

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

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POLICY

GUIDE TO INFORMATION

Last reviewed:- 23/11/2022

Review Date:- October 2025

All North View policies and publications can be made available on CD/data-to-voice, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

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



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NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



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	<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>

1.0 INTRODUCTION

- 1.1 The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations/co-operatives 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 online.
- 1.2 North View Housing Association has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme](#)

2.0 THE MODEL PUBLICATION SCHEME PRINCIPLES



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2.1 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

2.2 Principle One: Availability and formats

The information published through the Model Publication Scheme is, wherever possible, available on our website.

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 will be a charge for this.

2.3 Principle Two: Exempt information

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 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.



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2.4 Principle Three: 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 or reproduced accurately,
- it is not used in a misleading context, and
- the source of the material is identified.

2.5 Principle Four: Charges

All of the information listed is available on our website (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 for no charge.

If you would like a printed copy of any of the information listed, or would like it in another format (like a CD Rom or memory stick) we will provide in that format for a small fee, which must be paid, along with postage costs, before we release the information. This fee will never exceed the total cost of providing the information to you and we will let you know any total cost in advance.

Our charges for providing any information detailed in this guide are summarised below:-

Format	Charge
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Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet
	20p per A4 doublesided sheet
	20p per A3 sheet
	40p per A3 doublesided sheet
Print in colour	20p per A4 sheet
	40p per A4 doublesided sheet
	40p per A3 sheet
	80p per A3 doublesided sheet
CD Rom	50p
Memory stick	5.99
Posted article	Cost of (first class) 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 our Data Protection Officer, at North View Housing Association, 29a Stravanan Road, Castlemilk, GLASGOW G45 9LY; tel no 0141 634 0555; email foi@nvha.org.uk.

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.

2.5.1 ***Charges for Freedom of Information Requests***



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- 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 such instances we will contact the requester to determine if it is possible to amend their request to reduce the cost to less than the £600 threshold, or if the requester wishes us to proceed with their request on the condition that we charge £25 per hour for correlating the information when the £600 threshold is exceeded.
- 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.

2.5.2 Charges for Environmental Information

Environmental information is provided under the Environmental Information (Scotland) Regulations 2004 (EIRs) rather than the Freedom Of Information (Scotland) Act 2002.

We will charge £25 per hour to locate, retrieve and provide information in relation to EIR requests.



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In relation to providing the information, our charges are calculated based on the actual cost to North View; our charging scale is as illustrated in item 2.5, and postage is charged at actual rate for Royal Mail First Class.

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.

2.5.3 **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](https://ico.org.uk/for-the-public/subject-access/). Our Data Protection Policy is available at <https://www.nvha.org.uk/media/1600/data-protection-policy-review-426.pdf>



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2.6 Principle 5: Advice and Assistance

You can contact us for assistance about any aspect of this publication scheme or help to find and request information – please contact our Data Protection Officer, at North View Housing Association, 29a Stravanan Road, Castlemilk, GLASGOW G45 9LY; tel no 0141 634 0555; email foi@nvha.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.

2.7 Principle 6: Duration

Once published (in 3.0 of this paper), the information will be available for the current and the 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.

3.0 CLASSES OF INFORMATION

3.1 We publish information that we hold within the following classes.

The classes are:-

- Class 1: About North View Housing Association
- Class 2: How we deliver our functions and services
- Class 3: How we take decisions and what we have decided



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- 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

3.2 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 listed below.

Information	Where to access
CLASS 1 – About North View Housing Association <i>Information about North View HA, 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	https://www.nvha.org.uk/about-us/mission-statement-and-values/
Vision	The Management Committee's vision is to make Windlaw a good place to live, and build a better future for you and your family.
Values	https://www.nvha.org.uk/about-us/mission-statement-and-values/
Corporate Objectives	https://www.nvha.org.uk/about-us/strategic-one-year-objectives/
Area(s) of operation	https://www.nvha.org.uk/about-us/



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Key activities; strategic/corporate plan(s)	https://www.nvha.org.uk/media/1365/business-plan.pdf
Business Plan (or summary)	https://www.nvha.org.uk/media/1675/current-business-plan-to-202526.pdf
Office opening times	https://www.nvha.org.uk/contact-us/
General contact arrangements	https://www.nvha.org.uk/contact-us/
Access to Information policies and procedures	https://www.nvha.org.uk/media/1552/foi-access-to-information-policy-review-1027.pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	Refer to item 2.5.2 above.
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member office-bearing responsibilities 	https://www.nvha.org.uk/about-us/our-management-committee/



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<ul style="list-style-type: none"> when they became an office-bearer 	
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.nvha.org.uk/about-us/our-management-committee/ https://www.nvha.org.uk/media/1412/north-view-rules_30_10_2020_17_59_10.pdf
How to become part of the governing body.	https://www.nvha.org.uk/about-us/our-management-committee/
About our staff	
List of senior staff, including professional biography and contact details	https://www.nvha.org.uk/about-us/senior-staff-team/
Organisational structure	https://www.nvha.org.uk/media/1204/organisational-structure.pdf
Governance and Corporate Policies/Documents	



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Authority and Responsibilities of Committees	https://www.nvha.org.uk/media/1188/authority-and-responsibilities-of-committees-february-2024.pdf
Election of Office Bearers	https://www.nvha.org.uk/media/1366/election-of-office-bearers.pdf
Rules	https://www.nvha.org.uk/media/1412/north-view-rules_30_10_2020_17_59_10.pdf
The Requirements of Writing Act Policy	https://www.nvha.org.uk/media/1512/the-requirements-of-writing-act-policy-review-727.pdf
Seal Register Policy	https://www.nvha.org.uk/media/1533/seal-register-policy-review-226.pdf
Standing Orders Policy	https://www.nvha.org.uk/media/1367/standing-orders-review-oct-2025.pdf
Membership Policy	https://www.nvha.org.uk/media/1419/membership-policy-22027.pdf
Code of Conduct for Staff	https://www.nvha.org.uk/media/1439/staff-code-of-conduct-new.pdf
Code of Conduct for Governing Body Members	https://www.nvha.org.uk/media/1190/code-of-conduct-for-committee-members-review-521.pdf
Committee Expenses and Allowances Policy	https://www.nvha.org.uk/media/1641/committee-expenses-and-allowances-policy-review-feb-2026.pdf
Committee Member Induction Policy	https://www.nvha.org.uk/media/1524/committee-induction-policy-review-825.pdf
Committee Members Role Policy	https://www.nvha.org.uk/media/1546/committee-members-role-policy-review-226.pdf
Entitlements Payments and Benefits Policy	https://www.nvha.org.uk/media/1506/entitlements-payments-benefits-policy-review-727-docx.pdf
'Register of Interests'	Available on request



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Equal Opportunities and Human Rights Policy	https://www.nvha.org.uk/media/1452/equal-opportunities-human-rights-policy-review-625.pdf
Whistleblowing Policy & Procedure	https://www.nvha.org.uk/media/1510/whistleblowing-policy-review-727.pdf https://www.nvha.org.uk/media/1511/whistleblowing-procedure-review-727.pdf
Health and Safety Policy	https://www.nvha.org.uk/resources/health-safety/
Relationship with Regulators	
Engagement Plan with Scottish Housing Regulator	https://www.nvha.org.uk/performance/20242025-engagement-plan/
Assurance Statement	https://www.nvha.org.uk/performance/latest-annual-assurance-statement-2023/
Annual Return on Charter Submission to SHR	https://www.nvha.org.uk/media/1640/approved-submitted-arc-20222023.pdf
Financial Returns to SHR	https://www.nvha.org.uk/financial/returns/
Annual Performance Reports	https://www.nvha.org.uk/about-us/download-zone/
Internal and External Audit arrangements	https://www.nvha.org.uk/about-us/audit-arrangements/
Significant Performance Failures information for tenants	https://www.nvha.org.uk/media/1410/significant-performance-failures-information-for-tenants-of-social-landlords-april-2022.pdf
Key Partnerships	
Strategic agreements with other organisations	Available on request

Class 2 – How we deliver our functions and services



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

How to use our services

List of services provided	https://www.nvha.org.uk/about-us/services/
How to report a repair	https://www.nvha.org.uk/maintenance/reporting-a-repair/
Right to Repair information	https://www.nvha.org.uk/media/1681/right-to-repair-policy-review-1229.pdf
How to apply for a house	https://www.nvha.org.uk/housing/how-to-apply-for-a-house/
How to get information about tenancy support	https://www.nvha.org.uk/housing/tenancy-support/
How to make a Complaint	https://www.nvha.org.uk/performance/complaints-serious-concerns/
How to speak to a Housing Officer	https://www.nvha.org.uk/housing/contacting-your-housing-officer/
How we consult with tenants and other customers to inform and improve service delivery and develop new services.	https://www.nvha.org.uk/media/1418/resident-involvement-strategy.pdf
Garden Care Scheme Policy	https://www.nvha.org.uk/media/1646/garden-care-scheme-policy-review-728.pdf
Allocations Policy	https://www.nvha.org.uk/media/1635/final-allocations-policy-review-review-726.pdf
Medical Adaptations Policy (Stage 1,2 and 3)	https://www.nvha.org.uk/media/1703/medical-adaptations-policy-review-229.pdf
Anti-Social Behaviour Policy	https://www.nvha.org.uk/media/1644/final-asb-policy-review-726.pdf



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Asbestos Management Policy & Plan	https://www.nvha.org.uk/media/1624/asbestos-management-policy-review-726.pdf https://www.nvha.org.uk/media/1623/asbestos-management-plan-review-726.pdf
Rent Arrears Policy	https://www.nvha.org.uk/media/1474/rent-arrears-policy-review-627.pdf
Asset Management Strategy (including stock condition information)	https://www.nvha.org.uk/media/1706/asset-management-strategy-review-march-2025.pdf
Data Protection Policy	https://www.nvha.org.uk/media/1600/data-protection-policy-review-426.pdf
Data Retention Policy	https://www.nvha.org.uk/media/1602/data-retention-policy-review-428.pdf
Doocot Policy	https://www.nvha.org.uk/media/1542/doocot-policy-review-920.pdf
Estate Management Policy	https://www.nvha.org.uk/media/1619/estate-management-policy-review-728.pdf
Factoring Arrears and Debt Recovery Policy	https://www.nvha.org.uk/media/1425/factoring-arrears-and-debt-recovery-policy-review-225.pdf
Factoring Policy	https://www.nvha.org.uk/media/1423/factoring-policy-review-225.pdf
Gas Management Policy	https://www.nvha.org.uk/media/1451/gas-management-policy-review-525.pdf
Landlord Safety Manual	Available on request
Legionella Management Policy	https://www.nvha.org.uk/media/1509/legionella-management-policy-review-725.pdf
Non-essential repairs and major repairs where the tenant is in arrears	https://www.nvha.org.uk/media/1724/non-essential-repairs-and-major-repairs-where-the-tenant-is-in-arrears-review-1229.pdf
Procurement Policy and Register	https://www.nvha.org.uk/media/1437/procurement-policy-review-327.pdf https://www.nvha.org.uk/media/1683/final-procurement-register-january-2024.docx
Risk Management Strategy	https://www.nvha.org.uk/media/1420/risk-management-strategy-review-september-2023.pdf



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Rent Policy	https://www.nvha.org.uk/media/1369/rent-policy-most-updated-version-9032022.pdf
Repairs and Maintenance Policy	https://www.nvha.org.uk/media/1615/final-repairs-and-maintenance-policy-review-726.pdf
Rechargeable Repairs Policy	https://www.nvha.org.uk/media/1482/rechargeable-repairs-policy-review-125.pdf
Tenant Alterations, Improvements, and Compensation Policy	https://www.nvha.org.uk/media/1537/tenant-alterations-improvements-and-compensation-review-feb-2021.pdf
Void Management Policy	https://www.nvha.org.uk/media/1645/void-management-policy-review-728.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.nvha.org.uk/about-us/management-committee-meetings/
Governing Body meeting agendas	https://www.nvha.org.uk/about-us/management-committee-meetings/
Governing Body meeting reports/papers	Available on request
Consultation and Participation	
Resident Involvement Strategy	https://www.nvha.org.uk/media/1418/resident-involvement-strategy.pdf
Consultation reports noting the outcome of any recent	Available on request



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consultations with tenants/others	
Consultation newsletters	https://www.nvha.org.uk/about-us/download-zone/
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	https://www.nvha.org.uk/financial/funding-sources/
Audited accounts	https://www.nvha.org.uk/financial/audited-accounts/
Budget policies and procedures	https://www.nvha.org.uk/media/1540/financial-regulations-review-225.pdf https://www.nvha.org.uk/media/1612/financial-procedures-review-624.pdf
Budget allocation to key service areas	Available on request
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Available on request
Capital works programme/plans information (annual programme figure)	Available on request
Spending relating to Staff and Governing Body	



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Expenses policies and procedures	https://www.nvha.org.uk/media/1541/evh-full-member-terms-conditions-june-2021.pdf https://www.nvha.org.uk/media/1641/committee-expenses-and-allowances-policy-review-feb-2026.pdf
Senior staff/governing body member expenses at category level e.g., travel, subsistence and accommodation	https://www.nvha.org.uk/resources/expenses/
Pay and grading structure (levels of pay rather than individual salaries)	https://www.nvha.org.uk/resources/salary-and-grading/
General information about staff pension scheme	https://www.nvha.org.uk/resources/pensions-and-trade-union-membership/
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human Resources	
Staffing Structure	Awaiting review and publication end of December 2022 (as part of Business Plan update)
Human resources policies, covering: <ul style="list-style-type: none"> • performance management • salary and grading • pensions • discipline 	https://www.nvha.org.uk/resources/ https://www.nvha.org.uk/media/1541/evh-full-member-terms-conditions-june-2021.pdf



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<ul style="list-style-type: none"> • grievance • staff development • Maintenance and retention of staff records 	
Trade Union information	https://www.nvha.org.uk/resources/pensions-and-trade-union-membership/ https://www.unitetheunion.org/?gclid=EAlaIQobChMI7faAouCe-wlVvk9_tCh39UAhnEAAYASAAEqL3sfD_BwE
Summary of professional organisations/trade bodies of which we are a member	https://www.nvha.org.uk/resources/membership-of-professional-organisations/
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://www.nvha.org.uk/media/1706/asset-management-strategy-review-march-2025.pdf
General description of our land and property holdings	https://www.nvha.org.uk/about-us/
Estate development plans	https://www.nvha.org.uk/financial/development/
Information Resources	
Website Privacy Policy	https://www.nvha.org.uk/regulatory/privacy-policy/



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NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231 e-mail:- enquiries@nvha.org.uk



NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

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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:

- responsive repairs
- landscape maintenance
- planned/cyclical maintenance

<https://www.nvha.org.uk/media/1683/final-procurement-register-january-2024.docx>

List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)

<https://www.nvha.org.uk/media/1506/entitlements-payments-benefits-policy-review-727-docx.pdf>

Information about regulated procurement contracts awarded (value, scope, duration)

Available on request

Our Procurement



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Procurement Policy & Register	https://www.nvha.org.uk/media/1437/procurement-policy-review-327.pdf https://www.nvha.org.uk/media/1683/final-procurement-register-january-2024.docx
Information on how to tender for work and invitations to tender	Available on request
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Available on request
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/Search/Search_MainPage.aspx
Framework Agreements	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	
Annual Performance Report	https://www.nvha.org.uk/about-us/download-zone/
Annual Return on the Charter report	https://www.nvha.org.uk/about-us/download-zone



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Performance Standards/Indicators	Our monthly 'Performance pro-formas' are available on request
Benchmarking information	https://www.housingregulator.gov.scot/landlord-performance/landlords
Complaints Handling Procedure	https://www.nvha.org.uk/media/1438/complaints-handling-procedure-revised.pdf
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://www.nvha.org.uk/about-us/download-zone/

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 North View Housing Association as we do not produce any publications that are for sale

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 North View Housing Association.

End of Policy

Review and amendments



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Established: 30/10/2019

Reviewed: 23/11/2022

Amended: 30/08/2023 (Hyperlinks updated to reflect policy reviews)

Amended: 02/07/2024 (Hyperlinks updated to reflect policy reviews and website reorganisation)



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