk/data/Risk_Strategy_2016_2019_10_29_11_55_05.pdf
Rent Setting Policy	http://cms.ardenglen.org.uk/data/Rent_Setting_Policy_2019_10_29_11_56_01.pdf
Repairs Policy	http://cms.ardenglen.org.uk/data/Repairs_and_maintenance_policy_2019_10_29_12_16_01.pdf
Sustainability Policy	http://cms.ardenglen.org.uk/data/Sustainability_Policy_2019_10_29_12_48_37.pdf

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
Reports of Inspections	https://directory.scottishhousingregulator.gov.uk/Pages/LandlordSummary.aspx?LAtoZName=CFA9-E311-93F1-005056B555E6
Public Consultations	http://cms.ardenglen.org.uk/public-consultations/
Board Agendas and Minutes	Will be available from 11 November 2019.

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	How to access it
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under Class 4 includes:	
Senior Staff/Board Member expenses	http://cms.ardenglen.org.uk/data/Entitlements_Payments_&_Benefits_Policy_2019_10_29_14_57_28.pdf
Pension Arrangements	http://cms.ardenglen.org.uk/data/EVH_Terms_Conditions_April_2018_2019_10_29_14_02_32.pdf
Pay & Grading Structure	http://cms.ardenglen.org.uk/data/EVH_Pay_Scales_2019_10_29_14_07_49.pdf
Financial management and administration policies and procedures	http://cms.ardenglen.org.uk/data/Financial_Controls_2019_10_30_11_47_43.pdf http://cms.ardenglen.org.uk/data/Financial_Regs_4'17_2019_10_30_11_47_51.pdf
Annual Report & financial statements	http://cms.ardenglen.org.uk/data/AHA_annual_review_2019_2019_10_29_15_10_00.pdf http://cms.ardenglen.org.uk/financial-statements/
Audited Accounts	http://cms.ardenglen.org.uk/financial-statements/

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
Access to Personal Files Policy	http://cms.ardenglen.org.uk/data/EVH_Terms_Conditions_April_2018_2019_10_29_14_02_32.pdf
Adoption, Maternity, Paternity and Shared Parental Leave	http://cms.ardenglen.org.uk/data/EVH_Terms_Conditions_April_2018_2019_10_29_14_02_32.pdf
Alcohol Drugs & Substance Abuse Policy	http://cms.ardenglen.org.uk/data/Alcohol_and_Substance_Policy_2019_10_30_14_09_22.pdf

Attendance Management Policy	http://cms.ardenglen.org.uk/data/EVH_Terms_Conditions_April_2018_2019_10_29_14_02_32.pdf
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Conflict of Interest Policy	http://cms.ardenglen.org.uk/data/Entitlements_Payments_&_Benefits_Policy_2019_10_29_14_57_28.pdf
Disciplinary Policy	http://cms.ardenglen.org.uk/data/EVH_Terms_Conditions_April_2018_2019_10_29_14_02_32.pdf
Equal Opportunities Policy	http://cms.ardenglen.org.uk/data/EVH_Terms_Conditions_April_2018_2019_10_29_14_02_32.pdf
Flexible Working Policy	http://cms.ardenglen.org.uk/data/Flexible_Working_Policy_2019_10_29_16_25_16.pdf
Hospitality Policy	http://cms.ardenglen.org.uk/data/Gifts_and_Hospitality_Policy_2019_10_29_16_11_58.pdf
Information Communication & Technology Policy	http://cms.ardenglen.org.uk/data/ICT_Policy_2019_10_30_14_05_07.pdf
Leave of Absence	http://cms.ardenglen.org.uk/data/EVH_Terms_Conditions_April_2018_2019_10_29_14_02_32.pdf
Mobile Phone Policy	http://cms.ardenglen.org.uk/data/Mobile_Phone_Policy_2019_10_29_16_31_50.pdf
Pay Policy	http://cms.ardenglen.org.uk/data/Financial_Controls_2019_10_30_11_47_43.pdf
Pay Policy Salary Structure	http://cms.ardenglen.org.uk/data/EVH_Pay_Scales_2019_10_29_14_07_49.pdf

Recognition Policy	http://cms.ardenglen.org.uk/data/EVH_Terms_Conditions_April_2018_2019_10_29_14_02_32.pdf
Redundancy Policy	http://cms.ardenglen.org.uk/data/EVH_Terms_Conditions_April_2018_2019_10_29_14_02_32.pdf
Resolution of Difference Policy	http://cms.ardenglen.org.uk/data/EVH_Terms_Conditions_April_2018_2019_10_29_14_02_32.pdf
Respect Policy	http://cms.ardenglen.org.uk/data/EVH_Terms_Conditions_April_2018_2019_10_29_14_02_32.pdf

Smoking Policy	http://cms.ardenglen.org.uk/data/Smoke Free Policy 2019 10 29 16 32 01.pdf
Staff Uniform Policy	http://cms.ardenglen.org.uk/data/Uniform & Work Wear Policy 2019 10 29 16 22 08.pdf
Stress Policy	http://cms.ardenglen.org.uk/data/January2019 HSCM 2019 10 29 14 42 34.pdf
Time Off for Union Duties & Activities Policy	http://cms.ardenglen.org.uk/data/EVH Terms Conditions April 2018 2019 10 29 14 02 32.pdf
Travel & Expenses Policy	http://cms.ardenglen.org.uk/data/EVH Terms Conditions April 2018 2019 10 29 14 02 32.pdf
Vehicle and Driving Policy	http://cms.ardenglen.org.uk/data/January2019 HSCM 2019 10 29 14 42 34.pdf
Whistleblowing Policy	http://cms.ardenglen.org.uk/data/Whistle Blowing Policy 2019 10 29 14 34 06.pdf
Working Time Policy	http://cms.ardenglen.org.uk/data/EVH Terms Conditions April 2018 2019 10 29 14 02 32.pdf
Volunteering Handbook	http://cms.ardenglen.org.uk/data/Volunteers Policy 2019 10 30 14 54 44.pdf
Retention Schedule	http://cms.ardenglen.org.uk/data/Documentation Retention Schedule 2019 10 30 14 58 58.pdf

Freedom Of Information Procedures	http://cms.ardenglen.org.uk/data/FOI_POLICY 2019 10 30 16 07 57.pdf
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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
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Procurement Policies & Procedures	http://cms.ardenglen.org.uk/data/Procurement_Strategy_170117_2019_10_29_12_01_58.pdf
Become a Service Provider	On request

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
Annual Report	http://cms.ardenglen.org.uk/data/AHA_annual_review_2019_2019_10_29_15_10_00.pdf
ARC report to tenants	http://cms.ardenglen.org.uk/data/AHA_annual_review_2019_2019_10_29_15_10_00.pdf
Performance Standards/indicators	http://cms.ardenglen.org.uk/newsletters/
Benchmarking information	https://directory.scottishhousingregulator.gov.uk/Pages/LandlordSummary.aspx?LAtocFA9-E311-93F1-005056B555E6
Complaints policy, guidance and forms	http://www.ardenglen.co.uk/makingacomplaint.html
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	http://cms.ardenglen.org.uk/data/ardenglen_autumn19(2609)_2019_10_29_15_07_16.pdf

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.

The information we publish under Class 8 includes:	How to access it
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Ardenglen Housing Association does not hold or publish any information under this class.	
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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.

The information we publish under Class 9 includes:	How to access it
Ardenglen Housing Association does not hold or publish any information under this class.	