



**GUIDE TO INFORMATION - AVAILABLE THROUGH THE MODEL
PUBLICATION SCHEME 2021**



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Terms Used

Term Used	Explanation
The Commissioner	The Scottish Information Commissioner
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 CHA

As a charitable Registered Social Landlord (Charity Registration SC034228), we were established in 1987 by a voluntary committee of local people concerned about the poor condition of houses in some of the remote villages of Clydesdale and about the shortage of rented housing in the area. The committee also wished to halt the economic decline in the remote areas and to help make them viable communities again.

Following initial improvements to housing in three villages, we commenced a new-build development program and to date have completed 27 projects in 16 towns and villages throughout rural South Lanarkshire. Since 1987 over £30m housing investment has been channeled through the Association - we have built over six hundred houses.

Over 150 former Scottish Homes tenants in Lanark, Rigside, Kirkmuirhill and Carluke transferred their tenancies to the Association in 2002 and 2003.

We have over 90 shareholders and we own and manage over 740 properties throughout the Clydesdale area of rural South Lanarkshire. We employ eighteen staff.

Our Management Committee

Our Management Committee provides strategic directions for CHA and ensures that we maintain the highest level of standards and performance, meeting at least twelve times per year.

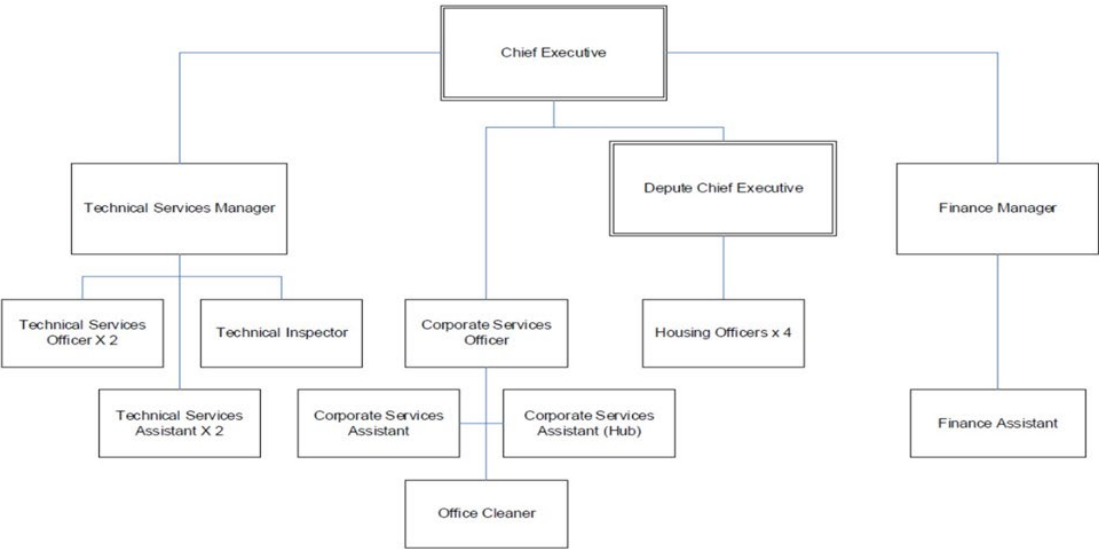
With up to a maximum of 15 members permitted, our committee is made up of local people, including tenants, who live in the Clydesdale area. The Management Committee reserves a place for a representative of South Lanarkshire Council. Our current Committee Members are:

- Hazel Galbraith, Chairperson – elected 2019, Chairperson since 2025, Audit & Risk and Staffing Sub-Committee Member
- John Lockhart – elected 2023, Treasurer since 2023, Chair of Audit & Risk Sub-Committee
- Agne Zasinaite, Vice-Chairperson – elected 2021, Vice-Chairperson since 2025, Staffing Sub-Committee Member
- Kenneth Greenshields – elected 2020
- Caroline Madden – appointed to fill casual vacancy 2026
- Jacqueline McCutcheon, Chair of Staffing Sub-Committee – elected 2020
- Lesley-Ann McDonald – elected 2022, Audit & Risk Sub-Committee Member
- Ruth McElhinney – elected 2019, Staffing Sub-Committee Member
- Brian McNally – elected 2019, Audit & Risk Sub-Committee Member
- Ross Gowland – elected 2022
- Deborah Hay – elected 2024
- Jonathan Main – Secretary – elected 2024, Secretary since 2025, Staffing Sub-Committee Member
- Gabrielle McElhinney – elected 2024, Audit & Risk Sub-Committee Member
- Claire McGraw – elected 2025, Audit & Risk Sub-Committee Member
- Iona Taylor – elected 2025

Our Management Team

The Management Committee appoint professional housing staff to deliver services and report on performance. The Management Committee also appoint internal and external auditors to provide independent assurance on the performance, practices, and financial health of the organisation.

Organisation Structure



Introduction to CHA'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.

CHA 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.

CHA has adopted the [Model Publication Scheme 2018 \(MPS\)](#) (updated March 2021) 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 [HERE](#) You can also contact us at mail@clydesdale-housing.org.uk or by using our [contact form](#) if you prefer a copy to be provided to you in another format.

The Model Publication Scheme is also available on the Scottish Information Commissioner's website. Click [It's Public Knowledge](#) 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 CHA in relation to each class in the Model Publication Scheme 2018 (Updated March 2021)
- 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: Contact Details
- Principle 6: Duration

Principle One: Availability and formats

The information published through the MPS 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.

: Clydesdale Housing Association, 39 North Vennel, Lanark, South Lanarkshire ML11 7PT

: 0808 175 6288

: mail@clydesdale-housing.org.uk

 **Website:** www.clydesdale-housing.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 CHA 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 CHA does not hold copyright in information we publish, we will make this clear.

Principle Four: Charges

You can access most of the information in our Publication scheme free of charge. This includes:

- Information available on our website
- Free online and hardcopy leaflets, bulletins and booklets

If you request information in a different format, including in hard copy, we may charge you to cover our costs in producing this information. Please contact us if you have questions about this.

In line with our commitment to openness, accessibility and equality we will consider any charge for information requested under the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004 on a case-by-case basis.

Should a charge apply to the information you need you will be told about this at the time of your request and provided with details about any charge. Any charges will be supported by a detailed breakdown of costs and will comply with the charges specified by legislation. Charges will reflect

the actual costs to the Clydesdale Housing Association for reproduction, personnel and postage for requested information. Any charges relating to information under both under the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 will be apportioned accordingly.

We are required by the Equality Act 2010 to take steps to meet the needs of people who share a relevant protected characteristic. In terms of access to information, this means making reasonable adjustments to our practices to ensure that information is accessible. This may, for example, involve producing information in a larger script or different format where it is practicable to do so. There will be no costs for reasonable adjustments, including providing information in an accessible format you need.

Information available in specific languages or formats

If you need information in a particular language or format, please contact us.

If information is not already available in the language or format you need, we can translate documents for you and produce information in the format you need if this is asked for.

If you are contacting us in writing (including text and email), you can write to us in your language, and we will reply in your language.

Charge for request for your own personal data

There is no charge for requesting your own personal data under the UK General Data Protection Regulation (UK 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 UK GDPR can be found on the Information Commissioner's Office website. Click [here](#) to access.

You can contact us for assistance with any aspect of this publication scheme or help to find and request information.

Principle 5: Contact Details

 : Clydesdale Housing Association, 39 North Vennel, Lanark, South Lanarkshire ML11 7PT

 : **0808 175 6288**

 : mail@clydesdale-housing.org.uk

 **Website:** www.clydesdale-housing.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 [contact 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 CHA under section 1 (1_) of FOISA). Our Guide to Information will contain a 'last reviewed' showing when the document was last reviewed, to ensure it contains the most up to date information.

Records Management Policy

CHA regards its records as a major asset. 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. CHA Records Management Policy can be found in Classes of Information - Class 5.

Information Classes

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 for that information

Class 1: About CHA

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 Clydesdale Housing Association

Information about Clydesdale Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.

Descriptions of who we are	
Vision & Values	<u>Vision and Values</u>
Strategic Objectives	<u>Vision and Values</u>
Area(s) of operation	<u>Our locations</u>
Key activities; strategic/corporate plan(s)	<u>Visions and Values</u>
Business Plan (or summary)	
Customer Code/Charter	
Location and opening arrangements	
Address	<u>Our address</u>
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	<u>Our telephone number</u>
Opening times	<u>Our opening times</u>
General contact arrangements	<u>Contact us</u>
Contact details for making a complaint	<u>Contact us</u>
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 6)
Contact details and advice on making an FOI request	<u>FOI request form</u>
Freedom of Information policies and procedures	<u>Freedom of Information and Environmental Information Policy</u>
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (see Page 8)

About our Governing Body	
List of Governing Body Members - Names - when they became a governing body member - office-bearing responsibilities - when they became an office-bearer	<u>Our Management Committee</u>
Description of the role of the Governing Body governance structure chart (including sub-committees and working groups); remits for governing body and any sub- committees	<u>Our Standing Orders</u>
How to become part of the governing body	<u>Membership Leaflet</u>
About our staff	
List of senior management team and contact details	<u>Our Senior Management Team</u>
Organizational structure	<u>Our staff structure</u>
Governance Documents and Corporate Policies	
Rules/Articles	<u>Our Rules</u>
Standing Orders	<u>Our Standing Orders</u>
Membership Policy	<u>Our Membership Policy</u>
Code of Conduct for Staff	<u>Code of Conduct for Staff</u>
Code of Conduct for Governing Body Members	<u>Governing Body Code of Conduct</u>
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	<u>Entitlements, Payments, and Benefits Policy</u>
Register of Interests	
Equal Opportunities Policy	<u>Equalities Policy</u>
Health and Safety Policy	<u>Health & Safety Policy Statement</u>
Sustainability Policy	<u>Environmental Policy</u>

Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	<u>Engagement plan from 1 April 2026 to 31 March 2027</u>
Assurance Statement	<u>2025 Assurance Statement</u>
Annual Return on Charter Submission to SHR	<u>Scottish Housing Regulator details for Clydesdale H.A.</u>
Financial Returns to SHR	<u>Scottish Housing Regulator details for Clydesdale H.A.</u>
Charter report to tenants	<u>Annual Reports</u>
Internal and External Audit arrangements	<u>Financial Policies & Documents</u>
Key Partnerships	
Strategic agreements with other organisations	<u>Partners, Regulators & Trade Bodies</u>

Class 2 - How we deliver our functions and services.

Information about our work, our strategy, and policies for delivering services and information for our service users.

How to use our services	
List of services provided	Living with Us
How to report a repair	Reporting a repair
Right to Repair information	Right to repair
How to apply for a house	Apply for a house on-line
How to get information about tenancy support	Living with Us
How to make a complaint	Service Complaints & Compliments
How to speak to a housing officer	Contact us
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Get involved
Policies and Procedures	
Our Policies - CHA provides information about its work, strategic priorities and service delivery through a range of published documents, including the Business Plan, Tenant Participation Strategy, Asset Management Strategy, Repairs & Maintenance Policy, Equalities Policy, Factoring Services Policy, and Guide to Information. Together, these documents explain how services are delivered, how tenants and service users are involved in decision-making, and how information can be accessed. All our policies can be accessed HERE	
Allocations Policy	Allocations Policy
Adaptations Policy	Stage 3 Medical Adaptations Policy
Asbestos Management Policy	Asbestos Management Policy
Privacy Policy	Privacy Policy
Equal Opportunities Policy	Equalities Policy
Health and Safety Statement	Health and Safety Statement
Procurement Policy	Procurement Policy
Risk Management Policy	Risk Management Policy
Rent Setting Policy	Rent and Service Charge Policy
Repairs & Maintenance Policy	DUE FOR REVIEW IN AUGUST 2026

Tenancy Management Policy	<u>Tenancy Management Policy</u>
Tenancy Sustainment Policy	<u>Tenancy Sustainment Policy</u>

Class 3 – How we take decisions and what we have decided.

Information about the decisions we take, how we make decisions and how we involve others

Governing Body Meetings	
Governing body meeting minutes	<u>Management Committee minutes of meetings</u>
Consultation and Participation	
Tenant Participation Strategy	<u>Tenant Participation Strategy</u>
Consultation reports noting the outcome of any recent consultations with tenants/others	<u>2026/2027 Rent Increase Consultation</u> <u>25 February 2026 Committee minutes</u>
Tenant Scrutiny Panel composition	<u>Get Involved Page – Tenant Scrutiny Panel</u>
Registered Tenant Organisations	<u>Get Involved Page – Registered Tenant Organisations</u>

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 been spent).

Information about our accounts and budgets	
Description of funding sources	<u>Finance Policies & Documents</u>
Audited accounts	<u>Report & Financial Statements for the year ended 31 March 2025</u> <u>Audited financial statements sent to the SHR</u>
Budget policies and procedures	<u>Internal Financial Controls Policy</u>
Budget allocation to key service areas	<u>2025/2026 Rent Options Consultation</u> <u>Annual Reports</u>
Our program of work and projects	
Brief details of any project funding and how it is being spent	<u>Our Newsletters & Annual Reports</u>

Capital works program /plans information (annual program figure)	<u>Finance Policies & Documents</u>
Spending relating to Staff and Governing Body	
Expenses policies and procedures	<u>Committee & Staff Expenses Policy</u>
Senior staff/governing body member expenses	<u>Finance Policies & Documents</u>
Committee member remuneration other than expenses	<u>Entitlements, Payments, and Benefits Policy</u>
Pay and grading structure (levels of pay rather than individual salaries)	<u>EVH SALARIES AND ALLOWANCES FROM 1 APRIL 2026</u>
General information about staff pension scheme	<u>Salary Sacrifice Policy</u> <u>Scottish Housing Association Pension Scheme(SHAPS)</u> <u>Workplace pension – auto enrolment</u>

Class 5 – How we manage our resources.

Information about how we manage our human, physical and information resources

Human resources	
Staffing structure	<u>Staff Structure Chart</u>
Human resources policies covering: • recruitment • discipline • grievance	We are full members of Employers in Voluntary Housing (EVH) and follow EVH Terms and Conditions. These are only available to members. More information about EVH can be found by visiting their website at <u>EVH</u>
Performance management	APPRAISAL POLICY DUE FOR REVIEW IN AUGUST 2026
Staff development	APPRAISAL POLICY DUE FOR REVIEW IN AUGUST 2026
Trade Union information	<u>Unite the Union</u>
Summary of professional organisations/trade bodies of which we are a member	<u>Partners, Regulators & Trade Bodies</u>
Physical Resources	
General description of our land and property holdings	<u>Locations Page</u>

Information Resources	
Records management policy and records management plan, including records retention schedule	Privacy Policy

Class 6 - How we procure goods and services from external providers.

Information about how we procure work, goods and services, and our contracts with external providers.

Our Contractors and suppliers	
Information about our key delivery service contractors who carry out: - responsive repairs - landscape maintenance - planned/cyclical maintenance	Entitlements, Payments, and Benefits Policy
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Entitlements, Payments, and Benefits Policy
Information about regulated procurement contracts awarded (value, scope, duration)	See Public Contracts Scotland Webpage - Buyer Details
Our Procurement	
Procurement Policy and procedures	Procurement Policy
Information on how to tender for work and invitations to tender	See Public Contracts Scotland Webpage - Buyer Details
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	See Public Contracts Scotland Webpage - Buyer Details
Links to procurement information we publish on Public Contracts Scotland website	See Public Contracts Scotland Webpage - Buyer Details
Framework Agreements	Not applicable

Class 7 – How we are performing.

Information about how we perform as an organisation, and how well we deliver our functions and services

Annual Report/ARC Report to Tenants	Downloads Page – Annual Reports
Performance Standards/indicators	About Us Page – Performance Downloads Page – Annual Reports
Benchmarking information	Our Annual Reports & Newsletters Scottish Housing Regulator Statistical Reports SHR Comparison Tool
Complaints policy, guidance, and forms	Complaints Policy Our Complaints Leaflet
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Service Complaints & Compliments
Tenant scrutiny reports	Get Involved Page – Tenant Scrutiny Panel

Class 8 – Our commercial publications

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g., bookshop, museum, or research journal

This class does not apply to Clydesdale Housing Association as we do not produce any publications for sale.	Not applicable
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Class 9 – Our open data

Open data made available by us under the Scottish Government's [Open Data Resource Pack](#) and available under open license.

This class does not apply to Clydesdale Housing Association	Not applicable
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