



GUIDE TO INFORMATION

Reference	CS-CC-05
Information Classification	Public
Review Frequency	Annual
Date Reviewed/Approved	December 2025
Next Review Due Date	October 2026
Applicable Committee(s)	Management Committee
Owner - role	Compliance Advisor

Record of Updates/Changes			
Version	Date Approved	Approved By	Changes
1	28 October 2019	Management Committee	
2	26 October 2020	Management Committee	
3	October 2021	Management Committee	Links Updated
4	October 2022	Management Committee	Links Updated
5	October 2023	Management Committee	Links Updated
6	October 2024	Management Committee	Links Updated
7	December 2025	Management Committee	Links Updated

CASTLEHILL HOUSING ASSOCIATION GUIDE TO INFORMATION

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 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.

Castlehill 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
CD Rom	Cost of CD Rom
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:

Alison Watson

Compliance Advisor

Alison.Watson@castlehillha.co.uk

01224 628103

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 Management Committee/Sub committee 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

Environmental Information

Environmental information is provided under the Environmental Information (Scotland) Regulations 2004 (EIRs) rather than FOISA. The rules for charging for environmental information are slightly different. In responding to requests for information under the EIRS, we are entitled to charge a reasonable amount towards making the information available. Charges may be made for locating, retrieving and providing information to you. 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 Castlehill Housing Association (CHA) of providing the information.

Charges will not be made for:

- The initial cost of determining whether CHA holds the requested information
- Time taken to decide whether information can be released
- Providing information in a specific format in order to meet CHA's duties under equalities legislation

Photocopying is charged at

- 10p per A4 sheet for black and white copying
- 20p 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 using the hourly salary rate (including pension and national insurance costs) to a maximum of £15 per person per hour.

Where information costs up to £600 to provide, you will be asked to pay 10% of the cost. 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.

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:

Alison Watson

Compliance Advisor

Alison.Watson@castlehillha.co.uk

01224 628103

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
Class 1 – About Castlehill Housing Association	
<i>Information about Castlehill 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://www.castlehillha.co.uk/about-us/our-activities/
Vision	https://www.castlehillha.co.uk/about-us/our-activities/
Values	https://www.castlehillha.co.uk/about-us/our-activities/
Corporate Objectives	https://www.castlehillha.co.uk/about-us/our-activities/
Area(s) of operation	https://www.castlehillha.co.uk/about-us/our-activities/
Key activities; strategic/corporate plan(s)	https://www.castlehillha.co.uk/about-us/our-activities/
Business Plan (or summary)	https://www.castlehillha.co.uk/about-us/our-activities/
Location and opening arrangements	
Address	https://www.castlehillha.co.uk/contact-us/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://www.castlehillha.co.uk/contact-us/
Opening times	https://www.castlehillha.co.uk/contact-us/
General contact arrangements	https://www.castlehillha.co.uk/contact-us/
Local/area office contact details	https://www.castlehillha.co.uk/contact-us/
Contact details for making a complaint	https://www.castlehillha.co.uk/complaints/

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

Information	Where to access
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This Document
Charging Schedule for Published Information	This Document (See Page 2) https://www.castlehillha.co.uk/about-us/foi/
Contact details and advice on making an FOI request	https://www.castlehillha.co.uk/about-us/foi/
Freedom of Information policies and procedures	https://www.castlehillha.co.uk/about-us/foi/
Charging Schedule for environmental information provided in response to requests made under EIRs	This Document (See Page 4-5)
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member Professional biographical details office-bearing responsibilities when they became an office-bearer 	https://www.castlehillha.co.uk/about-us/management-committee/
Description of the role of the Governing Body <ul style="list-style-type: none"> governance structure chart (including sub-committees and working groups); remits for governing body and any sub-committees 	https://www.castlehillha.co.uk/about-us/management-committee/
How to become part of the governing body	https://www.castlehillha.co.uk/about-us/management-committee/

Information	Where to access
About our staff	
List of senior management team, including professional biography and contact details	https://www.castlehillha.co.uk/about-us/our-team/
Organisational structure	https://www.castlehillha.co.uk/about-us/our-team/
Governance Documents and Corporate Policies	
Rules/Articles	https://www.castlehillha.co.uk/about-us/publications/
Standing Orders	https://www.castlehillha.co.uk/about-us/publications/
Membership Policy	https://www.castlehillha.co.uk/about-us/publications/
Code of Conduct for Staff	https://www.castlehillha.co.uk/about-us/publications/
Code of Conduct for Governing Body Members	https://www.castlehillha.co.uk/about-us/publications/
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.castlehillha.co.uk/about-us/publications/
Register of Interests	This information is available upon request.
Equalities Policy	https://www.castlehillha.co.uk/about-us/publications/
Health and Safety Policy	https://www.castlehillha.co.uk/about-us/publications/
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Engagement plan from 1 April 2025 to 31 March 2026 Scottish Housing Regulator
Assurance Statement	https://www.castlehillha.co.uk/about-us/regulation/
Annual Return on Charter Submission to SHR	https://www.castlehillha.co.uk/about-us/regulation/
Financial Returns to SHR	https://www.castlehillha.co.uk/about-us/publications/

Information	Where to access
Charter report to tenants	https://www.castlehillha.co.uk/about-us/publications/
Internal and External Audit arrangements	https://www.castlehillha.co.uk/regulation/
Group Details	
Details of our subsidiaries/parent organisation	https://www.castlehillha.co.uk/about-us/our-activities/
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://www.castlehillha.co.uk/about-us/our-activities/
How to report a repair	https://www.castlehillha.co.uk/repairs/arrange-repairs/
Right to Repair information	https://www.castlehillha.co.uk/repairs/right-to-repair/
How to apply for a house	https://www.castlehillha.co.uk/how-to-apply/
How to get information about tenancy support	Useful contacts – Castlehill Housing Association (castlehillha.co.uk) https://www.castlehillha.co.uk/key-project/
How to make a complaint	https://www.castlehillha.co.uk/complaints/
How to speak to a housing officer	https://www.castlehillha.co.uk/contact-us/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://www.castlehillha.co.uk/tenant-participation/
Policies and Procedures	
Allocations Policy	https://www.castlehillha.co.uk/about-us/publications/
Adaptations Policy	https://www.castlehillha.co.uk/about-us/publications/

Information	Where to access
Anti-Social Behaviour Policy	https://www.castlehillha.co.uk/about-us/publications/
Asbestos Management Policy	https://www.castlehillha.co.uk/about-us/publications/
Arrears Management Policy	https://www.castlehillha.co.uk/about-us/publications/
Asset Management Policy (including stock condition information)	https://www.castlehillha.co.uk/about-us/publications/
Data Protection Policy	https://www.castlehillha.co.uk/about-us/data-protection/
Equality and Diversity Policy	https://www.castlehillha.co.uk/about-us/publications/
Estate Management Policy	https://www.castlehillha.co.uk/about-us/publications/
Health and Safety Policy and procedures	https://www.castlehillha.co.uk/about-us/publications/
Legionnaires Inspection/Prevention Policy	https://www.castlehillha.co.uk/about-us/publications/
Procurement Policy	https://www.castlehillha.co.uk/about-us/publications/
Risk Management Policy	https://www.castlehillha.co.uk/about-us/publications/
Rent Setting Policy	https://www.castlehillha.co.uk/about-us/publications/
Repairs Policy	https://www.castlehillha.co.uk/about-us/publications/
Tenant Engagement Policy	https://www.castlehillha.co.uk/about-us/publications/
Tenancy Sustainment Policy	https://www.castlehillha.co.uk/key-project/
<p>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></p>	
<p>Governing Body Meetings</p>	

Information	Where to access
Governing body meeting minutes	https://www.castlehillha.co.uk/about-us/management-committee/
Governing body meeting reports/papers	https://www.castlehillha.co.uk/about-us/management-committee/
Governing body agendas	https://www.castlehillha.co.uk/about-us/management-committee/
Consultation and Participation	
Tenant Participation Strategy	https://www.castlehillha.co.uk/about-us/publications/
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.castlehillha.co.uk/tenants/getting-involved/
Registered Tenant Organisations	251203-Public-Register-of-RTOs.pdf
<p>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></p>	
Information about our accounts and budgets	
Description of funding sources	https://www.castlehillha.co.uk/about-us/our-activities/
Audited accounts	https://www.castlehillha.co.uk/about-us/publications/
Budget policies and procedures	https://www.castlehillha.co.uk/about-us/publications/
Budget allocation to key service areas	50% Property Services 30% Housing Management 20% Office Admin
Our programme of work and projects	
Capital works programme/plans information (annual programme figure)	Day to day reactive repairs which are expensed in the income statement - £2.2m Planned maintenance costs which are expensed in the income statement - £0.5m Planned maintenance costs for component replacement e.g. kitchens, bathrooms etc - £1.2m Development spend on new build properties - £0
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Internal resources – Castlehill Housing Association (castlehillha.co.uk)
Senior staff/governing body member expenses at category level e.g. travel,	https://www.castlehillha.co.uk/about-us/management-committee/

Information	Where to access
subsistence and accommodation	
Board member remuneration other than expenses	https://www.castlehillha.co.uk/about-us/management-committee/
Pay and grading structure (levels of pay rather than individual salaries)	https://www.castlehillha.co.uk/about-us/publications/
General information about staff pension scheme	Defined Contribution Scheme Options
<p>Class 5 – How we manage our resources <i>Information about how we manage our human, physical and information resources</i></p>	
<p>Human resources</p>	
Staffing structure	https://www.castlehillha.co.uk/about-us/our-team/
<p>Human resources policies, covering:</p> <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	https://www.castlehillha.co.uk/about-us/publications/
Summary of professional organisations/trade bodies of which we are a member	Chartered Institute of Housing (CIH) Institute of Chartered Accountants of Scotland (ICAS)

Information	Where to access
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://www.castlehillha.co.uk/about-us/publications/ (Asset Management Strategy)
General description of our land and property holdings	https://www.castlehillha.co.uk/our-homes/
Information Resources	
Data protection or privacy policy	https://www.castlehillha.co.uk/about-us/data-protection/
<p>Class 6 - How we procure goods and services from external providers <i>Information about how we procure works, goods and services, and our contracts with external providers.</i></p>	
Our Contractors and suppliers	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	This information is available upon request.
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	This information is available upon request.
Information about regulated procurement contracts	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562

Information	Where to access
awarded (value, scope, duration)	
Our Procurement	
Procurement Policy and procedures	https://www.castlehillha.co.uk/about-us/publications/
Information on how to tender for work and invitations to tender	https://www.publiccontractsscotland.gov.uk/ Or contact Castlehill Housing Association by email to info@castlehillha.co.uk or by post to 4 Carden Place, Aberdeen, AB10 1UT
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562
Framework Agreements	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562
Class 7 – How we are performing <i>Information about how we perform as an organisation, and how well we deliver our functions and services</i>	
Annual Report	https://www.castlehillha.co.uk/about-us/publications/
ARC report to tenants	https://www.castlehillha.co.uk/about-us/publications/
Performance Standards/indicators	Publications – Castlehill Housing Association (castlehillha.co.uk)
Complaints policy, guidance and forms	https://www.castlehillha.co.uk/complaints/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://www.castlehillha.co.uk/complaints/

Information	Where to access
<p>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></p>	
<p>This class does not apply to Castlehill Housing Association as we do not produce any publications for sale.</p>	<p>Not applicable</p>
<p>Class 9 – Our open data <i>Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence.</i></p>	
<p>This class does not apply to Castlehill Housing Association.</p>	<p>Not applicable</p>