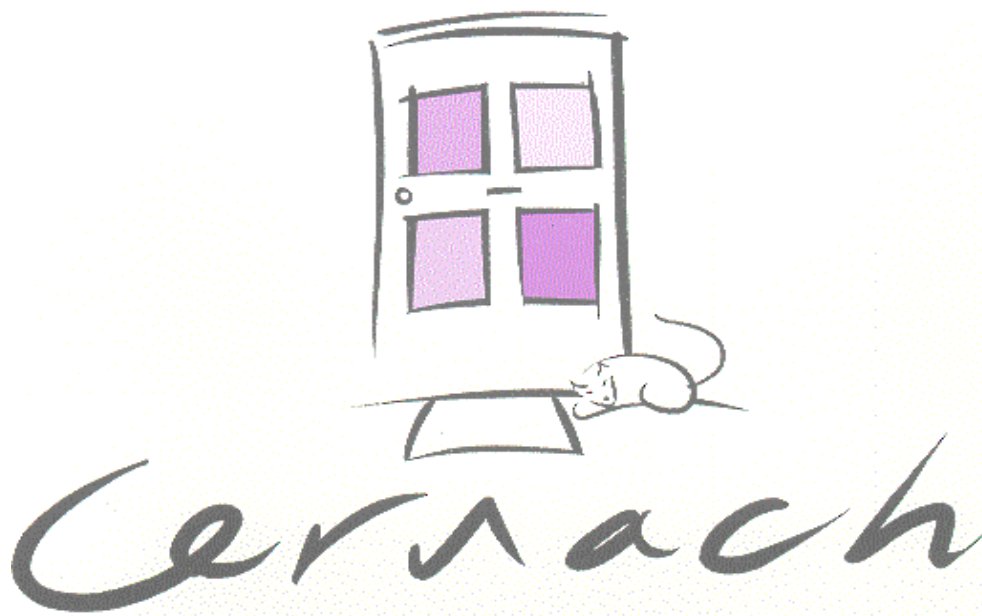




Guide to Information

Date Approved by Management Committee:

September 2026

Due for Review:

September 2029

Terms Used

Term Used	Explanation
FOISA	The Freedom of Information (Scotland) Act 2002
EIRs	The Environmental Information (Scotland) Regulations 2004
Model Publication Scheme	A standard framework for authorities to publish information under FOISA approved by the Scottish Information Commissioner
MPS	The Model Publication Scheme
Guide to Information	A guide that every public authority adopting the MPS must produce to help people access the information it makes available
MPS Principles	The six key principles with which all information published under the MPS must comply
Classes of Information	Nine broad categories describing the types of information authorities must publish (if they hold it)

How to make a request for information

Online

[Make a request for information](#)

Via email

FOISA@cernahha.co.uk

Phone for support

0141 944 3860

Guidance for requesters

[Information to the Commissioner's website](#)

1. Introduction

- 1.1 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.
- 1.2 Cernach Housing Association has been designated as a Scottish Public Authority by an order made under section 5 of the Act, known as the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013.
- 1.3 The 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 our scheme and regular updates on our website here](#) or you can contact us if you prefer a copy to be provided to you in another format.
- 1.4 The purpose of the Guide to Information is to:
 - Allow the public to see what information is available (and what is not available) for Cernach Housing Association in relation to each class in the Model Publication Scheme 2019
 - 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.
- 1.5 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.

2. The Model Publication Scheme Principles

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 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.

79 Airgold Drive Drumchapel, G15 7AJ

T: 0141 944 3860

E: FOISA@cernachha.co.uk

2.3 Principle Two: Exempt information

We will publish all the information we hold that falls within the classes of Information. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we will remove or redact (black out) the information before publication and explain why.

2.4 Principle Three: Copyright and re-use

Where the Association holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

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

Where the Association does not hold copyright in information we publish, we will make this clear.

2.5 Principle Four: Charges

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises.

We may charge for providing information to you, but we will charge you no more than it costs us to do so. We will always tell you what the cost is before providing the information to you. Our photocopying charge per side of paper is shown in the tables below:

Black & White Photocopying

Size of paper	Pence per sheet
A4	15p
A3	25p

Colour Photocopying

Size of Paper	Pence per sheet
A4	25p
A3	40p

Other Formats

Format	Charge
Computer Discs	£1.00 per CD-ROM
Memory Stick	£8.00 per Memory Stick

2.5.1 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:

- 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 £15 per hour regardless of salary.
- 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.

2.6 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 the Association of providing the information. Photocopying is charged at 15p per A4 sheet for black and white copying, 25p per A4 sheet for colour copying. Postage is charged at actual rate for Royal Mail First Class.

2.7 Charges 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.

2.8 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:

79 Airgold Drive

Drumchapel

G15 7AJ

T: 0141 944 3860

E: FOISA@cernachha.co.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.

2.9 Principle 6: Duration

Once published through the Guide to Information, the Information will be available for the current and at least the previous two financial years. Where information has been updated or superseded, only the current version will be available (previous versions may be requested from the Association under section 1(1) of FOISA). Our Guide to Information will contain a 'last reviewed' date showing when the document was last reviewed, to ensure it contains the most up to date information.

The 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. The Associations Records Management Policy can be found in Classes of Information - Class 5.

3. **Classes of Information**

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 at least 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.

The classes are:

- Class 1: About Cernach 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 resource
- 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

[All policies are available on our website here](#)

Class 1: About our organisation, Cernach Housing Association

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

The information we publish under Class 1 includes:	How to access it
Our contact details	0141 944 3860 admin@cernachha.co.uk 79 Airgold Drive Glasgow G15 7AJ
Leadership and staffing team	Cernach's Staff
Management Committee	Cernach's Management Committee
Organisational Chart	Our staff structure Cernach's Staff
Our Values, Vision and Goals	Our Strategic Goals
Annual Assurance Statement Updated annually	Cernach's Assurance Statement
How to make a request for personal information	Online Make a request for information Via email FOISA@cernachha.co.uk <u>Phone for support</u> 0141 944 3860
How to make a freedom of information request	Online Make a request for information Via email FOISA@cernachha.co.uk <u>Phone</u> 0141 944 3860
How to make a Environmental information request	Online Make a request for information Via email FOISA@cernachha.co.uk <u>Phone</u> 0141 944 3860

How to complain or make a comment	Online Make a complaint Via email Admin@cernachha.co.uk Phone 0141 944 3860
Guide to Information	This document Information we publish online
Cernach Housing Association Information Charging Guide	This guide p5
Annual Report(s)	Our annual reports and accounts
Cernach Housing Association Rules	Our Rules and Standing Orders
Annual Accounts	Our annual reports and accounts
Code of conduct for Committee	Code Of Conduct for the Management Committee -August 2025
Code of conduct for Staff	Code Of Conduct For Staff -August 2025
Standing Order/Remits & Powers Policy	Our Rules and Standing Orders
Strategic Framework	Cernach's strategic goals and business plan

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	Get involved with Cernach
Health & Safety Policies	Health And Safety Policy - May 2024
Disability provision	Braille documents, Loop system in office, easy access to office. Large print documents on request
List of services provided	Housing Cernach Housing Association website
How to report a repair	Report a repair via phone 0141 944 3860, admin@cernachha.co.uk Or online here
Right to Repair information	Repairs and Maintenance Policy - August 2023 Right to repair leaflet
How to apply for a property	Contact the office on 0141 944 3860 or admin@cernachha.co.uk to receive a paper application in the post, pick one up at our office or complete the application online here .
How to get information about tenancy support	Make an appointment to see Andy, our welfare rights and tenancy sustainment officer
How to make a complaint	Online Make a complaint Via email Admin@cernachha.co.uk Phone 0141 944 3860
How to speak to a housing officer	Phone 0141 944 3860 Via email Admin@cernachha.co.

How we consult with tenants and other customers to inform and improve service delivery and develop new services	Newsletters One off surveys via email or text in person consultations events at our office Find out more in our Resident Engagement Policy - September 2025
Allocations Policy	Common Allocations Policy December 2023
Adaptations – Section 9 Repairs and Maintenance policy	Repairs and Maintenance Policy - August 2023
Customer Service Standards	Cernach's strategic goals and business plan
Data Retention Policy	Cernach Retention Policy and Schedule - November 2024
Domestic Abuse Policy	Domestic Abuse Policy – August 2025
Disposal of Land or Assets Policy	Disposals Of Land Or Assets Policy - August 2024
Environmental Information Regulations Policy (EIR)	Freedom of Information and Environmental Information Policy and Procedure - September 2026
Equality and Human Rights Policy	Equality And Human Rights Policy - April 2025
Estate Management Policy	Estate Management Policy- November 2025
Freedom of Information (Scotland) policy	Freedom of Information and Environmental Information Policy and Procedure - September 2026
Data Protection policy	Data Protection Policy - January 2026
Harassment policy	Harassment Policy - April 2026

Neighbour Disputes & Anti-Social Behaviour Policy	<u>Neighbour Disputes And Anti Social Behaviour Policy - November 25</u>
Procurement Policy	<u>Procurement Policy - October 2024</u>
Rent Policy	<u>Rent Policy - March 2026</u>
Rent Management Policy	<u>Rent Management Policy - March 2026</u>
Risk Management Methodology Policy	<u>Risk Management Methodology Policy - September 2026</u>
Repairs and Maintenance Policy	<u>Repairs and Maintenance Policy - August 2023</u>
Sustainability Policy (environment)	<u>Environmental Sustainability Policy- June 2026</u>
Tenant Participation Policy (resident engagement policy)	<u>Resident Engagement Policy - September 2025</u>
Tenancy Sustainment Policy	<u>Tenancy Sustainment Policy - October 2023</u>
Tenancy Management policy	<u>Tenancy Management Policy - May 2026</u>
Legionnaire's prevention	<u>Control Of Legionella Policy - October 2024</u>
Gas Safety policy	<u>Gas Safety policy- February 2026</u>
Electrical safety policy	<u>Electrical Safety policy -February 2026</u>
Damp and mould policy	<u>Damp And Mould policy- February 2026</u>

Class 3: How we take decisions and what we have decided

Information about the decisions we take how we make decisions and how we involve others.

The information we publish under Class 3 includes:	How to access it
Approved Committee Minutes	Minutes are updated on the website the next working day following Committee approval. Management Committee meeting minutes
Public Consultations	Specific consultation details are available on request; however, we regularly publish updates in our newsletter or on our website here .
Committee Agendas	Management Committee meeting minutes
Reports on inspections	Not published

Class 4: What we spend and how we spend it

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).

The information we publish under Class 4 includes:	How to access it
Annual Report (s)	Our annual reports and accounts
Landlord report(s)	Our landlord reports
Annual Accounts	Our annual reports and accounts
Committee members expenses policy	Committee Expenses Policy - August 2026
Financial Regulations	Not published- available on request
Financial Procedures	Not published- available on request
Allegations of Fraud	Dealing With Allegations Of Fraud - August 2024
Treasury management Policy	Treasury Management Policy - October 2025
Pension Arrangements	On Request
Pay & Grading Structure (typically updated annually)	EVH Full Member Salary Scales April 2026
Staff expenses	EVH Full Member Salary Scales April 2026
Terms and Conditions of Employment	Cernach (EVH Full Member Terms and Conditions - April 2026)

Class 5: How we manage our human, physical and information resources

Information about how we manage the human, physical and information resources of the authority.

The information we publish under Class 5 includes:	How to access it
Abandonment Tenancy Policy	Abandoned Tenancy Policy - November 2025
Control of Legionella policy	Control Of Legionella Policy - October 2024
Management of Asbestos	Management Of Asbestos policy- May 2026
Adoption, Maternity, Paternity and Shared Parental Leave	Covered within EVH terms of service - Cernach (EVH Full Member Terms and Conditions - April 2026)
Alcohol and Substance Misuse Policy	Alcohol And Substance Misuse Policy - May 2024
Anti-Bribery Policy	Anti Bribery Policy - August 2022
Attendance & Absence Management Policy	Managing Absence and Attendance Policy - May 2026
Audit Policy	Audit Policy - March 2024
Committee Performance review policy	Committee Performance Review Policy- June 2026
Committee Induction policy	Committee Induction Policy - August 2026
Complaints Handling procedure	Complaints Policy - February 2025 Complaints Booklet
Dignity at work Policy	Dignity At Work - April 2025
Disciplinary Policy	Disciplinary Policy - February 2025
Donations Policy	Donations Policy - August 2026

Entitlements, benefits and pay	<u>Entitlements, payments and benefits August 2023</u>
Factoring Policy	<u>Factoring Policy- September 2025</u>
Homeloss, disturbance and decant policy	<u>See Repairs and Maintenance Policy - August 2023</u>
Information Security Policy (including back-up arrangements)	<u>Information Security Policy - August 2024</u>
Image retention policy (CCTV)	<u>Image Retention Policy - September 2026</u>
Membership Policy	<u>Membership Policy - December 2023</u>
Mortgage to Rent Policy	<u>Mortgage To Rent policy- August 2026</u>
Notifiable Events Policy	<u>Notifiable Events - August 2024</u>
Openness and confidentiality Policy	<u>Data Subject Rights Procedure - January 2026</u>
Pet Policy	<u>Pet Policy -November 2025</u>
Estate management policy	<u>Estate Management Policy - November 25</u>
Harassment policy	<u>Harassment Policy - April 2023</u>
Records Management	<u>Cernach Retention Policy and Schedule - November 2024</u>
Recruitment & Selection Policy	<u>Recruitment And Selection Policy December 2022</u>
Rewards and Recognition Policy	<u>Rewards and Recognition Policy - December 2025</u>
Dealing with Aggression & Violence at work Policy	<u>Aggression and violence at work policy December 2022</u>
Social Media Policy	<u>Social Media Policy - April 2022</u>

Succession planning Policy	<u>Succession Planning Policy - September 2026</u>
Unacceptable Behaviour Policy	<u>Unacceptable Behaviour policy - August 2026</u>
Void Management Policy	<u>Void Management Policy- August 26</u>
Whistleblowing Policy	<u>Whistleblowing Policy December 2025</u>
Wider role Policy	<u>Wider Role Policy - August 2025</u>
Working for another employer	<u>Secondment an working for another employer December 2022</u>
Training and development policy	<u>Training And Development Policy December 2022</u>
Access to facilities policy	No requirement for policy - contact 0141 944 3860
Access personal data	make a subject access request by email at <u>admin@cernach.co.uk</u> on online here <u>https://www.cernachha.co.uk/contact-us/</u>
Data Subject rights procedure	<u>Data Subject Rights Procedure - January 2026</u>
Disclosure handling policy	No requirement for policy - contact 0141 944 3860
Equal opportunities policy	<u>Equality And Human Rights Policy- April 2025</u>
Flexible working policy	<u>Flexible Working Policy - May 2026</u>
Hospitality policy	<u>Entitlements, payments and benefits August 2023</u>
Grievance Policy	<u>Grievance Policy - May 2025</u>
ICT policy	<u>Information Security Policy - August 2024</u>

Job Evaluation policy	Cernach (EVH Full Member Terms and Conditions - April 2026)
Mobile phone policy	No requirement for policy - contact 0141 944 3860
Resolution of difference policy	No requirement for policy - contact 0141 944 3860
Respect policy	No requirement for policy - contact 0141 944 3860
Retirement policy	Cernach (EVH Full Member Terms and Conditions - April 2026)
Safeguarding policy	No requirement for policy - contact 0141 944 3860
Domestic abuse policy	Domestic Abuse Policy - August 2025
Staff uniform policy	No staff uniform in place, therefore there is no requirement for a policy
Stress policy	Stress Management Policy - August 2026
Time off for union duties	Cernach (EVH Full Member Terms and Conditions - April 2026)
Driving policy	Health And Safety Policy - May 2024
Working time policy	Cernach (EVH Full Member Terms and Conditions - April 2026)
Personal relations at work	Personal Relations At Work Policy - August 2026
Menopause policy	Menopause at work policy - August 2026
Water quality	Control Of Legionella Policy - October 2024
Environmental reports	Not held
Asset Strategy	Asset Management Plan 2022

Recycling rates	N/A No requirement for policy - contact 0141 944 3860
Carbon reduction commitment	No requirement for policy - contact 0141 944 3860

Class 6: How We Procure Goods and Services from External Providers

Information about how we procure goods and services, and our contracts with external providers.

The information we publish under Class 6 includes:	How to access it
Procurement Policies	Procurement Policy - October 2024
Become a Service Provider	Contact the Association on 0141 944 3860 or at admin@cernachha.co.uk
Information on how to tender for work	Procurement Policy - October 2024
Register of Contracts awarded which have gone through the formal tendering	Not published
Rechargeable repairs Policy	Rechargeable Repairs Policy-August 2026

Class 7: How We Are Performing

Information about how we perform as an organisation, and how well we deliver our functions and services.

The information we publish under Class 7 includes:	How to access it
Tracking our Customer Experience	Resident Engagement Policy - September 2025
Success Measures	Annual reports
Performance Standards/indicators	Our performance
ARC report to tenants Including benchmarking	Published annually in October Annual reports 2018- current

Class 8: Our commercial publications

This relates to 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.

Please note Cernach Housing Association does not hold or publish any information under this class.

Class 9: Our Open Data

Open data made available by the authority as described by the Scottish Government's Open Data Resource Pack and available under an open licence.

Cernach Housing Association does not hold or publish any information under this class.