

Class 2: How We Deliver Our Functions and Services

Information about our work, our strategy and policies for delivering functions and services

– and information for our service users.

The information we publish under Class 2 includes:	How to access it
Becoming a member of Cernach HA	https://www.cernachha.co.uk/membership/
Health & Safety Policies	https://www.cernachha.co.uk/upload/download_document/2bc80906-49be-11ea-a623-005056a3/
Disability provision	Braille documents, Loop system in office, easy access to office. Large print documents on request
List of services provided	https://www.cernachha.co.uk/
How to report a repair	https://www.cernachha.co.uk/report-a-repair/
Right to Repair information	https://www.cernachha.co.uk/data/Right To Repair Leaflet 2021 11 29 11 13 56.pdf
How to apply for a house	https://www.cernachha.co.uk/apply-for-a-home/
How to get information about tenancy support	https://www.cernachha.co.uk/welfare-rights/
How to make a complaint	https://www.cernachha.co.uk/comments-complaints/
How to speak to a housing officer	https://www.cernachha.co.uk/contact-us/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.cernachha.co.uk/newsletters/ https://www.facebook.com/CernachHousingAssociation/
Allocations Policy	https://www.cernachha.co.uk/upload/download_document/659f6f61-95c5-11ea-a845-005056a3/
Adaptations – Section 9 Repairs and Maintenance policy	https://www.cernachha.co.uk/upload/download_document/0d134177-42af-11ea-a623-005056a3/
Customer Service Standards Policy	https://www.cernachha.co.uk/upload/download_document/a2f24903-49bc-11ea-a623-005056a3/
Data Retention Policy	https://www.cernachha.co.uk/upload/download_document/0f204af3-42ad-11ea-a623-005056a3/

Disposal of Land or Assets Policy	https://www.cernachha.co.uk/upload/download_document/b9d2c718-482b-11ea-a623-005056a3/
Environmental Information Regulations Policy (EIR)	https://www.cernachha.co.uk/upload/download_document/3d9aae0a-42ae-11ea-a623-005056a3/
Equality and Human Rights Policy	https://www.cernachha.co.uk/upload/download_document/c4a0e2f2-da82-11eb-abac-005056a3/
Estate Management Policy	https://www.cernachha.co.uk/upload/download_document/2f5ed7e0-42ad-11ea-a623-005056a3/
Freedom of Information (Scotland) policy	https://www.cernachha.co.uk/upload/download_document/1259bf61-4828-11ea-a623-005056a3/
General Data Protection Regulations (gdpr)	https://www.cernachha.co.uk/upload/download_document/24df4440-4cb6-11ea-a623-005056a3/
Health and Safety Policy	https://www.cernachha.co.uk/upload/download_document/3ce8723d-49be-11ea-a623-005056a3/
Health and Safety Smoke Free Policy	https://www.cernachha.co.uk/upload/download_document/2bc80906-49be-11ea-a623-005056a3/
Neighbour Disputes & Anti-Social Behaviour Policy	https://www.cernachha.co.uk/upload/download_document/138aff35-482f-11ea-a623-005056a3/
Procurement Policy	https://www.cernachha.co.uk/upload/download_document/bcacd7bc-364d-11ec-abac-005056a3/
Rent Policy	https://www.cernachha.co.uk/upload/download_document/c5dff1e5-49bf-11ea-a623-005056a3/
Rent Management Policy	https://www.cernachha.co.uk/upload/download_document/87d2c9a6-482f-11ea-a623-005056a3/
Risk Management Methodology Policy	https://www.cernachha.co.uk/upload/download_document/46c631ac-482c-11ea-a623-005056a3/
Repairs and Maintenance Policy	https://www.cernachha.co.uk/upload/download_document/0d134177-42af-11ea-a623-005056a3/
Sustainability Policy	https://www.cernachha.co.uk/upload/download_document/2cc7d7f8-482c-11ea-a623-005056a3/
Tenant Participation Policy	https://www.cernachha.co.uk/upload/download_document/0cd17330-49b6-11ea-a623-005056a3/