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

E: 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 Calvay 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

E: 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 could 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	Management Committee
Current Committee Structure	Committee Structure
Management Team	Management Team
Staff Team	Staff Team
Organisation Structure	Organisation Structure
Contact Details	Contact Us
Opening Times	Mon – Fri 9.00 am to 5.00 pm Our office closes on the last Wednesday afternoon of each month for staff training.
Association's Rules	Association's Rules
Membership Policy	Membership Policy

Information relating to Freedom of Information	
Freedom of Information Policy	Freedom of Information Policy
Model Publication Scheme 2018	Model Publication Scheme 2018
Guide to Information	Guide To Information
How to make a freedom of information request	FOI Request Form
How to make a request for personal information (Subject Access Request)	SAR Form
How to Make a Complaint	How to Make a Complaint
Calvay's Values, Vision & Mission	Value, Vision & Mission
Calvay's Information Charging Guide	Information Charging Guide
Annual Report & Return on the Charter	Annual Report
Annual Accounts	Annual Accounts

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	Who we are and what we do
How to report a repair	Report a Repair
Right to Repair information	Right to Repair
How to apply for a house	Apply for a House
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Tenant Satisfaction Survey
POLICIES AND PROCEDURES	
Abandonment Policy & Procedures *(Due for Review)*	Abandonment Policy & Procedures
Common Allocation Policy	Allocations Policy
Alterations & Improvements Policy & Procedures	Alterations & Improvements Policy
Anti-Fraud & Bribery Policy	Anti-Fraud and Bribery
Anti-social Behaviour & Harassment Policy -Approved February 26	Anti-social Behaviour & Harassment Policy - Approved February 26-

Arrears & Debt Management Policy Jan 2026	Arrears & Debt Management Policy
Asset Management Strategy	Asset Management Strategy
Asbestos Policy & Procedures	Asbestos Policy & Procedures
CCTV Policy	CCTV Policy
Contractor Selection Policy & Procedures	Contractor Selection Policy
Damp and Mould Policy	Damp and Mould Policy
Data Breach Management Procedure	Data Breach Management Procedure
Data Protection Policy	Data Protection Policy
Data Subject Rights Procedure	Data Subject Rights Procedure
Domestic Abuse Policy	Domestic Abuse Policy

Electrical Installation Safety Policy	Electrical Installation Safety Policy
Environmental Information Regulations Policy (EIR)	EIR Policy
Estate Management Policy	Estate Management Policy
Factoring Policy	Factoring Policy
Gas Safety and Maintenance Policy	Gas Safety and Maintenance Policy
Harassment Policy *(Due for Review)*	Harassment Policy
Leasing Policy *(Due for Review)*	Leasing Policy
Legionella Policy	Legionella Policy
Maintenance Policy *(Due for Review)*	Maintenance Policy
Mortgage to Rent Policy and Guidance Note	Mortgage to Rent Policy
Mutual Exchange Policy	Mutual Exchange Policy
Property Factors – Written Statement of Service	Property Factors - Written Statement of Service

Rechargeable Repairs Policy	Rechargeable Repairs Policy
Rent Setting Policy *(Due for Review)*	Rent Setting Policy
Right to Compensation Policy *(Due for Review)*	Right to Compensation Policy
Right to Repair Policy *(Due for Review)*	Right to Repair Policy
Risk Management Policy	Risk Management Policy
Safeguarding Policy	Safeguarding Policy
Shared Ownership Policy & Procedures	Shared Ownership Policy
Stage 3 Adaptations Policy	Stage 3 Adaptations Policy
Void Management Policy	Void Management Policy

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	Tenant Participation Strategy
Tenant Satisfaction Survey	Tenant Satisfaction Survey

Approved Committee Minutes	Approved Committee Minutes
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	Treasury Management Policy
Annual Accounts	Annual 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
Adverse Weather Policy	Adverse Weather Policy
Alcohol and Substance Misuse Policy	Alcohol and Substance Misuse Policy
Attendance and Absence Management Policy	Attendance and Absence Management Policy
Code of Conduct for Committee	Code of Conduct (Committee)

Code of Conduct for Staff	Code of Conduct (Staff)
Communication Policy *(Due for Review)*	Communication Policy
Dignity at Work Policy	Dignity at Work Policy
Disciplinary Policy	Disciplinary Policy
Entitlements, Payments & Benefits Policy	Entitlements, Payments & Benefits Policy
Equal Opportunities Policy	Equal Opportunities Policy
Expenses Policy	Expenses Policy
Flexible Working Policy	Flexible Working Policy
Flexi – Toil Policy	Flexi – Toil Policy
Grievance Policy	Grievance Policy
Lone Working Policy	Lone Working Policy
Menopause Policy	Menopause Policy
Openness and Confidentiality Policy *(Due for Review)*	Openness and Confidentiality Policy
Recruitment & Selection Policy	Recruitment & Selection Policy
Sabbatical Policy	Sabbatical Policy
Smoke Free Policy	Smoke Free Policy
Stress Management Policy	Stress Management Policy

Unacceptable Actions Policy	Unacceptable Actions Policy
Whistleblowing Policy	Whistleblowing Policy
Retention Schedule	Retention Schedule

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 *(Due for Review)*	Tendering Policy
Procurement Policy	Procurement Policy
Become a Service Provider *(Due for Review)*	Contractor Selection Policy

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	Annual Report
Scottish Housing Regulator – Landlord Report	Landlord Report
Benchmarking information	SHR Comparison Tool
Complaints policy, guidance and forms	Complaints

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