

EAST LOTHIAN HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: **November 2023**

At a glance – terms used in this document

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002 <i>Places a duty on those organisations covered to proactively publish certain types of information; and to respond to requests for information; and to provide advice and assistance to those making requests for information.</i>
EIRs	Environmental Information Regulations (Scotland) 2004 <i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i>
SIC	The Scottish Information Commissioner <i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</i>
MPS	Model Publication Scheme <i>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)</i>
Guide to Information	<i>A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available</i>
Classes of Information	<i>Nine broad categories describing the types of information authorities should publish (if they hold it).</i>

Background

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations in Scotland must produce and maintain a publication scheme. This must detail all of the key information that we publish and how you can access it. This Guide to Information is our publication scheme, and contains links to where you can find all of the information listed.

ELHA has a wholly-owned subsidiary, R3 Repairs, to which FOISA also applies in some very limited circumstances. This Guide also covers R3 Repairs, although please note that R3 does not produce any publications or documents within the scope of FOISA which would fall under the classes of information in the Model Publication Scheme. Any requests for in-scope information held by R3 Repairs can be sent to ELHA using the details under Contact Us below.

East Lothian Housing Association has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

Formats other than online

All of the information listed is available at elha.com (unless stated), and completely free to access online. However, we understand that not everyone will have online access and where this is the case you can contact us to view this in our office (where this would be convenient).

If you would like a printed copy of any of the information listed, unfortunately we may have to charge a small fee to provide this. This fee will never exceed the cost of photocopying and postage – and we will let you know any total cost before we forward this to you.

A summary of our charges for providing any information detailed in this guide are summarised below:

Format	Charge
Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet
Print in colour	20p per A4 sheet
CD Rom	£1.00
Posted document/CD Rom	Cost of postage incurred

If you would like to request information that we publish in a format other than online, or arrange a visit to our office to view information, please contact:

enquiries@elha.com

Information that we cannot publish

Whilst we will try to make all of the information we have detailed available, in rare cases there may be some information that we cannot make available. For example, sometimes if we were to publish certain Management Committee minutes, it could reveal personal details about an individual. This would be a breach of Data Protection legislation if we were to do so. When this is the case, we will remove any personal details before publication and highlight where and why we have done so.

For how long will information be published?

We aim, where possible, to publish information for at least the current and previous two financial years. When we review any document (for example, any of our policies), to avoid confusion we will only publish the current version once it has been updated.

Copyright and re-use

Where we hold the copyright on our published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied accurately
- It is not used in a misleading context
- The source of the material is identified

Contact us

If you have any queries about anything contained within this Guide to Information, or if there is some information that you cannot find that you would like to access, please contact:

enquiries@elha.com

**East Lothian Housing Association
18-20 Market Street
Haddington
East Lothain
EH41 3JL**

01620 825032

The Information that we make available to you

Under the MPS, the information we provide must be listed under certain “classes” of information. These are the categories of information that are detailed below. As FOI applies to other bodies and sectors across Scotland (such as Scottish Government and Councils for example), this means that not all of the categories in the MPS apply to housing associations.¹

The details of all the information we hold under each of the classes that apply to our organisation, and hyperlinks to access this information when available online, are outlined below.

Information	Where to access
Class 1 - About Us <i>Information about ELHA – who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
Descriptions of who we are	
Mission Statement	None, we only have our Vision and Values document
Vision	Healthy Happy Homes
Values	Professional; Honest; Reliable; Friendly
Corporate Objectives	To provide Healthy, Happy Homes
Area(s) of operation	East Lothian
Key activities; strategic/corporate plan(s)	We are a housing association specialising in the provision and management of first class affordable rented homes. In addition, our Care & Repair Service promotes independent living by ensuring homes are maintained or adapted to suit individual needs
Business Plan Summary	Pending
Customer Service Standards	https://www.elha.com/page/customer-service-standards
Location and opening arrangements	
Address	18-20 Market Street Haddington East Lothian EH41 3JL
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	enquiries@elha.com 01620 825032
opening times	elha.com – 24/7 Office – 9.00 to 4.30 Monday to Thursday, 9.00 to 4.00 Friday
Contact details for making a complaint	Tenants should use their My Home account. Otherwise contact enquiries@elha.com
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This Document

¹ In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.

Information	Where to access
Charging Schedule for Published Information	This Document (See the summary charges on Page 2 and the full schedule at the end of this document)
Contact details and advice on making an FOI request	enquiries@elha.com
Freedom of Information policies and procedures	https://www.elha.com/uploaded/elha2/secure_files/freedom_of_information_policy_document_1_.pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	Attached at the end of this document
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member Professional biographical details office-bearing responsibilities when they became an office-bearer 	https://www.elha.com/page/who-we-are-and-what-we-do https://www.elha.com/page/management-committee
Description of the role of the Governing Body <ul style="list-style-type: none"> governance structure chart (including sub-committees and working groups); remits for governing body and any sub-committees 	https://www.elha.com/page/who-we-are-and-what-we-do https://www.elha.com/page/how-we-work-and-make-decisions
How to become part of the governing body	https://www.elha.com/uploaded/elha2/secure_files/management_committee_membership_policy_document_1_.pdf
About our staff	
List of senior management team, including professional biography.	https://www.elha.com/page/who-we-are-and-what-we-do
Organisational structure	https://www.elha.com/page/who-we-are-and-what-we-do
Governance Documents and Corporate Policies	
Rules/Articles	https://www.elha.com/uploaded/elha2/files/Charitable%20Model%20Rules.pdf
Standing Orders	https://www.elha.com/uploaded/elha2/secure_files/standing_orders_policy_1_.pdf
Membership Policy	https://www.elha.com/uploaded/elha2/secure_files/association_membership_policy_document_1_.pdf
Code of Conduct for Staff	https://www.elha.com/uploaded/elha2/files/Code%20of%20Conduct%20for%20Staff%20Document%20.pdf
Code of Conduct for Governing Body Members	https://www.elha.com/uploaded/elha2/files/Code%20of%20Conduct%20for%20Management%20Committee.pdf
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.elha.com/uploaded/elha2/files/Entitlements%20Payments%20and%20Benefits%20Policy%20Document.pdf

Information	Where to access
Register of Interests	https://www.elha.com/uploaded/elha2/files/Register%20of%20Interests.pdf
Equalities & Diversity Policy	https://www.elha.com/uploaded/elha2/secure_files/equality_diversity_policy_document.pdf
Health and Safety Policy	https://www.elha.com/uploaded/elha2/secure_files/health_safety_policy_statement.pdf
Sustainability Policy	https://www.elha.com/uploaded/elha2/secure_files/sustainability_policy_document.pdf
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.housingregulator.gov.scot/landlord-performance/landlords/east-lothian-housing-association-ltd/engagement-plan-from-31-march-2023-to-31-march-2024
Assurance Statement	https://www.elha.com/page/assurance-statement
Annual Return on Charter Submission to SHR	https://www.elha.com/page/arc-landlord-report
Financial Returns to SHR	https://www.elha.com/page/our-income-and-how-we-spend-it
Charter report to tenants	https://performance365.elha.com/
Internal and External Audit arrangements	https://www.elha.com/page/who-we-work-with
Group Details	
Details of our subsidiaries	R3 Repairs Limited www.r3repairs.co.uk
Key Partnerships	
Strategic agreements with other organisations	We have a Strategic Alliance with Castle Rock Edinvar Housing Association for the provision of development services to ELHA
Class 2 – How we deliver our functions and services <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
How to use our services	
List of services provided	https://www.elha.com/page/our-services
How to report a repair	Use your My Home account and click the 'book a repair' button or contact us
Right to Repair information	https://www.elha.com/page/right-to-repair https://www.elha.com/uploaded/elha2/files/Right%20to%20repair.pdf
How to apply for a house	https://www.elha.com/page/finding-a-new-home https://www.elha.com/uploaded/elha2/files/ELHA_Guide_to_These_Homes_2023.pdf
How to get information about tenancy support	https://www.elha.com/page/tenancy-support
How to make a complaint	Use your My Home account or contact us

Information	Where to access
	https://www.elha.com/page/making-a-complaint
How to speak to a housing officer	Use Live Help, e-mail enquiries@elha.com, or contact us
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.elha.com/page/how-we-measure-and-report-performance https://www.elha.com/page/join-in-1
Policies and Procedures	
These Homes (Allocations) Policy	https://www.elha.com/uploaded/elha2/secure_files/these_homes_allocations_policy_document.pdf
Anti-Social Behaviour Policy	https://www.elha.com/uploaded/elha2/secure_files/anti_social_behaviour_policy_document_1.pdf
Asbestos Management Policy	https://www.elha.com/uploaded/elha2/secure_files/asbestos_management_policy_document.pdf
Arrears Management Policy (now called 'Rent Arrears and Tenancy Debt')	https://www.elha.com/uploaded/elha2/secure_files/rent_arrears_policy.pdf https://www.elha.com/uploaded/elha2/secure_files/elha_your_home_your_rent_2021_web.pdf
Asset Management Policy	https://www.elha.com/uploaded/elha2/secure_files/asbestos_management_policy_document.pdf
Customer Care Policy	https://www.elha.com/uploaded/elha2/secure_files/customer_care_policy_document.pdf
Data Protection Policy	https://www.elha.com/page/how-we-use-your-personal-information https://www.elha.com/page/privacy-policy
Equality and Diversity Policy	https://www.elha.com/uploaded/elha2/secure_files/equality_diversity_policy_document.pdf
Estate Management Policy	https://www.elha.com/uploaded/elha2/secure_files/tenancy_management_policy_document_4.pdf
Health and Safety Policy	https://www.elha.com/uploaded/elha2/secure_files/health_safety_policy_statement.pdf
Legionnaires Inspection/Prevention	https://www.elha.com/uploaded/elha2/secure_files/elha_legionella_2017_single_pages.pdf
Procurement Policy	https://www.elha.com/uploaded/elha2/secure_files/procurement_policy_document.pdf
Risk Management Policy	https://www.elha.com/uploaded/elha2/secure_files/risk_management_strategy_document_1.pdf
Rent Setting Policy	https://www.elha.com/uploaded/elha2/secure_files/rent_and_service_charge_policy_document.pdf
Repairs Policy	https://www.elha.com/uploaded/elha2/secure_files/maintenance_policy_document_1.pdf
Sustainability Policy	https://www.elha.com/uploaded/elha2/secure_files/sustainability_policy_document.pdf
Tenant Engagement Policy	https://www.elha.com/uploaded/elha2/secure_files/tenant_participation_strategy_document_1.pdf

Information	Where to access
Tenancy Sustainment Policy	https://www.elha.com/uploaded/elha2/secure_files/tenancy_sustainment_policy_document.pdf
Class 3 – How we take decisions and what we have decided <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
Governing Body Meetings	
Governing body meeting minutes	https://www.elha.com/page/minutes-of-meetings
Governing body meeting reports/papers	https://www.elha.com/page/agendas-reports
Governing body agendas	https://www.elha.com/page/agendas-reports
Consultation and Participation	
Tenant Participation Strategy	https://www.elha.com/uploaded/elha2/secure_files/tenant_participation_strategy_document_1.pdf
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.elha.com/uploaded/elha2/files/TENANT%20SATISFACTION%20REPORT%20-%20JANUARY%202023.pdf https://www.elha.com/consultations/rent-2023/results.php
Tenant Scrutiny Panel composition	https://www.elha.com/page/tenant-scrutiny
Registered Tenant Organisations	https://www.elha.com/uploaded/elha2/files/RTO%20Register%20Updated%202nd%20February%202023(1).pdf
Class 4 – What we spend and how we spend it <i>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).</i>	
Information about our accounts and budgets	
Description of funding sources	Revenue income is primarily from tenants in the form of rents and service charges and is used to fund the management and maintenance of our properties and to service our loans, and from local Government grants to fund our Care & Repair Service. Key sources of capital funding (for the acquisition / development of new homes) are Housing Association Grant, loans from banks and building societies and accumulated revenue surpluses
Audited accounts	https://www.elha.com/page/our-income-and-how-we-spend-it
Budget policies and procedures	https://www.elha.com/uploaded/elha2/secure_files/budget_preparation.pdf
Budget allocation to key service areas	Management and maintenance administrative costs £2,759,047 Service Costs £145,942 Planned and cyclical maintenance (including capital spend on component replacement) £1,940,970 Reactive maintenance costs £757,234 Bad debts (rent and service charges) £115,706

Information	Where to access
	<p>Depreciation of affordable let properties £2,100,200</p> <p>Loan interest £937,890</p> <p>Care & Repair Service and Small Repairs Service £337,091</p>
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Not applicable
Capital works programme/plans information (annual programme figure)	https://www.elha.com/page/our-income-and-how-we-spend-it
Spending relating to Staff and Governing Body	
Expenses policies and procedures	<p>https://www.elha.com/uploaded/elha2/files/Entitlements%20Payments%20and%20Benefits%20Policy%20Document.pdf</p> <p>https://www.elha.com/uploaded/elha2/files/Employee%20Expenses%20Policy.pdf</p> <p>https://www.elha.com/uploaded/elha2/files/Management%20Committee%20Member%20and%20R3%20Board%20Member%20Expenses%20Policy%20Document.pdf</p>
Senior staff/governing body member expenses	https://www.elha.com/page/staff-and-committee-expenses
Board member remuneration other than expenses	None
Pay and grading structure (levels of pay rather than individual salaries)	https://www.elha.com/uploaded/elha2/files/Pay%20and%20Grading%20Structure.pdf
General information about staff pension scheme	<p>We offer staff pensions through the SHAPS scheme – more information is available here:</p> <p>http://www.tpt.org.uk/schemes/shaps-db-member/home</p>
Class 5 – How we manage our resources	
Information about how we manage our human, physical and information resources	
Human resources	
Strategy and management of human resources	Not Found
Staff Training Policy	https://www.elha.com/uploaded/elha2/secure_files/staff_training_development_policy_document.pdf
Staffing structure	https://www.elha.com/page/who-we-are-and-what-we-do

Information	Where to access
<p>Human resources policies, covering:</p> <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	<p>https://www.elha.com/uploaded/elha2/secure_files/recruitment_policy_document.pdf</p> <p>https://www.elha.com/uploaded/elha2/secure_files/staff_appraisal_policy_document.pdf</p> <p>https://www.elha.com/uploaded/elha2/files/Pay%20and%20Grading%20Structure.pdf</p> <p>https://www.elha.com/uploaded/elha2/secure_files/pensions_policy_document.pdf</p> <p>https://www.elha.com/uploaded/elha2/secure_files/elha_version_evh_statement_of_terms_and_conditions_of_employment_may_2023.pdf</p> <p>https://www.elha.com/uploaded/elha2/secure_files/staff_training_development_policy_document.pdf</p> <p>https://www.elha.com/uploaded/elha2/secure_files/data_protection_data_retention_schedule_for_personal_information_only_elha.pdf</p>
Trade Union information	Our relationship with Trade Unions is handled by our HR Support advisors, EVH – more information is available here: www.evh.org.uk
Summary of professional organisations/trade bodies of which we are a member	<p>Scottish Federation of Housing Associations, 3rd Floor, Sutherland House, 149 St Vincent Street Glasgow, G2 5NW</p> <p>Employers in Voluntary Housing, 5th Floor, 137 Sauchiehall Street, Glasgow, G2 3EW</p>
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://www.elha.com/uploaded/elha2/secure_files/asset_management_strategy_document_1_.pdf
General description of our land and property holdings	We own 1,466 properties, including 1,366 homes for affordable rent, 35 shared ownership properties and 65 other properties (such as garages, workshops and our office buildings)
Estate development plans	None
Information Resources	
Records management policy and records management plan, including records retention schedule	https://www.elha.com/page/how-we-use-your-personal-information

Information	Where to access
	Data Retention Schedule pending
Data protection or privacy policy	https://www.elha.com/page/how-we-use-your-personal-information
Class 6 - How we procure goods and services from external providers Information about how we procure works, goods and services, and our contracts with external providers.	
Our Contractors and suppliers	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	We used the following suppliers for repairs and maintenance services in 2022/23: All Cleaned Up (Scotland) Chimney Scotland Dunbar Removals Eden Services Scotland Frank McPartland Grange Energy Services Ideal Flooring Solutions Lothian Gas R3 Repairs SCS Cleaning Services
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://www.elha.com/uploaded/elha2/files/List%20of%20Suppliers%20at%2031%20March%2023.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	For up to date information, visit: https://www.publiccontractsscotland.gov.uk/search/search_mainpage.aspx Type "East Lothian Housing Association" into the "Buyer Name" field, make sure the "Include Archived Contracts" box is ticked and choose a date range, then click "Search".
Our Procurement	
https://www.elha.com/page/who-we-work-with	https://www.elha.com/page/who-we-work-with
Information on how to tender for work and invitations to tender	https://www.elha.com/page/who-we-work-with
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.publiccontractsscotland.gov.uk/Contracts/Contracts_Search.aspx?AuthID=AA15603
Links to procurement information we publish on Public Contracts Scotland website	For up to date information, visit: https://www.publiccontractsscotland.gov.uk/search/search_mainpage.aspx Type "East Lothian Housing Association" into the "Buyer Name" field, make sure the "Include Archived Contracts" box is ticked and choose a date range, then click "Search".
Framework Agreements	None

Information	Where to access
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	https://performance365.elha.com/
ARC report to tenants	https://performance365.elha.com/
Performance Standards / indicators	https://www.housingregulator.gov.scot/landlord-performance
Benchmarking information	https://www.housingregulator.gov.scot/landlord-performance
Complaints policy, guidance and forms	https://www.elha.com/page/making-a-complaint https://www.elha.com/uploaded/elha2/secure_files/comments_and_complaints_policy_document_2 .pdf https://www.elha.com/uploaded/elha2/secure_files/elha_spsa_complaints_2023.pdf
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://www.elha.com/page/complaints-analysis
Tenant scrutiny reports	https://www.elha.com/page/tenant-scrutiny
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 us as we do not produce any publications for sale.	Not applicable
Class 9 – Our open data Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence.	
This class does not apply to us	Not applicable

Full Charging Schedule

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 elha.com 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 and White Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Colour Photocopying

Size of Paper	Pence per sheet
A4	20p
A3	40p

Alternative Formats

Format	Charge
Computer Discs	£1.00

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 and we agree to supply it to you, 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 us of providing the information:

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p 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.

Charges for requesting 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 will 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.