

**HJALTLAND HOUSING ASSOCIATION LTD**  
**GUIDE TO INFORMATION**  
**AVAILABLE THROUGH THE**  
**MODEL PUBLICATION SCHEME 2018**



**Hjaltland**  
Housing Association

# HJALTLAND HOUSING ASSOCIATION'S GUIDE TO INFORMATION

LAST REVIEWED: 29/01/2024

## Contents

|  |    |
|--|----|
| Terms.....   | 3  |
| About us.....  | 4  |
| Our Vision and Values.....   | 4  |
| Introduction to Hjalmland Housing Associations Guide to Information..... | 5  |
| The Model Publication Scheme Principles .....                            | 6  |
| Principle One: Availability and formats .....                            | 6  |
| Advice and assistance:.....  | 6  |
| Principle Two: Exempt information .....                                  | 7  |
| Principle Three: Copyright and re-use.....                               | 7  |
| Principle Four: Charges .....  | 7  |
| Black & White Photocopying .....   | 7  |
| Colour Photocopying .....  | 7  |
| Alternative Formats.....   | 7  |
| Postage Costs.....   | 8  |
| Charges for information which is not available under the scheme:.....    | 8  |
| General information requests .....                                       | 8  |
| Charges for Environmental Information .....                              | 8  |
| Charge for request for your own personal data .....                      | 9  |
| Principle 5: Advice and Assistance.....                                  | 9  |
| Contact Details.....   | 9  |
| Principle 6: Duration.....   | 10 |
| Records Management Policy .....  | 10 |
| Classes of Information.....  | 10 |
| The classes of information that we publish.....                          | 10 |

## At a glance – terms used in this document

| Term Used              | Explanation   |
|------------------------|---|
| FOISA                  | Freedom of Information (Scotland) Act 2002<br><br><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<br><br><i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i>  |
| SIC                    | The Scottish Information Commissioner<br><br><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<br><br><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/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.

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

## About Us

Hjaltland Housing Association Ltd was created from a merger in 1980 between Scottish Airports Ltd, formed in 1974, and the then Hjaltland Housing Association, formed in 1975.

These associations were originally formed to aid the Shetland Islands Council in providing housing for incoming oil industry workers. Up until 1982, the Association provided 88 houses, most of which were family houses.

Prior to 1984, the Association's administration was carried out in Edinburgh, with part-time Shetland staff managing lettings visits and maintenance. In 1984, the management committee conducted a review and decided that an improved service would require full-time Shetland staff.

By March 2023 the Association had grown to provide 843 homes, distributed throughout Shetland from Unst to Sumburgh, and from Sandness to Whalsay. Just over half the Association's houses are situated in Lerwick. This ensures we are delivering high quality homes and services to communities throughout Shetland.

As well as providing for single people and families, the Association has been working closely with the Shetland Islands Council, and now has several properties providing homes for people with particular housing needs.

We hold charitable status (Scottish Charity Number is SC 031954) and we are a member of the Scottish Housing Regulator.

Our Mission, our Vision and our Values

### **Our Vision is to:**

#### **Providing homes, supporting communities.**

Hjaltland will work with others, including the government, local authority, and communities throughout Shetland to ensure individuals and families succeed and reach their full potential.

### **Our Mission**

#### **We will provide high quality affordable homes and services in communities where people are proud to live and work.**

Our mission explains in more detail how we are going to try to achieve our vision. It sets out what we are going to do, for whom, and how we'll go about it. We have five key strategic objectives that underpin our mission and articulate exactly how we will achieve it.

1. To provide good quality, affordable homes that offer value for money and meet net zero targets
2. To assist people to live well in their homes through a range of services
3. To provide opportunities for people to participate and influence decisions by being open and transparent
4. Supporting Communities throughout Shetland
5. To maintain financial strength and grow the business sustainably

### **Our values**

Our values are integral to our success. They help us by shaping our behaviour and are integrated into our appraisal and recruitment practices.

- **Teamwork** – Working together as one team to the benefit of our customers. To demonstrate and extend trust in each other.
- **Open, Honest & Inclusive** – We offer a people focused service that is centred in fairness and integrity. We believe in being open, honest and respectful in everything we do.
- **Ownership** – We expect our staff to take responsibility for their actions and give them the freedom to do their job in a positive working environment.
- **Quality** – We value quality in everything we do from the standard of our product to the level of service we provide. We take pride in making a difference in communities and providing continuous improvement.
- **Innovation** – We seek new ways of working to ensure our Services and Assets are fit for the future.

## Our Management Committee

The Association's Committee of Management is made up of Association Members voted in by the membership at the Annual General Meeting (AGM). The Committee of Management makes important decisions in the running of the Association between AGMs. Our Management Committee provides the strategic direction for Hjalmland and ensures that we maintain the highest level of standards and performance, meeting at least eleven times per year.

The Hjalmland Management Committee consists of 13 members. Some may be co-opted from time to time from business, the housing sector and other professions.

## Introduction to Hjalmland Housing Associations 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

Due to legislative changes all RSL's will now be covered by the Freedom of Information (Scotland) Act 2002 as of 11 November 2019.

Hjalmland 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 by clicking [here](#) to access the Model Publication Scheme 2018 or contact us at the address in the [Contact Us](#) section if you prefer a copy to be provided to you in another format.

It is also available on the Scottish Information Commissioner's website. Click [here](#) to access.

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for Hjaltsland 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. Click [here](#) to access the Guide to Information section 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 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.

Hjaltsland Housing Association  
 Corporate Services Department  
 6 North Ness Business Park  
 Lerwick  
 ZE1 0LZ

T: 01595 694986

E: [mail@hjaltsland.org](mailto:mail@hjaltsland.org)

## 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 management committee board 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.

## Principle Three: Copyright and re-use

Where Hjalmland 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

## 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.

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:

Hjalmland Housing Association  
Corporate Services Department  
6 North Ness Business Park  
Lerwick  
ZE1 0LZ  
T: 01595 694986  
E: [mail@hjalmland.org](mailto:mail@hjalmland.org)

Our photocopying charge per side of paper is shown in the table 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 |
| USB stick                | Cost of USB 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

- 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) at no charge
- If you require printed copies we may have to charge a small fee to provide this. This fee will never exceed the cost of photocopying and postage
- 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 Hjalmland Housing Association for 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.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

### **Charge for request for your own personal data**

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request.

We must provide a copy of the information **free of charge**. However, we can charge a ‘reasonable fee’ when a request is manifestly unfounded or excessive, particularly if it is repetitive.

We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests.

The fee must be based on the administrative cost of providing the information.

Further information on GDPR can be found on the Information Commissioner’s Office website. Click [here](#) to access.

## **Principle 5: Advice and Assistance**

### **Contact Details**

You can contact us for assistance about any aspect of this publication scheme or help to find and request information:

Hjaltland Housing Association  
Corporate Services Department  
6 North Business Park  
Lerwick  
ZE2 0LZ

T: 01595 694986

E: [mail@hjaltdland.org](mailto:mail@hjaltdland.org)

W: <http://www.hjaltdland.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 online [FOI Request Form](#)

Our offices are open at the following times:

Monday – Friday: 9:00am – 5:00pm

Saturday & Sunday: Closed

## 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 Hjalmland Housing Association under section 1(1\_) of FOISA).

## Records Management Policy

Hjalmland 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. Hjalmland Housing Association's Data Protection Policy and Retention Records can be found in Classes of Information - Class 5.

## Classes of Information

### The classes of information that we publish

We publish all the information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

Click [here](#) to access our online link to Guide for Information

The classes are:

Class 1: About Hjalmland 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 – Not Applicable

Class 9: Our open data – Not Applicable

**Class 1 - About Hjalmland Housing Association**

*Information about Hjalmland Housing Association who we are, where to find us, how to contact us, how we are managed and our external relations.*

**Descriptions of who we are**

|   |   |
|---|---|
| Mission Statement                           | This Document (See Page 4)  |
| Vision                                      | This Document (See Page 4)  |
| Values                                      | This Document (See Page 4-5)  |
| Strategic Objectives                        | <a href="https://www.hjalmland.org.uk/documents/business-plan-summary">https://www.hjalmland.org.uk/documents/business-plan-summary</a>       |
| Area(s) of operation                        | This Document (See Page 4)  |
| Key activities; strategic/corporate plan(s) | <a href="https://www.hjalmland.org.uk/documents/business-plan-summary">https://www.hjalmland.org.uk/documents/business-plan-summary</a>       |
| Business Plan (or summary)                  | <a href="https://www.hjalmland.org.uk/documents/business-plan-summary">https://www.hjalmland.org.uk/documents/business-plan-summary</a>       |
| Customer Code/Charter                       | <a href="https://www.hjalmland.org.uk/documents/customer-service-charter">https://www.hjalmland.org.uk/documents/customer-service-charter</a> |

**Location and opening arrangements**

|   |   |
|---|---|
| Address   | <a href="https://www.hjalmland.org.uk/contact">https://www.hjalmland.org.uk/contact</a>                           |
| Telephone number and e-mail address for general enquiries | <a href="https://www.hjalmland.org.uk/contact">https://www.hjalmland.org.uk/contact</a>                           |
| Opening times   | <a href="https://www.hjalmland.org.uk/contact">https://www.hjalmland.org.uk/contact</a>                           |
| General contact arrangements                              | <a href="https://www.hjalmland.org.uk/contact">https://www.hjalmland.org.uk/contact</a>                           |
| Contact details for making a complaint                    | <a href="https://www.hjalmland.org.uk/customers/complaints">https://www.hjalmland.org.uk/customers/complaints</a> |

**Information relating to Freedom of Information**

|   |                            |
|---|----------------------------|
| Publication Scheme and Guide to Information         | This Document (See Page 5) |
| Charging Schedule for Published Information         | This document (See Page 7) |
| Contact details and advice on making an FOI request | This Document (See Page 9) |

|   |  |
|---|--|
| Freedom of Information policies and procedures  | <a href="https://www.hjaltland.org.uk/documents/freedom-of-information-and-environmental-information-regulations-policy">https://www.hjaltland.org.uk/documents/freedom-of-information-and-environmental-information-regulations-policy</a>          |
| Charging Schedule for environmental information provided in response to requests made under EIRs  | This Document (See Page 8)   |
| <b>About our Governing Body</b>   |  |
| List of Governing Body Members <ul style="list-style-type: none"> <li>Names</li> <li>when they became a governing body member</li> <li>Professional biographical details</li> <li>office-bearing responsibilities</li> <li>when they became an office-bearer</li> </ul> | <a href="https://www.hjaltland.org.uk/info/committee">https://www.hjaltland.org.uk/info/committee</a>  |
| Description of the role of the Governing Body <ul style="list-style-type: none"> <li>governance structure chart (including sub-committees and working groups);</li> <li>remits for governing body and any sub-committees</li> </ul>                                     | <a href="https://www.hjaltland.org.uk/documents/governance-structure">https://www.hjaltland.org.uk/documents/governance-structure</a><br><br><a href="https://www.hjaltland.org.uk/documents/rules">https://www.hjaltland.org.uk/documents/rules</a> |
| How to become part of the governing body  | <a href="https://www.hjaltland.org.uk/documents/rules">https://www.hjaltland.org.uk/documents/rules</a>  |
| <b>About our staff</b>  |  |
| List of senior management team, including professional biography and contact details  | <a href="https://www.hjaltland.org.uk/info/employees">https://www.hjaltland.org.uk/info/employees</a><br><a href="https://www.hjaltland.org.uk/contact">https://www.hjaltland.org.uk/contact</a>   |
| Organisational structure  | <a href="https://www.hjaltland.org.uk/documents/governance-structure">https://www.hjaltland.org.uk/documents/governance-structure</a>  |
| <b>Governance Documents and Corporate Policies</b>  |  |
| Rules/Articles  | <a href="https://www.hjaltland.org.uk/documents/rules">https://www.hjaltland.org.uk/documents/rules</a>  |

|   |  |
|---|--|
| Standing Orders   | <a href="https://www.hjaltland.org.uk/documents/hjaltland-housing-association-ltd-standing-orders">https://www.hjaltland.org.uk/documents/hjaltland-housing-association-ltd-standing-orders</a>  |
| Membership Policy   | <a href="https://www.hjaltland.org.uk/documents/association-membership-policy">https://www.hjaltland.org.uk/documents/association-membership-policy</a>  |
| Code of Conduct for Staff   | <a href="https://www.hjaltland.org.uk/documents/staff-code-of-conduct">https://www.hjaltland.org.uk/documents/staff-code-of-conduct</a>  |
| Code of Conduct for Governing Body Members  | <a href="https://www.hjaltland.org.uk/documents/committee-code-of-conduct">https://www.hjaltland.org.uk/documents/committee-code-of-conduct</a>  |
| Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence) | <a href="https://www.hjaltland.org.uk/documents/entitlements-payments-and-benefits-policy">https://www.hjaltland.org.uk/documents/entitlements-payments-and-benefits-policy</a>  |
| Register of Interests   | <a href="https://www.hjaltland.org.uk/documents/committee-register-of-interest">https://www.hjaltland.org.uk/documents/committee-register-of-interest</a><br><a href="https://www.hjaltland.org.uk/documents/staff-register-of-interest">https://www.hjaltland.org.uk/documents/staff-register-of-interest</a> |
| Equalities Policy   | <a href="https://www.hjaltland.org.uk/documents/equality-diversity-policy">https://www.hjaltland.org.uk/documents/equality-diversity-policy</a>  |
| Health and Safety Policy  | <a href="https://www.hjaltland.org.uk/documents/health-and-safety-policy">https://www.hjaltland.org.uk/documents/health-and-safety-policy</a>  |
| Sustainability Policy   | <a href="https://www.hjaltland.org.uk/documents/sustainability-policy">https://www.hjaltland.org.uk/documents/sustainability-policy</a>  |
| <b>Relationship with Regulators</b>   |  |
| Engagement plan with Scottish Housing Regulator   | <a href="https://www.hjaltland.org.uk/documents/scottish-housing-regulator-engagement-plan">https://www.hjaltland.org.uk/documents/scottish-housing-regulator-engagement-plan</a>  |
| Assurance Statement   | <a href="https://www.hjaltland.org.uk/documents/hjaltland-housing-assurance-statement">https://www.hjaltland.org.uk/documents/hjaltland-housing-assurance-statement</a>  |
| Annual Return on Charter Submission to SHR  | <a href="https://www.hjaltland.org.uk/documents/annual-return-on-the-charter">https://www.hjaltland.org.uk/documents/annual-return-on-the-charter</a>  |
| Financial Returns to SHR  | <a href="https://www.hjaltland.org.uk/info/accounts">https://www.hjaltland.org.uk/info/accounts</a><br><a href="https://www.hjaltland.org.uk/documents/5-year-financial-projections">https://www.hjaltland.org.uk/documents/5-year-financial-projections</a>   |
| Charter report to tenants   | <a href="https://www.hjaltland.org.uk/documents/annual-report">https://www.hjaltland.org.uk/documents/annual-report</a>  |
| Internal and External Audit arrangements  | Quinn Internal Audit and Business Support Services<br>RSM UK Audit LLP   |
| <b>Group Details</b>  |  |

|   |   |
|---|---|
| Details of our subsidiaries/parent organisation   | Hjaltland Trading Ltd.<br><a href="https://www.hjaltland.org.uk/documents/hjaltland-trading-ltd-financial-statements">https://www.hjaltland.org.uk/documents/hjaltland-trading-ltd-financial-statements</a> |
| <b>Key Partnerships</b>   |   |
| Strategic agreements with other organisations   | N/A   |
| <b>Class 2 – How we deliver our functions and services</b>  |   |
| <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i> |   |
| <b>How to use our services</b>  |   |
| List of services provided   | <a href="https://www.hjaltland.org.uk/">https://www.hjaltland.org.uk/</a>   |
| How to report a repair  | <a href="https://www.hjaltland.org.uk/customers/out-of-hours-contacts">https://www.hjaltland.org.uk/customers/out-of-hours-contacts</a>   |
| Right to Repair information   | <a href="https://www.hjaltland.org.uk/repairs/right-to-a-repair">https://www.hjaltland.org.uk/repairs/right-to-a-repair</a>   |
| How to apply for a house  | <a href="https://www.hjaltland.org.uk/housing-options/apply">https://www.hjaltland.org.uk/housing-options/apply</a>   |
| How to get information about tenancy support  | <a href="https://www.hjaltland.org.uk/customers">https://www.hjaltland.org.uk/customers</a>   |
| How to make a complaint   | <a href="https://www.hjaltland.org.uk/customers/complaints">https://www.hjaltland.org.uk/customers/complaints</a>   |
| How to speak to a housing officer   | <a href="https://www.hjaltland.org.uk/contact">https://www.hjaltland.org.uk/contact</a>   |
| How we consult with tenants and other customers to inform and improve service delivery and develop new services             | <a href="https://www.hjaltland.org.uk/get-involved/information-for-tenants">https://www.hjaltland.org.uk/get-involved/information-for-tenants</a>   |
| <b>Policies and Procedures</b>  |   |
| Allocations Policy  | <a href="https://www.hjaltland.org.uk/documents/allocation-policy">https://www.hjaltland.org.uk/documents/allocation-policy</a>   |
| Adaptations Policy  | <a href="https://www.hjaltland.org.uk/documents/aids-and-adaptions-policy">https://www.hjaltland.org.uk/documents/aids-and-adaptions-policy</a>   |
| Anti-Social Behaviour Policy  | <a href="https://www.hjaltland.org.uk/documents/anti-social-behaviour-policy">https://www.hjaltland.org.uk/documents/anti-social-behaviour-policy</a>   |
| Asbestos Management Policy  | <a href="https://www.hjaltland.org.uk/documents/asbestos-management-policy">https://www.hjaltland.org.uk/documents/asbestos-management-policy</a>   |

|  |  |
|--|--|
| Arrears Management Policy  | <a href="https://www.hjaltland.org.uk/documents/arrears-policy">https://www.hjaltland.org.uk/documents/arrears-policy</a><br><a href="https://www.hjaltland.org.uk/documents/arrears-action-flowchart">https://www.hjaltland.org.uk/documents/arrears-action-flowchart</a> |
| Asset Management Policy (including stock condition information)                                  | This information is available on request.  |
| Customer Care Policy   | Currently being updated  |
| Data Protection Policy   | <a href="https://www.hjaltland.org.uk/documents/data-protection-policy">https://www.hjaltland.org.uk/documents/data-protection-policy</a>  |
| Environmental Information Regulations Policy (EIR)   | <a href="https://www.hjaltland.org.uk/documents/freedom-of-information-and-environmental-information-regulations-policy">https://www.hjaltland.org.uk/documents/freedom-of-information-and-environmental-information-regulations-policy</a>                                |
| Equality and Diversity Policy  | <a href="https://www.hjaltland.org.uk/documents/equality-diversity-policy">https://www.hjaltland.org.uk/documents/equality-diversity-policy</a>  |
| Estate Management Policy   | <a href="https://www.hjaltland.org.uk/documents/estate-management-policy">https://www.hjaltland.org.uk/documents/estate-management-policy</a>  |
| Health and Safety Policy and procedures  | <a href="https://www.hjaltland.org.uk/documents/health-and-safety-policy">https://www.hjaltland.org.uk/documents/health-and-safety-policy</a>  |
| Legionnaires Inspection/Prevention Policy  | <a href="https://www.hjaltland.org.uk/documents/health-and-safety-policy">https://www.hjaltland.org.uk/documents/health-and-safety-policy</a>  |
| Procurement Policy   | This information is available on request.  |
| Risk Management Policy   | This information is available on request.  |
| Rent Setting Policy  | <a href="https://www.hjaltland.org.uk/documents/rent-policy">https://www.hjaltland.org.uk/documents/rent-policy</a>  |
| Repairs Policy   | <a href="https://www.hjaltland.org.uk/repairs">https://www.hjaltland.org.uk/repairs</a>  |
| Sustainability Policy  | <a href="https://www.hjaltland.org.uk/documents/sustainability-policy">https://www.hjaltland.org.uk/documents/sustainability-policy</a>  |
| Tenant Engagement Policy   | <a href="https://www.hjaltland.org.uk/documents/tenant-participation-strategy-action-plan">https://www.hjaltland.org.uk/documents/tenant-participation-strategy-action-plan</a>  |
| Tenancy Sustainment Policy   | <a href="https://www.hjaltland.org.uk/customers/maintaining-your-tenancy">https://www.hjaltland.org.uk/customers/maintaining-your-tenancy</a>  |
| <b>Class 3 – How we take decisions and what we have decided</b>                                  |  |
| <i>Information about the decisions we take, how we make decisions and how we involve others.</i> |  |
| <b>Governing Body Meetings</b>   |  |
| Governing body meeting minutes   | <a href="https://www.hjaltland.org.uk/info/public-minutes">https://www.hjaltland.org.uk/info/public-minutes</a> (published in arrears)   |

|   |   |
|---|---|
| Governing body meeting reports/papers   | <a href="https://www.hjaltland.org.uk/info/public-minutes">https://www.hjaltland.org.uk/info/public-minutes</a> (reports and papers on request)                                 |
| Governing body agendas  | <a href="https://www.hjaltland.org.uk/info/public-minutes">https://www.hjaltland.org.uk/info/public-minutes</a> (published in arrears)  |
| <b>Consultation and Participation</b>   |   |
| Tenant Participation Strategy   | <a href="https://www.hjaltland.org.uk/documents/tenant-participation-strategy-action-plan">https://www.hjaltland.org.uk/documents/tenant-participation-strategy-action-plan</a> |
| Consultation reports noting the outcome of any recent consultations with tenants/others   | This information is available on request.   |
| <b>Class 4 – What we spend and how we spend it</b>  |   |
| <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> |   |
| <b>Information about our accounts and budgets</b>   |   |
| Description of funding sources  | <a href="https://www.hjaltland.org.uk/info/accounts">https://www.hjaltland.org.uk/info/accounts</a>   |
| Audited accounts  | <a href="https://www.hjaltland.org.uk/info/accounts">https://www.hjaltland.org.uk/info/accounts</a>   |
| Budget policies and procedures  | This information is available on request.   |
| Budget allocation to key service areas  | This information is available on request.   |
| <b>Our programme of work and projects</b>   |   |
| Brief details of any project funding and how it's being spent   | This information is available on request  |
| Capital works programme/plans information (annual programme figure)   | <a href="https://www.hjaltland.org.uk/documents/capital-works-program">https://www.hjaltland.org.uk/documents/capital-works-program</a>   |
| <b>Spending relating to Staff and Governing Body</b>  |   |
| Expenses policies and procedures  | <a href="https://www.hjaltland.org.uk/documents/staff-expenses-policy">https://www.hjaltland.org.uk/documents/staff-expenses-policy</a>   |
| Senior staff/governing body member expenses at  | <a href="https://www.hjaltland.org.uk/documents/committee-and-senior-management-expenses">https://www.hjaltland.org.uk/documents/committee-and-senior-management-expenses</a>   |



|  |  |
|--|--|
| category level e.g. travel, subsistence and accommodation  |  |
| Board member remuneration other than expenses  | N/A  |
| Pay and grading structure (levels of pay rather than individual salaries)  | <a href="https://www.hjaltland.org.uk/documents/evh-salary-scales">https://www.hjaltland.org.uk/documents/evh-salary-scales</a>  |
| General information about staff pension scheme   | <a href="https://www.hjaltland.org.uk/info/accounts">https://www.hjaltland.org.uk/info/accounts</a>  |
| <b>Class 5 – How we manage our resources</b>   |  |
| <i>Information about how we manage our human, physical and information resources</i>   |  |
| <b>Human resources</b>   |  |
| Staffing structure   | <a href="https://www.hjaltland.org.uk/info/employees">https://www.hjaltland.org.uk/info/employees</a>  |
| Human resources policies, covering: <ul style="list-style-type: none"> <li>• recruitment</li> <li>• salary and grading</li> <li>• promotion</li> <li>• pensions</li> <li>• discipline</li> <li>• grievance</li> <li>• staff development</li> <li>• Maintenance and retention of staff records</li> </ul> | <a href="https://www.hjaltland.org.uk/documents/recruitment-and-selection-policy">https://www.hjaltland.org.uk/documents/recruitment-and-selection-policy</a><br><a href="https://www.hjaltland.org.uk/documents/evh-salary-scales">https://www.hjaltland.org.uk/documents/evh-salary-scales</a><br>Discipline and grievance as per EVH Terms & Conditions.<br><a href="https://www.hjaltland.org.uk/documents/staff-development-review">https://www.hjaltland.org.uk/documents/staff-development-review</a><br><a href="https://www.hjaltland.org.uk/documents/data-protection-policy">https://www.hjaltland.org.uk/documents/data-protection-policy</a><br><b>Document retention table available on request.</b> |
| Internal procedures relating to the above (where available)  | N/A  |
| Trade Union information  | N/A  |

|   |   |
|---|---|
| Summary of professional organisations/trade bodies of which we are a member   | SFHA ( <a href="#">Scottish Federation of Housing Associations</a> )<br>EVH ( <a href="#">Employers in Voluntary Housing</a> )<br>TPAS ( <a href="#">Tenant Participation Advisory Service (Scotland)</a> )<br>RIHAF (Rural and Islands Housing Associations Forum)<br><a href="#">Scottish Housing Network</a> |
| <b>Physical Resources</b>   |   |
| Management of our land and property assets, including environmental/sustainability reports  | This information is available on request.   |
| General description of our land and property holdings   | This information is available on request.   |
| Estate development plans  | This information is available on request.   |
| <b>Information Resources</b>  |   |
| Records management policy and records management plan, including records retention schedule   | <b>Document retention table available on request.</b>   |
| Data protection or privacy policy   | <a href="https://www.hjaltland.org.uk/documents/data-protection-policy">https://www.hjaltland.org.uk/documents/data-protection-policy</a>   |
| <b>Class 6 - How we procure goods and services from external providers</b><br><i>Information about how we procure works, goods and services, and our contracts with external providers.</i> |   |
| <b>Our Contractors and suppliers</b>  |   |
| Information about our key service delivery contractors who carry out:   |   |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• responsive repairs</li> <li>• landscape maintenance</li> <li>• planned/cyclical maintenance</li> </ul> | <a href="https://www.hjaltland.org.uk/documents/entitlements-payments-and-benefits-policy">https://www.hjaltland.org.uk/documents/entitlements-payments-and-benefits-policy</a> (Appendix B) |
| List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)                  | <a href="https://www.hjaltland.org.uk/documents/entitlements-payments-and-benefits-policy">https://www.hjaltland.org.uk/documents/entitlements-payments-and-benefits-policy</a> (Appendix B) |
| Information about regulated procurement contracts awarded (value, scope, duration)  | This information is available on request.  |
| <b>Our Procurement</b>  |  |
| Procurement Policy and procedures   | This information is available on request.  |
| Information on how to tender for work and invitations to tender   | This information is available on request.  |
| Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value                | This information is available on request.  |
| Links to procurement information we publish on Public Contracts Scotland website  | This information is available on request.  |
| <b>Class 7 – How we are performing</b>  |  |
| <i>Information about how we perform as an organisation, and how well we deliver our functions and services</i>                                  |  |
| Annual Report   | <a href="https://www.hjaltland.org.uk/documents/annual-report">https://www.hjaltland.org.uk/documents/annual-report</a>  |
| ARC report to tenants   | <a href="https://www.hjaltland.org.uk/documents/annual-report">https://www.hjaltland.org.uk/documents/annual-report</a>  |
| Performance Standards/indicators  | <a href="https://www.hjaltland.org.uk/documents/annual-report">https://www.hjaltland.org.uk/documents/annual-report</a>  |

|  |   |
|--|---|
| Benchmarking information   | <a href="https://www.hjaltland.org.uk/documents/performance-comparison-report">https://www.hjaltland.org.uk/documents/performance-comparison-report</a> |
| Complaints policy, guidance and forms  | <a href="https://www.hjaltland.org.uk/customers/complaints">https://www.hjaltland.org.uk/customers/complaints</a>                                       |
| Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).  | <a href="https://www.hjaltland.org.uk/documents/complaints-report">https://www.hjaltland.org.uk/documents/complaints-report</a>                         |
| <b>Class 8 – Our commercial publications</b><br><i>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</i> |   |
| This class does not apply to Hjaltland Housing Association Ltd. as we do not produce any publications for sale.  | Not applicable  |
| <b>Class 9 – Our open data</b><br><i>Open data made available by us under the Scottish Government's <a href="#">Open Data Resource Pack</a> and available under open licence.</i>  |   |
| This class does not apply to Hjaltland Housing Association Ltd.  | Not applicable  |