



# Guide to Information

## Terms used in this document

Term used	Explanation
The Commissioner	The Scottish Information Commissioner
FOISA	The Freedom of Information (Scotland) Act 2002
EIRs	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	Model Publication Scheme
Guide to Information	A guide that every public authority adopting the MPS must produce to help people access the information that the authority makes available
MPS Principles	The six key principles with which all authorities adopting the MPS must comply
Classes of information	Nine broad categories describing the types of information authorities must publish (if the information is held)

## 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.

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

## Formats other than on line

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, 20p per A3 sheet
Print in colour	20p per A4 sheet, 40p per A3 sheet
CD Rom	50p
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:

[foi@arkha.org.uk](mailto:foi@arkha.org.uk) 0131 447 9027

## 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 of Management or 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

## 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: [foi@arkha.org.uk](mailto:foi@arkha.org.uk) 0131 447 9027

## The information 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.

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.

Class 1 - About Ark, Information about Ark, who we are, where to find us, how to contact us, how we are managed, and our external relations.	
Description of who we are	<a href="#">Our vision, mission and values</a>
	<a href="#">Our corporate objectives</a>
	<a href="#">Our areas of operation</a>
	<a href="#">Our business plan</a>
	<a href="#">Our tenant's handbook can be found here</a>
Location and Opening Arrangements	<a href="#">Address, telephone number and email address for general enquiries</a>
	<a href="#">Opening Times</a>
	<a href="#">Housing Team Details</a>
	<a href="#">Contact details for making a complaint</a>
Information relating to Freedom of Information	This document is our Publication Scheme and Guide to Information
	This document provides information on charging
	<a href="#">Contact details and advice on making an FOI request</a>
	<a href="#">Freedom of Information and EIR Policy</a>
	<a href="#">Freedom of Information Procedure</a>
	<a href="#">Charging schedule for environmental information provided in response to requests under the EIRs</a>
About our Governing Body	<a href="#">Board of Management Members</a>
	<a href="#">Information on the role of the Governing Body, Governance structure and Sub-Committees</a>
	<a href="#">information on Board of Management and Sub-Committee remits</a>
	<a href="#">How to Become Part of the Governing Body</a>
About Our Staff	<a href="#">Our Executive Team</a>
	<a href="#">Our Leadership Team</a>
	<a href="#">Our Organisational chart</a>

Governance Documents and Corporate Policies	<a href="#">Our Rules</a>
	<a href="#">Our Standing Orders</a>
	<a href="#">Our Membership Policy</a>
	<a href="#">Our Code of Conduct for staff</a>
	<a href="#">Our Code of Conduct for Governing Body Members</a>
	<a href="#">Our Entitlements Payments and Benefits Policy</a>
	<a href="#">Our Expenses Policy can be accessed here</a>
	<a href="#">Our Equality Policy</a>
	<a href="#">Our Health and Safety Policy</a>
Relationships with Regulators	<a href="#">Our Legal and Regulatory Framework</a>
Group details	<a href="#">Our subsidiary Ark Services Ltd</a>
	<a href="#">Our subsidiary Ark Commercial Investment</a>

Class 2 - How we deliver our functions and services, Information about our work, our strategy and policies for delivering services and information for our service users.

How to use our services	<a href="#">Information on our Housing Services</a>
	<a href="#">Information on our Care and Support services</a>
	<a href="#">How to Report a Repair</a>
	<a href="#">Repairs and Maintenance Responsibilities information</a>
	<a href="#">Right to Repair information</a>
	<a href="#">How to Apply for a House</a>
	<a href="#">How to Get Information about Tenancy Support</a>
	<a href="#">How to Make a Complaint</a>
	<a href="#">How to Speak to a Housing Officer</a>
	<a href="#">How we Consult with Tenants and Other Customers to inform and improve service delivery and develop new services</a>
Policies and procedures	<a href="#">All Ark Policies and Procedures can be accessed from this page</a>
	<a href="#">Housing Policies &amp; Procedures</a>
	<a href="#">Asset Management Policies and Procedures</a>
	<a href="#">Allocations Policy</a>
	<a href="#">Landlord Responsibilities Policy</a>
	<a href="#">Control of Asbestos Procedure</a>
	<a href="#">Rent Collection Policy</a>
	<a href="#">Data Protection Policy</a>
	<a href="#">Equality and Diversity Policy</a>
	<a href="#">Estate Management Procedure</a>
	<a href="#">Health and Safety Policy and procedures</a>
	<a href="#">Legionella and Water Hygiene Management Procedure</a>
	<a href="#">Procurement of Goods and Services Policy</a>
<a href="#">Risk Management Policy</a>	
<a href="#">Rent Charging Policy</a>	

	<a href="#">Right to Repair Procedure</a>
	<a href="#">Reactive Repairs Procedure</a>
	<a href="#">Rechargeable Repairs Procedure</a>
	<a href="#">Sustainability and Environmental Policy</a>
	<a href="#">Tenant Consultation and Participation Policy</a>
	<a href="#">Sustaining Tenancies Policy</a>

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.

Governing Body Meetings	<a href="#">Board of Management Meeting Minutes</a>
	Please email <a href="mailto:foi@arkha.org.uk">foi@arkha.org.uk</a> if there are any reports or papers you wish to view
	<a href="#">Board of Management Agendas</a>
Consultation and Participation	<a href="#">Our Tenant Consultation and Participation Policy</a>
	<a href="#">Information in relation to our recent consultations</a>
	<a href="#">Our Tenant and Supported Person Scrutiny Panel</a>

Class 4 - What we spend and how we spend it, Information about our strategy for, and management of, financial resource

Information about our accounts and budgets	<a href="#">Information on our funding sources can be accessed in our audited accounts</a>
	<a href="#">Ark's annual accounts can be accessed here</a>
	<a href="#">Ark's Finance Policies and Procedures can be accessed here</a>
Our programme of works and projects	<a href="#">New Developments</a>
	<a href="#">Capital Works Programmes/Plans Information</a>
Spending relating to staff and governing body	<a href="#">Our Expenses and Allowances Policy</a>
	<a href="#">Information on Senior Staff/ Governing Body Members' expenses</a>
	<a href="#">Information on our pay and grading structure for Care and Support</a>
	<a href="#">Information on our pay and grading structure for Head Office roles can be accessed here</a>
	<a href="#">General Information about Investments and Staff Pension Scheme</a>

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.

Human Resources	Ark's People and Organisational Development Strategy is currently under development. For further information contact <a href="#">Michael Catlin, Head of People and Organisational Development</a>
	<a href="#">Our Staffing Structure, as set out in our organisational chart, can be accessed here</a>
	<a href="#">Our Human Resources Policies, Procedures and Guidelines</a>
	<a href="#">Our Collective Agreement with Unite the Union</a>
	<a href="#">Summary of Professional Organisations/ Trade Bodies of which we are a member</a>
Physical Resources	Asset Management Strategy under Development, for further details please contact <a href="#">Caryn Innes   Ark Housing (arkha.org.uk)</a>
	<a href="#">Our most recent report on compliance with the Scottish Housing Quality Standard</a>
	<a href="#">Our most recent report on compliance with the Energy Efficiency Standard for Social Housing</a>
	<a href="#">Information provided to the Scottish Housing Regulator in relation to our land and property holdings</a>
	We are currently working on development proposals in Penicuik and Livingston. For further details please contact <a href="#">Caryn Innes   Ark Housing (arkha.org.uk)</a>
Information Resources	<a href="#">Ark's Records Management Procedure</a>
	<a href="#">General Privacy Notice</a>
	<a href="#">Privacy Notice – Supported Person</a>
	<a href="#">Privacy Notice – Board Member</a>
	<a href="#">Privacy Notice – Employees</a>
	<a href="#">Privacy Notice – Housing Applicants and Tenants</a>
	<a href="#">Privacy Notice - Ark Services Ltd</a>
<a href="#">Data Protection Policy</a>	

**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	<a href="#">Information about our key service delivery contractors</a>
	<a href="#">Information about our regulated Procurement Contracts awarded</a>
	<a href="#">Our Procurement of Goods and Services policy</a>
	<a href="#">Our Prices, Quotations and Tenders Procedure</a>
	<a href="#">Register of contracts awarded, which have gone through formal tendering, including name of supplier, period of contract and value</a>

Our procurement	<a href="#">Information in relation to Ark as a buyer on the Public Contracts Scotland website can be accessed here</a>
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Class 7 - How we are performing- Information about how we perform as an organisation, and how well we deliver our functions and services.	
How we are performing	<a href="#">Our audited accounts</a>
	<a href="#">Our submissions to the Scottish Housing Regulator</a>
	<a href="#">Our Annual Report of the Scottish Social Housing Charter in easy-read format</a>
	<a href="#">Ark's SHR Landlord Report</a>
	<a href="#">Ark's Complaints Policy</a>
	<a href="#">Contact details for making a complaint</a>
	<a href="#">Complaint update reports</a> Our Tenant and Supported Person Scrutiny Group reports via our quarterly newsletter, and this can be accessed <a href="#">here</a>

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.
This Class does not apply to Ark Housing Association Ltd as we do not produce any publications for sale

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.
This Class does not apply to Ark Housing Association Ltd