

# GUIDE TO INFORMATION

Produced by: Calvay Housing Association Ltd

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 Calvay Housing Association Ltd

Calvay Housing Association Ltd is a community controlled housing association operating in the Barlanark neighbourhood, which is located in the East End of Glasgow. The Association was established in 1985 to improve the housing conditions of local residents. Since then, the Association has gone on to refurbish in excess of 350 homes and has completed several phases of new build, creating new homes in the area.

The Association is a tenant controlled organisation, with day-to-day control in the hands of a voluntary management committee. With the support of the staff and consultants, the committee set the policies and strategies for the Association as well as monitoring and managing performance.

The following aims will shape how we do business and guide our relationship with our customers and partners:-

- We will focus on improving the Barlanark neighbourhood
- We will work with partner agencies or private developers to create new homes.
- We will look after your home and the neighbourhood.
- We will work with others to serve our community and to be part of it
- We will be open and accountable to you.
- We will strive to get better at what we do

## Calvay's Values, Vision and Mission

**Values:** Customer Focus  
Professionalism  
Integrity  
Respect

**Vision:** Calvay will be a well-managed mixed neighbourhood with a good community spirit.

**Mission:** We are a community based organisation providing a great place for our tenants and factored owners to live.

## Our Management Committee

Our Management Committee provides the strategic direction for Calvay Housing Association and ensures that we try to attain and maintain the highest level of standards and performance. Management Committee meet up to 12 times per year.

The Management Committee currently has 12 members, and the majority are local residents. We recently appointed 2 members with professional experience to bring additional expertise and strengthen the Committee. We have a good mix of members, some are relatively new having served around a year, through to our longest serving members of 22 and 25 years.

## Introduction to Calvay 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

Calvay 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.

Calvay 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 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](#).

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for Calvay 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.

Tracy Boyle, Corporate Services Manager

Calvay Housing Association Ltd

Calvay Centre, 16 Calvay Road

Barlanark, Glasgow

G33 4RE

T: [0141 771 7722](tel:01417717722)

E: [dpo@calvay.org.uk](mailto:dpo@calvay.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 Calvay 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 Calvay 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 Calway 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](#).

## 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:

Tracy Boyle, Corporate Services Manager

Calvay Housing Association Ltd

Calvay Centre, 16 Calvay Road

Barlanark, Glasgow

G33 4RE

T: [0141 771 7722](tel:01417717722)

E: [dpo@calvay.org.uk](mailto:dpo@calvay.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 [FOI Request Form](#) from the Downloads Table.

## 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 Calvay 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

Calvay 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.

## 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 Calvay 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, Calvay Housing Association Ltd

Information about Calvay 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
Management Committee	<a href="#">Management Committee</a>
Current Committee Structure	<a href="#">Committee Structure</a>
Management Team	<a href="#">Management Team</a>
Staff Team	<a href="#">Staff Team</a>
Organisation Structure	<a href="#">Organisation Structure</a>
Contact Details	<a href="#">Contact Us</a>
Opening Times	<p>Mon – Fri 9.00 am to 5.00 pm</p> <p>Our office closes on the last Wednesday afternoon of each month for staff training.</p>
Association's Rules	<a href="#">Association's Rules</a>
Membership Policy	<a href="#">Membership Policy</a>

Information relating to Freedom of Information	
Freedom of Information Policy	<a href="#">Freedom of Information Policy</a>
Model Publication Scheme 2018	<a href="#">Model Publication Scheme 2018</a>
Guide to Information	This Document
How to make a freedom of information request	<a href="#">FOI Request Form</a>
How to make a request for personal information (Subject Access Request)	<a href="#">SAR Form</a>
How to Make a Complaint	<a href="#">How to Make a Complaint</a>
Calvay's Values, Vision & Mission	<a href="#">Value, Vision &amp; Mission</a>
Calvay's Information Charging Guide	<a href="#">Information Charging Guide</a>
Annual Report & Return on the Charter	<a href="#">Annual Report</a>
Annual Accounts	<a href="#">Annual Accounts</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
List of services provided	<a href="#">Who we are and what we do</a>
How to report a repair	<a href="#">Report a Repair</a>
Right to Repair information	<a href="#">Right to Repair</a>
How to apply for a house	<a href="#">Apply for a House</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="#">Tenant Satisfaction Survey</a>
<b>POLICIES AND PROCEDURES</b>	
Abandonment Policy & Procedures	<a href="#">Abandonment Policy &amp; Procedures</a>
Common Allocation Policy	<a href="#">Allocation Policy</a>
Alterations & Improvements Policy & Procedures	<a href="#">Alterations &amp; Improvements Policy</a>
Anti-Fraud & Bribery Policy	<a href="#">Anti-Fraud and Bribery</a>

Anti-social Behaviour & Neighbour Disputes Policy	<a href="#">Anti-Social Behaviour &amp; Neighbour Disputes Policy</a>
Asbestos Policy & Procedures	<a href="#">Asbestos Policy &amp; Procedures</a>
Arrears & Debt Management Policy	<a href="#">Arrears &amp; Debt Management Policy</a>
CCTV Policy	<a href="#">CCTV Policy</a>
Data Breach Management Procedure	<a href="#">Data Breach Management Procedure</a>
Data Protection Policy	<a href="#">Data Protection Policy</a>
Data Subject Rights Procedure	<a href="#">Data Subject Rights Procedure</a>
Electrical Installation Safety Policy	<a href="#">Electrical Installation Safety Policy</a>
Environmental Information Regulations Policy (EIR)	<a href="#">EIR Policy</a>
Factoring Policy	<a href="#">Factoring Policy</a>
Gas Safety and Maintenance Policy	<a href="#">Gas Safety and Maintenance Policy</a>



Harassment Policy	<a href="#">Harassment Policy</a>
Leasing Policy	<a href="#">Leasing Policy</a>
Legionella Policy	<a href="#">Legionella Policy</a>
Maintenance Policy	<a href="#">Maintenance Policy</a>
Mortgage to Rent Policy and Guidance Note	<a href="#">Mortgage to Rent Policy</a>
Mutual Exchange Policy	<a href="#">Mutual Exchange Policy</a>
Property Factors – Written Statement of Service	<a href="#">Property Factors - Written Statement of Service</a>
Rechargeable Repairs Policy	<a href="#">Rechargeable Repairs Policy</a>
Rent Setting Policy	<a href="#">Rent Setting Policy</a>
Right to Compensation Policy	<a href="#">Right to Compensation Policy</a>
Right to Repair Policy	<a href="#">Right to Repair Policy</a>
Risk Management Policy	<a href="#">Risk Management Policy</a>

Shared Ownership Policy & Procedures	<a href="#">Shared Ownership Policy</a>
Stage 3 Adaptations Policy	<a href="#">Stage 3 Adaptations Policy</a>
Void Management Policy	<a href="#">Void Management Policy</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.

The information we publish under Class 3 includes:	How to access it
Tenant Participation Strategy	<a href="#">Tenant Participation Strategy</a>
Tenant Satisfaction Survey	<a href="#">Tenant Satisfaction Survey</a>
Approved Committee Minutes	<a href="#">Approved Committee Minutes</a>
Committee Reports	Available on Request

### **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
Senior Staff/Board Member expenses	Available on Request
Pension Arrangements	Available on Request
Pay & Grading Structure	Available on Request
Treasury Management Policy	<a href="#">Treasury Management Policy</a>
Annual Accounts	<a href="#">Annual Accounts</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
Adverse Weather Policy	<a href="#">Adverse Weather Policy</a>
Alcohol and Substance Misuse Policy	<a href="#">Alcohol and Substance Misuse Policy</a>
Attendance and Absence Management Policy	<a href="#">Attendance and Absence Management Policy</a>
Code of Conduct for Committee	<a href="#">Code of Conduct (Committee)</a>
Code of Conduct for Staff	<a href="#">Code of Conduct (Staff)</a>
Communication Policy	<a href="#">Communication Policy</a>
Dignity at Work Policy	<a href="#">Dignity at Work Policy</a>
Disciplinary Policy	<a href="#">Disciplinary Policy</a>
Entitlements, Payments & Benefits Policy	<a href="#">Entitlements, Payments &amp; Benefits Policy</a>
Equal Opportunities Policy	<a href="#">Equal Opportunities Policy</a>
Expenses Policy	<a href="#">Expenses Policy</a>
Flexible Working Policy	<a href="#">Flexible Working Policy</a>
Flexi – Toil Policy	<a href="#">Flexi – Toil Policy</a>

Grievance Policy	<a href="#">Grievance Policy</a>
Lone Working Policy	<a href="#">Lone Working Policy</a>
Openness and Confidentiality Policy	<a href="#">Openness and Confidentiality Policy</a>
Recruitment & Selection Policy	<a href="#">Recruitment &amp; Selection Policy</a>
Sabbatical Policy	<a href="#">Sabbatical Policy</a>
Smoke Free Policy	<a href="#">Smoke Free Policy</a>
Stress Management Policy	<a href="#">Stress Management Policy</a>
Unacceptable Actions Policy	<a href="#">Unacceptable Actions Policy</a>
Whistleblowing Policy	<a href="#">Whistleblowing Policy</a>
Retention Schedule	<a href="#">Retention Schedule</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
Tendering Policy & Procedures	<a href="#">Tendering Policy</a>
Procurement Policy	<a href="#">Procurement Policy</a>
Become a Service Provider	<a href="#">Contractor Selection Policy</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
Annual Report & Return on the Charter	<a href="#">Annual Report</a>
Scottish Housing Regulator – Landlord Report	<a href="#">Landlord Report</a>
Benchmarking information	<a href="#">SHR Comparison Tool</a>
Complaints policy, guidance and forms	<a href="#">Complaints</a>
Complaints reported	<a href="#">Complaints Reported 2016-2022</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.

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

## 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
Calvay Housing Association does not hold or publish any information under this class.	N/A