


Guide to Information

If you have difficulty with sight or hearing, or if you require a translated copy of this document, we would be pleased to provide this information in a form that suits your needs.

	Policy number:	G23 Guide to Information
	Policy approved on:	January 2025
	Updated:	January 2026
	Due for review:	January 2028

Our Vision, Mission Statement and Values

Glen Oaks' vision statement '**Where Communities Thrive**' and our mission statement '**Our aim is to provide good quality affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community**' provide the foundation for Glen Oaks Housing Association's commitment to its residents and the communities they live in.

This commitment is also demonstrated in the Association's values which were agreed following discussions with the Board and staff. Glen Oaks' values are fundamental to how we carry out our day-to-day activities.

Our values are:

respectful

we trust and respect our customers and each other

dedicated

we will give 100% commitment to our work

transparent

we will be open and honest about what we do

aspirational

we will strive to achieve the best we can for our communities

Equality & Diversity Statement

The Association is intent on ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; sex; marriage & civil partnership; race; religion or belief; sexual orientation; gender reassignment; pregnancy & maternity.

This document complies with the Association's Equality & Diversity policy.

The Association will regularly review this document for equal opportunities implications and take the necessary action to address any inequalities that result from the implementation of the policy.

Contents	Page
Terms Used	1
About Glen Oaks Housing Association	1
• Our Board	2
• Organisational Structure	2
Introduction to Glen Oaks Housing Association's Guide to Information	2 - 3
The Model Publication Scheme Principles	3
Principle 1: Availability and Formats	3
• Advice and Assistance	3
Principle 2: Exempt Information	3
Principle 3: Copyright and re-use	4
Principle 4: Charges	4
• Black and White Photocopying	4
• Colour Photocopying	4
• Alternative Formats	4
• Postage Costs	5
• Charges for information which is not available under the Scheme	5 - 6
• Charge for request for your own personal data	6
Principle 5: Advice and Assistance	7
• Contact Details	7
Principle 6: Duration	7
• Records Management Policy	7
Classes of Information - the classes of information that we publish	7
• Class 1: About our organisation, Glen Oaks Housing Association	8
• Class 2: How we deliver our functions and services	9 - 10
• Class 3: How we take decisions and what we have decided	10
• Class 4: What we spend and how we spend it	11
• Class 5: How we manage our human, physical and information resources	11
• Class 6: How we procure goods and services from external providers	12
• Class 7: How we are performing	12
• Class 8: Our commercial publications	13
• Class 9: Our open data	13

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)

About Glen Oaks Housing Association

Glen Oaks Housing Association provides landlord services and community representation in three communities within the south of Glasgow - Arden, Darnley and Pollok. Since the Association was established in 1991, our tenants and the local community have been the driving force behind us providing low-cost housing for those in need and, at the same time, being an organisation that cares about the local community. Our vision statement - **Where Communities Thrive** - aims to set the scene for the long-term future of our estates.

We have built up a strong reputation as an innovative community-controlled organisation which places customer service, financial viability and being an excellent employer at its heart.

Our Board

Our Board provides the strategic direction for Glen Oaks Housing Association and ensures that we try to attain and maintain the highest level of standards and performance. The Board meets a minimum of 6 times per year.

Glen Oaks' Board can have up to 15 members. The Board currently has 10 members consisting of 2 local residents and 8 independent members, all of whom are volunteers. Our Board members share our values and are committed to supporting the Association. The expertise, experience and knowledge of each Board member contributes to the overall effectiveness of our Board.

Organisational Structure

The Board meets a minimum of 6 times a year with the Corporate Management Team (CMT). Decisions are taken to set the overall strategy for the business as well as to monitor its activities. The CMT is charged with the task of implementing these decisions.

Introduction to Glen Oaks Housing Association's Guide to Information

The Freedom of Information (Scotland) Act 2002 (FOISA) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner. They must also 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.

Glen Oaks 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.

Glen Oaks Housing Association has adopted the **Model Publication Scheme 2018 (MPS)** 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 the MPS on our website at: Click [here](#) to access or by contacting 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 Glen Oaks 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 FOISA, 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 MPS is, wherever possible, available on our website. In the Classes of Information section, select the class required.

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:

Martha Hutcheson, Executive Support Manager
Glen Oaks Housing Association
3 Kilmuir Drive
Arden
G46 8BW

T: 0141 620 2705

E: FOI@glenoaks.org.uk

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.

Principle Three: Copyright and re-use

Where Glen Oaks 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.

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

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

Alternative Formats

Format	Charge
Memory Stick	£8.00 per Memory 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

- 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 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 Glen Oaks Housing 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.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge. Where information costs between £100 and £600 to provide, you will 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.

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 the UK GDPR can be found on the Information Commissioner's Office website: [Information Commissioner's Office \(ICO\)](https://ico.org.uk/)

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:

Martha Hutcheson, Corporate Services Manager
Glen Oaks Housing Association
3 Kilmuir Drive
Arden
G46 8BW

T: 0141 620 2705

E: FOI@glenoaks.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 could also click on this link and complete our online [FOI Request Form](#)

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 Martha Hutcheson, Corporate Services Manager, 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.

Records Management Policy

Glen Oaks Housing Association regards its records as a major asset of the organisation. 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. Glen Oaks Housing Association's Records Management Policy 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.

The classes are:

- Class 1: About Glen Oaks 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
- Class 9: Our open data

Class 1: About Our Organisation, Glen Oaks Housing Association

Information about Glen Oaks Housing 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	Last reviewed (date)
Corporate Management Team - professional biographical and contact details	Corporate Management Team	January 2026
Our Board - names, when they joined the Board, professional biographical details, Office Bearing responsibilities, when they became an Office Bearer	Our Board	January 2026
Organisational Chart	Organisational Chart	January 2026
Contact Details - address, phone number, email address for general enquiries, opening times	Contact Details	January 2026
News	Newsletters	Quarterly
Model Publication Scheme 2018	Model Publication Scheme 2018	November 2018
Rules Governance Framework (Section 2: Standing Orders) Membership Policy	Rules Standing Orders Membership Policy	September 2020 July 2023 May 2025
How to make a request for personal information	SAR Form	January 2026
How to make a Freedom of Information request	FOI Request Form	January 2026
How to make a request for Environmental Information	EIR Form	January 2026
How to complain or make a comment	Guide to our Complaints Handling Procedure	January 2026
Guide to Information	This is the document	
Glen Oaks Housing Association's Mission, Vision & Values	Mission, Vision & Values	January 2026
Glen Oaks Housing Association's Information Charging Guide	Pages 4 to 6 of this document	
Annual Report	Annual Report	October 2025
Financial Statements	Financial Statements	October 2025

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	Last reviewed (date)
List of services provided	Our Staff and Services	January 2026
How to report a repair	Guide to repairs and maintenance	January 2026
Right to Repair information	Right to Repair	January 2026
How to apply for a house	Applying for a Home and our Allocation Process	January 2026
How to get information about tenancy support	Welfare Rights Service	January 2026
How to speak to a housing officer	Guide to our Customer Service Standards	January 2026
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Guide to Getting Involved	January 2026
Allocations Policy	Allocations Policy	Under review
Adaptations Policy	Adaptations Policy	Under review
Anti-Social Behaviour Policy	Anti-Social Behaviour Policy	March 2022
Asbestos Management Policy	Asbestos Management Policy	Under review
Arrears Management Policy - Current Rent Arrears	Current Rent Arrears Policy	February 2025
Writing Off Debts & Credits	Writing Off Debts and Credits	January 2025
Asset Management Strategy (including stock condition information)		Currently under review
Right to compensation for improvement Policy	Right to compensation for improvement policy	January 2025
Customer Service Policy	Customer Service Standards	August 2024
Data Protection Policy	Data Protection Policy	October 2024
Environmental Information Regulations Policy (EIR)	Environmental Information Regulations Policy	November 2024
Equality and Diversity and Inclusion Policy	Equality, Diversity and Inclusion Policy	October 2023

The information we publish under Class 2 includes:	How to access it	Last reviewed (date)
Managing our Neighbourhoods and Environments	Managing our Neighbourhoods and Environments	January 2025
Health and Safety Policy Statement	Health and Safety Policy Statement	Under review
Legionella Management Policy	Legionella Management Policy	August 2025
Dampness, Mould and Condensation Policy	Dampness, Mould and Condensation Policy	June 2023
Procurement Policy	Procurement Policy	June 2023
Risk Management Strategy	Risk Management Strategy	February 2025
Rent Setting Policy	Rent Setting Policy	Under review
Repairs & Maintenance Policy	Repairs & Maintenance Policy	March 2024
Disruption Payment Policy	Disruption & Compensation Payments Policy	October 2025
Tenant Participation Strategy	Tenant Participation Strategy	September 2022
Tenancy Sustainment Policy	Tenancy Sustainment Policy	February 2025
Tenancy Management Policy	Tenancy Management Policy	January 2025
Unacceptable Behaviour Policy	Unacceptable Behaviour Policy	September 2024

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	Last reviewed (date)
Reports of Inspection	N/A	N/A
Public Consultations - Rent Consultation	Rent Consultation Booklet	November 2025
Consultation - Newsletters	Newsletters	Quarterly
Approved Board Minutes	Board Minutes	After Board approval
Approved Board Reports	Available upon request	N/A
Board Agendas and Reports	Available upon request	N/A

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	Last reviewed (date)
Senior Staff/Board Member expenses	On Request	
Pension Arrangements	On Request	
Pay & Grading Structure	On Request	
Annual Report	Annual Reports	October 2025
Audited Accounts	Financial Statements	October 2025

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	Last reviewed (date)
Terms & Conditions of Employment	On Request	
Equality, Diversity and Inclusion Policy	Equality, Diversity and Inclusion Policy	October 2023
Communication Tools policy	On Request	
Recruitment & Selection Policy	On Request	
Travel & Expenses Policy	On Request	
Whistleblowing Policy	Whistleblowing Policy	October 2023
Retention Schedule	Data Retention Periods	October 2024
Freedom of Information Policy	Freedom of Information Policy	November 2024

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	Last reviewed (date)
Procurement Policy	Procurement Policy	June 2023
List of suppliers and contractors used by our organisation	List of Suppliers and Contractors	December 2024
Information about regulated procurement contracts awarded (value, scope, duration)	Schedule of Regulated Procurement Exercises	Under review

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	Last reviewed (date)
Annual Report	Annual Reports	January 2026
Landlord Report	Scottish Housing Regulator website	January 2026
Performance Standards / KPIs	Scottish Housing Regulator website	January 2026
Benchmarking information	Scottish Housing Regulator website	January 2026
Complaints policy, guidance and forms	Guide to our Complaints Handling Procedure	January 2026
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Annual complaints report	January 2026
Tenant scrutiny reports: <ul style="list-style-type: none">• Customer Service Standards• Void Standard• Estate Management• Allocations• Close cleaning• Damp and Mould	Service Improvement Group Scrutiny Reports	January 2026

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.

The information we publish under Class 8 includes:	How to access it	Last reviewed (date)
Glen Oaks 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.

The information we publish under Class 9 includes:	How to access it	Last reviewed (date)
Glen Oaks Housing Association does not hold or publish any information under this class.		