GUIDE TO INFORMATION

Produced by: **Cathcart & District Housing Association**

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

Last Reviewed 11th February 2025

Contents

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 Cathcart & District Housing Association

Cathcart & District Housing Association is a community-controlled Housing Association, and local members make up our Committee of Management.

CDHA was registered with Communities Scotland in April 2005 as a Charitable Housing Association (no. SCO37255). The organisation was formed in 1978 from the former Glasgow Fair Housing Association properties. The cumulative stock is 588 properties owned and managed by CDHA which is provided for social rent. In addition to our stock, we manage the common areas of a further 442 properties for other owners.

The Association is also registered with the Financial Conduct Authority (no: MS1821RS) under the terms of the Co-operative and Community Benefit Societies Act 2014. This means that it cannot distribute any profits, and all surpluses are used for the benefit of the organisation. CDHA is also registered with the Scottish Housing Regulator (no: HAL 85). As a result, the Association is subject to regulation and inspection by this agency.

Our Mission Statement is: *CDHA accepts the challenge to deliver comprehensive housing services which meet or exceed the needs and aspirations of our clients.*

Our core values are:

Honesty   We will be honest, consistent, and objective in everything we do

Respect   We aim to treat people with courtesy, politeness and efficiency and we recognise people's rights, opinions, and requirements

Accountable   We will be accountable to our members, tenants, regulatory bodies and ensure openness in all our business activities

Cathcart & District Housing Association's four Strategic Objectives include:

- Objective 1: Deliver excellent housing and related services
- Objective 2: strengthen our communication and engagement with our tenants and other customers
- Objective 3: Continue to strengthen our governance
- Objective 4: Continue to ensure strong financial and risk management

Our Governing Body

CDHA is led by a **Committee of Management** made up of a maximum of 15 local tenants & residents and other individuals with an interest and or skill that suits the aims of the Association. The Committee of Management consists of 11 members and each member brings particular skills and experience to the governing body. The Committee of Management are tasked with making the key decisions about the Association's direction and provide challenge and oversight of the staff team to ensure that all decisions and services are provided and delivered in the best interests of our tenants and customers. The Committee of Management meet monthly.

The Committee of Management is supported in its work by two sub committees:

Finance & Audit Sub Committee which has the remit of providing validation to the Committee of Management that management systems and controls in place are effective and for internal and external audit. The Committee is also responsible for overseeing the Association's role in relation to risk management and finance and receive reports on budget versus spend along with management accounts. Both the Internal and External Auditors attend at the Finance and Audit Sub Committee to present annual plans and give reports on outcomes.

Staffing Sub Committee with the remit of overseeing the Association's role in relation to staffing and all HR functions. This sub committee meets on an ad-hoc basis.

Organisation Structure

Our staff team of 17 is led by the Association's most senior officer: the Director who is responsible for supporting the Management Committee and inspiring and leading the staff team, to deliver our services and improvement plans, as we move forward through challenging times. The Director is supported by a Management Team consisting of the Finance & Office Manager, Housing Maintenance Manager and Senior Maintenance Officer.

The Association's staff team provide housing, factoring, maintenance, wider role and environmental services.

Below is our current organisational structure:
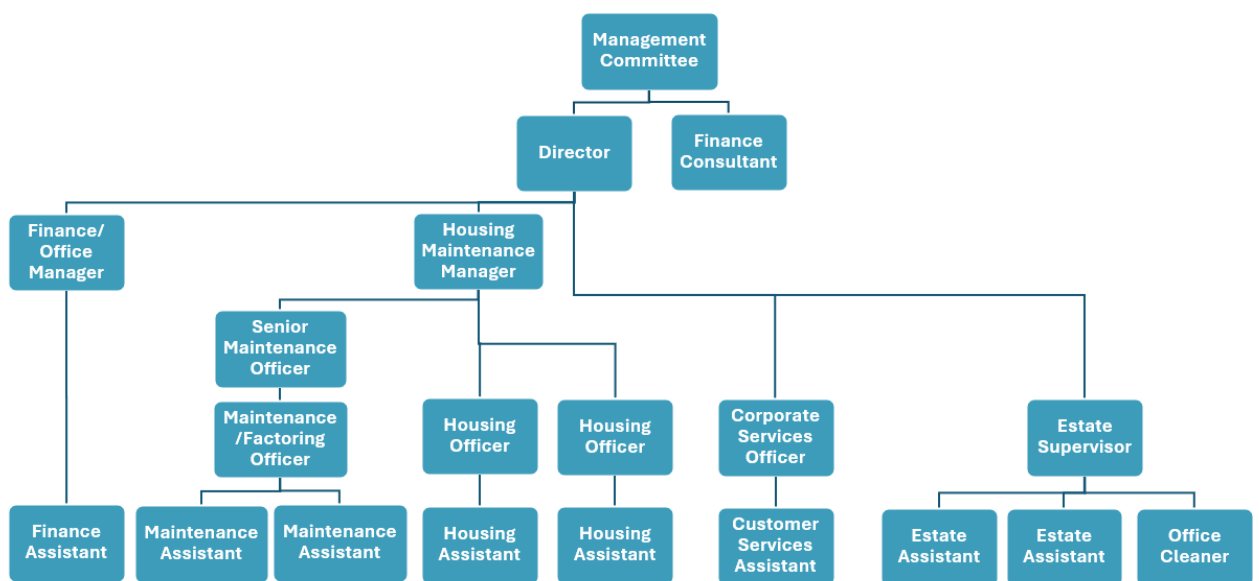
Main Activities

The main activity of Cathcart & District Housing Association is the management and maintenance of our properties and providing much needed quality housing for those in housing need. We aim to take advantage of any development opportunity that does not impose too significant a risk to the Association to increase our stock whenever we can. In August 2020, we completed the development of the former Holmlea Primary School, now known as 91 and 99 Spean Street, adding 10 new properties to our housing stock.

Introduction to CDHA'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

Cathcart & District 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.

Cathcart & District 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 here 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 Cathcart & District 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.

Emma Connelly
Corporate Services Officer
Cathcart & District Housing Association
3/5 Rhannan Road
Glasgow
G44 3AZ

T: 0141 633 2779
E: emma@cathcartha.co.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 Cathcart & District 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 Cathcart & District 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 Cathcart & District Housing Association for 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:

Emma Connelly
Corporate Services Officer
Cathcart & District Housing Association
3/5 Rhannan Road
Glasgow
G44 3AZ

T: 0141 633 2779
E: emma@cathcartha.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 could also click on this link and complete our online FOI 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 Cathcart & District 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

Cathcart & District 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. Cathcart & District 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

The classes are:

Class 1: About Cathcart & District 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, Cathcart & District Housing Association

Information about Cathcart & District 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
Our Management Committee	Our Management Committee
Our Staff	Our Staff
Organisational Chart	Organisational Structure
Contact Details – Our Main Office	Contact Us
Newsletters & Publications	Document Library
Model Publication Scheme 2018	Model Publication Scheme 2018
Memorandum & Articles of Association (Rules)	Rules of the Association
How to make a request for personal information	Requesting Personal Information
How to make a freedom of information request	Requesting Information
How to complain or make a comment	Complaints, Comments and Compliments
Guide to Information	Guide to Information
Our Mission and Values	Mission and Values
Our Strategic Objectives	Strategic Objectives

Information Charging Guide	Information Charging Guide
Annual Report & Financial Statement	Annual Performance Report
Registration Numbers	RSL Registration No. HAL 85 Scottish Charity No. SC037255 Financial Conduct Authority No. MS1821RS ICO Registration No. ZA165244 Further information available at: SHR OSCR
Details of Membership and how to apply	Membership of the Association
Members Register	Any member or person having a financial interest in the Association can inspect their own account at the Association's main office at 3/5 Rhannan Road, Glasgow, G44 3AZ. Any person may also inspect the member's register at the Association's main office by request which the Association will make available within seven days of any request.
Committee and Staff Register of Interests	Register of Interests

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	For current tenants – Tenants Services Includes how to access our tenants handbook, our tenant portal, how to speak to your housing officer, how to pay your rent, reporting a repair, bulk uplift service, coping with arrears, welfare rights and money advice services and how to end your tenancy. For prospective tenants – Our Housing Includes how to apply for housing, types of housing we have, requesting a mutual exchange and transfer applications for CDHA tenants. For factored owners – Owners Services Includes information on factoring services, building insurance and how to report a repair.
How to report a repair	Report a Repair
Right to Repair information	Right to Repair
How to apply for a house	Applying for a Home
How to get information about tenancy support	Welfare Rights & Money Advice Coping with Arrears Speak to your Housing Officer
How to make a complaint	How to make a complaint Complaints can be submitted in writing, by email or verbally.
How to speak to a housing officer	Speak to your Housing Officer
How we consult with tenants and other customers to inform and improve service delivery and develop new services	We consult with our tenants and other customers through our quarterly newsletters, tenant satisfaction surveys and armchair scrutiny groups. For further information please refer to our Tenant Participation Strategy.

Allocations Policy	[Allocations Policy](#)
Asbestos Management Policy	[Asbestos Management Policy](#)
Asset Management Strategy	[Asset Management Strategy](#) Our Stock Condition Survey is available upon request, due to this being a fairly lengthy document.
Breach of Tenancy with regard to Drug Dealing/Misuse	[Breach of Tenancy with regard to Drug Dealing/Misuse](#)
Communications Strategy	[Communications Strategy](#)
Customer Care Policy	[Customer Care Policy](#)
Damp and Mould Policy	Available on request
Digital Strategy	Available on request
Debt Management Policy (Rent Arrears)	[Debt Management Policy](#)
Electrical Safety Policy	[Electrical Safety Policy](#)
Environmental Information Regulations Policy	[Environmental Information Regulations Policy](#)
Equality and Diversity Policy	[Equality and Diversity Policy](#)
Estate Management Policy	[Estate Management Policy](#)
Forced Access Policy	[Forced Access Policy](#)
Gas Safety Inspection Policy & Procedure	[Gas Safety Inspection Policy & Procedure](#)
Health and Safety Landlord Manual	Available upon request

Legionella and Water Systems Policy	Available upon request
Maintenance Policy	Maintenance Policy
Membership Policy	Membership Policy
Minimum Standards In House Condition	Available upon request
Mutual Exchange Policy	Included under Allocations Policy
Neighbour Relations Policy (Anti-Social Behaviour)	Neighbour Relations Policy
Payment Card Policy	Available upon request
Procurement Policy	Procurement Policy
Rechargeable Repairs Policy	Available upon request
Risk Management Policy	Risk Management Policy
Risk Register	Risk Register
Rent Setting Policy	Rent Setting Policy
Subject Access Request Policy	Available upon request
Tenant Participation Strategy	Tenant Participation Strategy
Tenants Right to Compensation Policy	Tenants Right to Compensation Policy
Tenancy Sustainment Policy	Tenancy Sustainment Policy
Transfer, Assignation & Succession of Tenancy Policy	Transfer, Assignation & Succession of Tenancy Policy

Unacceptable Actions Policy	[Unacceptable Actions Policy](#)
Value for Money Policy	[Value for Money Policy](#)
Void Management Procedures	Appendix 5 to Maintenance Policy – available upon request

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
Business Management Plan	[Business Plan](#)
Reports of Pre & Post Inspections	Available on request
Public Consultations	We consult with our tenants and other customers through our quarterly newsletters, tenant satisfaction surveys and armchair scrutiny groups. For further information please refer to our [Tenant Participation Strategy](#).
Management Committee Agendas and Reports	On Request
Approved Management Committee Minutes	[Committee Minutes](#)

Class 4: What We Spend and How We Spend It

Information about our strategy for, and management of, financial resources.

The information we publish under Class 4 includes:	How to access it
Staff/Committee Member expenses	Available on request
Pension Arrangements	Available on request
Pay & Grading Structure	Available on request

Capital Works Programmes	Available on request
Details of any project funding & how its spent	Available on request
Annual Report & Financial Statements	Annual Performance Report & Abridged Financial Statements
Audited Accounts	Audited Accounts

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 Policy	Available on request
Acceptable Usage Policy	Available on request
Adoption, Maternity, Paternity and Shared Parental Leave	Available on request – in Conditions of Employment, pages 13 - 26
Alcohol and Substance Abuse Policy	Available on request
Absence Management Policy	Available on request
Audit Policy	Audit Policy
Anti-Bribery Policy	Available on request
Anti-Fraud and Corruption Policy	Available on request
Bad Debts Provision Policy	Available on request
Bring Your Own Device Policy	Available on request
Business Continuity Policy	Business Continuity Policy
Capability Policy	Available on request
CCTV Policy	Available on request

Clear Desk and Clear Screen Policy	Available on request
Committee Appraisal Policy	Available on request
Committee Code of Conduct	Available on request
Committee Member Induction Policy	Available on request
Committee Recruitment Policy	Available on request
Complaints Policy	Complaints Policy
Complaints about Chief Executive/Director	Available on request
Conditions of Employment	Available on request
Conflict of Interest	Available on request – in Committee Code of Conduct, pages 13 - 16
Data Breach Notification Policy	Available on request
Data Protection Policy	Data Protection Policy
Data Protection Impact Assessment Policy	Available on request
Delegated Authority Policy	Available on request
Development Policy	Available on request
Dignity at Work Policy	Dignity at Work Policy
Disciplinary Policy	Available on request
Entitlements, Payments & Expenses Policy	Available on request
Equipment Replacement Policy	Available on request
Fair Work First Statement	Fair Work First Statement
Financial Regulations Policy	Financial Regulations Policy
Flexi Time and TOIL Policy	Available on request
Freedom of Information Policy	Freedom of Information Policy
Gifts, Hospitality & Donations Policy	Available on request

Grievance Policy	Available on request
IT Policy	Available on request
Mobile Device Management Policy	Available on request
Notifiable Events Policy	Available on request
Leave of Absence	Available on request – in conditions of Employment, page 6
Lone Working Policy	Available on request
New Staff Induction Policy	Available upon request
Openness and Accountability Policy	Openness and Accountability Policy
Payment of Expenses	Available upon request
Payroll Policy	Available on request
Redundancy Policy	Available on request – in Conditions of Employment, pages 37 - 40
Remote and Hybrid Working Policy	Available on request
Settlement Agreements	Available on request
Smoking Policy	Available on request – in Landlord Safety Manual
Standing Orders of the Association and Delegated Authority	Available on request
Staff Appraisal Policy	Available on request
Staff Code of Conduct	Available on request
Staff Induction Policy	Available on request
Stress Management Policy	Available on request
Succession Planning Policy	Available on request
Sustainable Development Policy	Available on request
Time Off for Union Duties & Activities	Available on request – in Conditions of Employment, page 49

Training & Development Policy	Available on request
Treasury Management Policy	Available on request
Whistleblowing Policy	[Whistleblowing Policy](#)
Retention Schedule	[Data Retention Policy and Schedule](#)
Use of Credit Card Policy	Available on request
Use of Social Media and Email Policy	Available on request
Vehicle and Driving Policy	Available on request – in Landlord Safety Manual
Water Quality	[Scottish Water – Water Quality](#)
Asset Strategy	[Asset Management Strategy](#)

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 & Procedures	[Procurement Policy](#)
Become a Service Provider	In line with the Public Reform (Scotland) Act 2014, the Association advertise all of our regulated procurements for goods and services over £50,000 and works over £2,000,000 via the [Public Contracts Scotland](#) website.
Information about our key service delivery contractors who carry out: reactive maintenance, garden maintenance & planned maintenance	Available 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 Performance Report	Annual Performance Report
Annual Return on the Charter (ARC Report)	Annual Return on the Charter (ARC)
Assurance Statement	Assurance Statement
Performance Standards/Indicators	Performance Standards/Indicators
SHR Landlord Performance Report	Landlord Performance Report
SHR Engagement Plan	Engagement Plan
Benchmarking information	CDHA are a member of Scotland's Housing Network, which is the largest housing benchmarking and practice exchange organisation in Scotland. In our Annual Performance Report, we compare our performance to some of our peer group based on geographical location. Please find this information on page 10. You can also compare our performance with any RSL using the SHR's Comparison Tool.
Complaints policy and guidance	Complaints Policy Unacceptable Actions Policy Complaints & Significant Performance Failures
Complaints reports	Available upon request.

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
Cathcart & District 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.

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