

MOLENDINAR PARK HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: 30th October 2019

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.

Molendinar Park 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	10p per A4 sheet
Print in colour	20p per A4 sheet
Posted document	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:

Daradjeet Jagpal

Data Protection Officer

Molendinar Park Housing Association

3 Graham Square

Glasgow

G31 1AD

Tel: 07307 051 295

Visit our website at www.molendinar.org.uk

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 **[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.

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:

Daradjeet Jagpal

Data Protection Officer

Molendinar Park Housing Association

3 Graham Square

Glasgow

G31 1AD

Tel: 07307 051 295

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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

¹ In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.

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	See hyperlinks below.
Class 1 – About Molendinar Park Housing Association <i>Information about Molendinar Park 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	https://molendinar.org.uk/
Area(s) of operation	https://molendinar.org.uk/our-communities
Key activities; strategic/corporate plan(s)	https://molendinar.org.uk/about
Business Plan (or summary)	In progress
Location and opening arrangements	
Address	https://molendinar.org.uk/contact
Telephone number and e-mail address for general enquiries	https://molendinar.org.uk/contact
opening times	Monday to Thursday 9-5pm. Friday 9-4pm.
General contact arrangements	https://molendinar.org.uk/contact
local/area office contact details	https://molendinar.org.uk/contact
Contact details for making a complaint	https://molendinar.org.uk/make-a-complaint-or-compliment
Information relating to Freedom of Information	
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	AVAILABLE FROM 11 NOVEMBER 2019
Freedom of Information	AVAILABLE FROM 11 NOVEMBER 2019

policies and procedures	
Charging Schedule for environmental information provided in response to requests made under EIRs	REFER TO CHARGING THIS DOCUMENT.
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	https://molendinar.org.uk/our-committee
Description of the role of the Governing Body - governance structure chart (including sub-committees and working groups); - remits for governing body and any	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/GOVERNANCE/1-Governing-Body-Member's-role-description.pdf

sub-comm ittees	
How to become part of the governing body	https://molendinar.org.uk/community-matters
About our staff	
List of senior management team, including professional biography and contact details	https://molendinar.org.uk/our-staff
Organisational structure	https://molendinar.org.uk/our-staff
Governance Documents and Corporate Policies	
Rules/Articles	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/GOVERNANCE/Rules-(rev-4Jan18)-(3).pdf
Standing Orders	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/GOVERNANCE/3-Standing-Orders.pdf
Membership Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Membership-Policy.pdf
Code of Conduct for Staff	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/GOVERNANCE/Code-of-Conduct-for-Staff.pdf
Code of Conduct for Governing Body Members	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/GOVERNANCE/2-Code-of-Conduct-for-Governing-Body-Members.pdf
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/GOVERNANCE/Entitlement-Payments-and-Benefits-policy.pdf
Register of Interests	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/GOVERNANCE/REGISTER-OF-INTERESTS.pdf
Equalities Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Equality-and-Diversity-Policy.pdf
Health and Safety Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Health-and-Safety-Policy-MENTOR.pdf
Sustainability Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/GOVERNANCE/Sustainability-Policy-Sep-19-to-Sep-2022.pdf

Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://molendinar.org.uk/assets/UPLOADS/DOCUMENTS/2019/Molendinar-Park-Housing-Association-EP.pdf
Assurance Statement	https://molendinar.org.uk/assets/UPLOADS/DOCUMENTS/2019/Assurance-Statement.pdf
Annual Return on Charter Submission to SHR	https://directory.scottishhousingregulator.gov.uk/Pages/LandlordSummary.aspx?LAtoZNameQS=7935826A-CFA9-E311-93F1-005056B555E6
Financial Returns to SHR	https://directory.scottishhousingregulator.gov.uk/Pages/LandlordSummary.aspx?LAtoZNameQS=7935826A-CFA9-E311-93F1-005056B555E6
Charter report to tenants	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/FINANCIAL/Annual-Report-Aug-2019.pdf
Internal and External Audit arrangements	https://molendinar.org.uk/assets/UPLOADS/DOCUMENTS/2019/Molendinar-HA-Strategic-Internal-Audit-Programme-Audit-Plan-2019-20.pdf
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	https://molendinar.org.uk/our-homes-and-services
How to report a repair	https://molendinar.org.uk/report-a-repair
Right to Repair information	https://molendinar.org.uk/report-a-repair
How to apply for a house	https://molendinar.org.uk/applying-for-a-home
How to get information about tenancy support	https://molendinar.org.uk/key-information
How to make a complaint	https://molendinar.org.uk/make-a-complaint-or-compliment
How to speak to a housing officer	https://molendinar.org.uk/contact
How we consult with tenants and other customers to inform and improve service	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Tenant-Engagement-Strategy.pdf

delivery and develop new services	
Policies and Procedures	
Allocations Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Allocations-Policy-April-19-to-April-22.pdf
Adaptation Policy (known as alteration and Improvement policy)	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Alterations-and-Improvements-Policy.pdf
Anti-Social Behaviour Policy (draft as this policy is out to tenant consultation for 3 months as of 23 rd October 2019)	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Anti-social-Behaviour-Policy-2019-Draft.pdf
Asbestos Management Policy Adopted via Mentor-3 rd Party	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Asbestos-Management-Policy.pdf
Arrears Management Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Arrears-Prevention-Management-and-Recovery-Policy.pdf
Data Protection Policy	In Progress
Environmental Information Regulations Policy (EIR) Adopted via third party MENTOR	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Environmental-Policy.pdf
Equality and Diversity Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Equality-and-Diversity-Policy.pdf
Estate Management Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Estate-Management-Policy.pdf

Health and Safety Policy and procedures	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Health-and-Safety-Policy-MENTOR.pdf
Legionnaires Inspection/Prevention Policy (Adopted via MENTOR-3 rd Party) page 287	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Health-and-Safety-Policy-MENTOR.pdf
Procurement Policy	
Risk Management Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Risk-Management-Strategy.pdf
Rent Setting Policy	IN PROGRESS
Repairs Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Right-to-Repairs-Policy.pdf
Sustainability Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/GOVERNANCE/Sustainability-Policy-Sep-19-to-Sep-2022.pdf
Tenant Engagement Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Tenant-Engagement-Strategy.pdf
Tenancy Sustainment Policy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/GOVERNANCE/Sustainability-Policy-Sep-19-to-Sep-2022.pdf
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 including reports/papers and agendas	https://molendinar.org.uk/meeting-and-minutes
Consultation and Participation	
Tenant Participation Strategy	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Tenant-Engagement-Strategy.pdf
Consultation reports noting the outcome of any	https://molendinar.org.uk/assets/UPLOADS/DOCUMENTS/2019/Tenant-Satisfaction-Survey-Results-2018.pdf

recent consultations with tenants/others	
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	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/FINANCIAL/Annual-Report-Aug-2019.pdf
Audited accounts	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/FINANCIAL/ACCS-AUD-MCM-Molendinar%20Park%2031%20March%202019.pdf
Budget policies and procedures	
Budget allocation to key service areas	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/FINANCIAL/Annual-Report-Aug-2019.pdf
Our programme of work and projects	
Brief details of any project funding and how it's being spent	AVAILABLE ON REQUEST
Capital works programme/plan s information (annual programme figure)	AVAILABLE ON REQUEST
Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Entitlement-Payments-and-Benefits-Policy.pdf
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Entitlement-Payments-and-Benefits-Policy.pdf
Board member remuneration other than expenses	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Entitlement-Payments-and-Benefits-Policy.pdf
Pay and grading structure (levels	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Entitlement-Payments-and-Benefits-Policy.pdf

of pay rather than individual salaries)	
General information about staff pension scheme	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/POLICIES/Entitlement-Payments-and-Benefits-Policy.pdf
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Staffing structure	https://molendinar.org.uk/our-staff
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/COMMITTEE/Employment-Law-Contract%20.pdf
Internal procedures relating to the above (where available)	AVAILABLE ON REQUEST
Physical Resources	
Management of our land and property assets, including environmental/su	AVAILABLE ON REQUEST

stainability reports	
General description of our land and property holdings	AVAILABLE ON REQUEST
Estate development plans	AVAILABLE ON REQUEST
Information Resources	
Records management policy and records management plan, including records retention schedule	AVAILABLE ON REQUEST
Data protection or privacy policy	https://molendinar.org.uk/assets/UPLOADS/DOCUMENTS/2019/GDP R-MPHA-Fair-Processing-Notice.pdf
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	AVAILABLE ON REQUEST
List of suppliers and contractors used by organisation	AVAILABLE ON REQUEST

(provided to staff under our Entitlements Payments and Benefits Policy)	
Information about regulated procurement contracts awarded (value, scope, duration)	AVAILABLE ON REQUEST
Our Procurement	
Procurement Policy and procedures	AVAILABLE ON REQUEST
Information on how to tender for work and invitations to tender	AVAILABLE ON REQUEST
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	AVAILABLE ON REQUEST
Links to procurement information we publish on Public Contracts Scotland website	AVAILABLE ON REQUEST
Framework Agreements	AVAILABLE ON REQUEST
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	https://molendinar.org.uk/assets/UPLOADS/DOWNLOADS/FINANCIAL/Annual-Report-Aug-2019.pdf

ARC report to tenants	https://directory.scottishhousingregulator.gov.uk/Pages/LandlordSummary.aspx?LAtoZNameQS=7935826A-CFA9-E311-93F1-005056B555E6
Performance Standards/indicators	https://molendinar.org.uk/assets/UPLOADS/DOCUMENTS/2019/Landlord-Report.PDF
Benchmarking information	AVAILABLE ON REQUEST
Complaints policy, guidance and forms	https://molendinar.org.uk/make-a-complaint-or-compliment
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	AVAILABLE ON REQUEST
Press releases	https://molendinar.org.uk/press-cuttings-and-articles
Newsletters	https://molendinar.org.uk/documents
Events	AVAILABLE ON REQUEST
Testimonials	NA
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 Molendinar Park Housing association as we do not produce any publications for sale.	Not applicable
Class 9 – Our open data Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence.	
This class does not apply to Molendinar Park Housing Association	Not applicable

