



Craigdale
HOUSING ASSOCIATION

GUIDE TO INFORMATION

Date of Approval:

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Craigdale Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

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LAST REVIEWED: JUNE 2026

At a glance – terms used in this document

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

Background

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations/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.

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

Formats other than online

All of the information listed is available 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 (where this would be convenient).

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

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

Format	Charge
Online	Free
View at our office	Free
Print in black and white	2p per A4 sheet
Print in colour	6p per A4 sheet
CD Rom	£1.50
Posted document/CD Rom	Cost of postage incurred

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

[Craigdale Housing Association](#)

Information that we cannot publish

Whilst we will try to make all of the information, we have detailed available, in rare cases there may be some information that we cannot make available. For example, sometimes if we were to publish certain 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.

For how long will information be published?

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

Copyright and re-use

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

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

Contact us

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

Address: Craigdale Housing Association, 83-85 Dougrie Road, Castlemilk, Glasgow, G45 9NS

Email: info@craigdaleha.co.uk

Telephone: 0141 634 6473

The Information that we make available to you

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

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

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Class 1 - About CRAIGDALE HOUSING ASSOCIATION <i>Information about Craigdale Housing Association], 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	Mission, Vision and Values
Vision	Mission, Vision and Values
Values	Mission, Vision and Values
Strategic Objectives	Business Plan 2024-2027
Area(s) of operation	Area of operation
Key activities; strategic/corporate plan(s)	Business Plan 2024-2027
Business Plan (or summary)	Business Plan 2024-2027
Location and opening arrangements	
Address	Contact Details on all website pages
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Contact Details on all website pages
opening times	Contact Details on all website pages
General contact arrangements	Contact Details on all website pages
local/area office contact details	Contact Details on all website pages
Contact details for making a complaint	Making a Complaint
Information relating to Freedom of Information	

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 2)
Contact details and advice on making an FOI request	Freedom of Information
Freedom of Information policies and procedures	Freedom of Information Policy
Charging Schedule for environmental information provided in response to requests made under EIRs	EIR Policy
About our Governing Body	
List of Governing Body Members - Names - when they became a governing body member - Professional biographical details - office-bearing responsibilities - when they became an office-bearer	Our Board
Description of the role of the Governing Body - governance structure chart (including sub-committees and working groups); - remits for governing body and any sub-committees	Organisational Structure
How to become part of the governing body	Joining our Board
About our staff	
List of senior management team, including professional biography and contact details	Our Staff
Organisational structure	Organisational Structure
Governance Documents and Corporate Policies	
Rules/Articles	Model Rules
Standing Orders	Standing Orders
Membership Policy	Membership Policy
Code of Conduct for Staff	Code of Conduct
Code of Conduct for Governing Body Members	Code of Conduct
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	EP&B Policy

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Register of Interests	Register of Interests
Equalities Policy	Equality and Diversity Policy
Health and Safety Policy	Health and safety Policy
Sustainability Policy	Asset Management Policy
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Engagement Plan SHR
Assurance Statement	Assurance Statements
Annual Return on Charter Submission to SHR	ARC Submissions
Financial Returns to SHR	Financial Returns
Charter report to tenants	Charter Reports
Internal and External Audit arrangements	Internal Audit External Audit
Group Details	
Key Partnerships	
Class 2 – How we deliver our functions and services <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
How to use our services	
List of services provided	Services provided
How to report a repair	Report a Repair
Right to Repair information	Right to Repair
How to apply for a house	Apply for a Home
How to get information about tenancy support	Tenancy Support
How to make a complaint	Making a Complaint
How to speak to a housing officer	Contact Housing Officer

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Tenant Participation
Policies and Procedures	
Allocations Policy	Allocations Policy
Adaptations Policy	Adaptation Policy
Anti-Social Behaviour Policy	ASB Policy
Asbestos Management Policy	Asbestos Policy
Arrears Management Policy	Arrears Policy
Asset Management Policy (including stock condition information)	Asset Management Policy
Customer Care Policy	Customer Care Policy
Data Protection Policy	Data Protection Policy
Equality and Diversity Policy	Equality and Diversity Policy
Estate Management Policy	Estate Management Policy
Health and Safety Policy and procedures	Health and safety Policy
Legionnaires Inspection/Prevention Policy	Legionella Policy
Procurement Policy	Procurement Policy
Risk Management Policy	Risk Management Policy
Rent Setting Policy	Rent Setting Policy
Repairs Policy	Repairs Policy
Sustainability Policy	Asset Management Policy
Tenant Engagement Policy	Tenant Participation Strategy
Tenancy Sustainment Policy	Tenancy Policy
Internal procedures relating to above (where available)	Will be available from 2026

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
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	Board Minutes
Governing body meeting reports/papers	Available on Request
Governing body agendas	Board Agendas
Consultation and Participation	
Tenant Participation Strategy	Tenant Participation Strategy
Consultation reports noting the outcome of any recent consultations with tenants/others	Will be published when available
Tenant Scrutiny Panel composition [DELETE IF NOT APPLICABLE]	Will be published from Summer 2026
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	Funding Sources
Audited accounts	Audited Accounts
Budget policies and procedures	Budget Policy
Budget allocation to key service areas	Budget Allocation
Our programme of work and projects	
Brief details of any project funding and how it's being spent	N/A
Capital works programme/plans information (annual programme figure)	Asset Management Strategy
Spending relating to Staff and Governing Body	
Expenses policies and procedures	EP&B Policy

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Senior staff/governing body member expenses at category level e.g., travel, subsistence and accommodation	Expenses
Board member remuneration other than expenses	N/A
Pay and grading structure (levels of pay rather than individual salaries)	Salary Scales
General information about staff pension scheme	Pension Scheme
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Strategy and management of human resources	Staffing Policies
Staffing structure	Structure
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records	HR Policies
Trade Union information	Unite the Union
Summary of professional organisations/trade bodies of which we are a member	• Scottish Federation of Housing • Glasgow West of Scotland Forum • TPAS Scotland • Chartered Institute of Housing • SHARE • EVH
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	Asset Management Strategy
General description of our land and property holdings	Area of Operation
Estate development plans	Asset Management Strategy

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
Information Resources	
Records management policy and records management plan, including records retention schedule	Data Retention Policy
Data protection or privacy policy	Data Protection Policy
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	List of Suppliers
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	List of Suppliers
Information about regulated procurement contracts awarded (value, scope, duration)	Procurement reports
Our Procurement	
Procurement Policy and procedures	Procurement Policy
Information on how to tender for work and invitations to tender	Procurement Information
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Procurement reports
Links to procurement information we publish on Public Contracts Scotland website	Procurement Info
Framework Agreements	Scotland Xcel members
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	

Information	Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE]
ARC report to tenants	ARC report to tenants
Tenant satisfaction survey results	Survey Results
Performance Standards/indicators	KPI's
Benchmarking information	Benchmarking
Complaint's policy, guidance and forms	Complaints Policy
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Complaint's reporting
Tenant scrutiny reports [DELETE IF NOT APPLICABLE]	Available from Summer 2026
Class 8 – Our commercial publications <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 [INSERT ORGNISATION NAME] as we do not produce any publications for sale.	Not applicable