



GUIDE TO INFORMATION

BACKGROUND

Established in 1977, Maryhill Housing is a community-based housing association operating in Maryhill and Ruchill in North West Glasgow. We are responsible for the management of over 3000 rented homes and provide factoring services to a further 700. Our Vision is to provide Great homes in strong and thriving communities. We also have four core values to guide everything that we do, both as an organisation and as individuals. These values are: Think customer first, Celebrate diversity, Deliver on our promises, and Keep improving.

As a housing association we became subject to the Freedom of Information (Scotland) Act 2002 (FOISA) in November 2019. Amongst the various requirements of the Act is the need to produce and maintain a publication scheme that details 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.

Maryhill Housing has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme, which can be accessed here:

www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx

TERMS WE USE

Term	What it means
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>
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>

Term	What it means
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>
Classes of Information	<i>Nine broad categories describing the types of information authorities should publish (if they hold it).</i>

OUR FREEDOM OF INFORMATION PROCESS

A Freedom of Information (FOI) request can be made to any of our members of staff or by emailing foi@maryhill.org.uk. Requests must be made in writing and should clearly describe what information you are looking for. You must provide your real name as well as an address for correspondence – this can be an email or postal address, though an email address is preferred as this is the best way for us to send you the information you have requested quickly and safely.

We aim to respond to all FOI requests within **20 working days** from having received them. If your request is more complex and is likely to take longer we will always let you know.

There may be some information that we do not hold or that we cannot disclose. Such exemptions are defined by the Scottish Information Commissioner. You can read more about them here:

www.itspublicknowledge.info/YourRights/WhatMightINotSee.aspx

You can access more information on our FOI process on our website:

www.maryhill.org.uk/about-us/freedom-of-information

AVAILABILITY

All of the information listed in this Guide is available on our website (unless stated), and completely free to access online. When we review any document – e.g. our policies – to avoid confusion we will only publish the current version once it has been updated.

We understand that not everyone will have online access and where this is the case you can contact us to view the information in our office.

If you would like a printed copy of any of the information listed in this Guide, unfortunately we may have to charge a small fee. 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
Optical Media (e.g. CD, DVD)	50p
Posted items	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@maryhill.org.uk or call the Corporate Support team on 0141 946 2466.

OTHER CHARGES

If you submit a request to us for information that is not available in this Guide the charges will be based on the following calculations:

- There will be no charge for information requests that cost us £100 or less to process.
- Over and above this amount we may choose to charge a fee, depending on the complexity of the request and the time it is expected to take to compile.
- In calculating any fee, staff time will be calculated at actual cost per staff members' hourly salary rates 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.
- We are not obliged to respond to requests that will cost us over £600 to process.

INFORMATION WE CANNOT PUBLISH

While we will try to make all of the information we have detailed available, in rare cases there may be some information that we cannot disclose. 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.

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.

ADVICE AND ASSISTANCE

In addition to publishing information and dealing with FOI requests, we also have a duty to advise and assist those wishing to access information. We can do this by directing you to existing information on our own or other organisations' websites, or by helping you write the detail of your FOI request.

If you require any advice or assistance in relation to FOI, you can contact us in the following ways:

- Emailing foi@maryhill.org.uk or enquiries@maryhill.org.uk
- Phoning 0141 946 2466
- Sending us a letter or dropping in to our Garrioch Road office: 45 Garrioch Road, Maryhill, G20 8RG

INFORMATION WE HAVE AVAILABLE

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 the Scottish Government and Councils – this means that not all of the categories in the MPS apply to housing associations.

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

Class 1 – About Maryhill Housing

Information about who we are, where to find us, how to contact us, how we are managed and our external relations.

Information	Where to access
Descriptions of who we are	
Our History	www.maryhill.org.uk/about-us/our-history
Corporate Plan, including Vision, Values and Objectives	www.maryhill.org.uk/about-us
Our housing stock and area of operation	www.maryhill.org.uk/about-us/our-housing-stock
Facebook page	www.facebook.com/MaryhillHousing

Information	Where to access
Twitter feed	https://twitter.com/MaryhillHousing
Newsletters & Other Publications	www.maryhill.org.uk/about-us/annual-reports-and-newsletters
Location and opening arrangements	
Main office address, telephone number, e-mail address and opening times	www.maryhill.org.uk/contact-us
Public holidays	www.maryhill.org.uk/about-us
Address of Glenavon Neighbourhood Station	www.maryhill.org.uk/contact-us
About our Board	
List of Board members <ul style="list-style-type: none"> ▪ Names and photos ▪ When they became a Board member ▪ Office-bearing responsibilities 	www.maryhill.org.uk/about-us/the-maryhill-board
Description of the role of the Board and remits for our sub-committee	www.maryhill.org.uk/about-us/board-structure
How to become part of the Board	www.maryhill.org.uk/about-us/joining-the-association
How to become a shareholder	www.maryhill.org.uk/about-us/joining-the-association
About our staff	
Our Chief Executive and Directors	www.maryhill.org.uk/about-us/our-people
Our Housing Management Team	www.maryhill.org.uk/about-us/our-housing-officers
Organisational structure	www.maryhill.org.uk/about-us/jobs
Current vacancies	www.maryhill.org.uk/about-us/jobs
Governance Documents and Corporate Policies	
Maryhill Housing Association Rules	www.maryhill.org.uk/about-us/our-policies
Standing Orders and Financial Regulations	www.maryhill.org.uk/about-us/our-policies
Scheme of Delegation	www.maryhill.org.uk/about-us/our-policies
Code of Conduct for Board members	www.maryhill.org.uk/about-us/our-policies
Community Regeneration Strategy	www.maryhill.org.uk/about-us/our-policies
Complaints Policy	www.maryhill.org.uk/about-us/our-policies
Complaints Procedures	www.maryhill.org.uk/about-us/our-policies
Development Policy	www.maryhill.org.uk/about-us/our-policies
Donations Policy	www.maryhill.org.uk/about-us/our-policies
Equality and Diversity Strategy	www.maryhill.org.uk/about-us/our-policies
Equality, Diversity and Inclusion Policy	www.maryhill.org.uk/about-us/our-policies
Fraud Policy & Procedures	www.maryhill.org.uk/about-us/our-policies
Health and Safety Policy	www.maryhill.org.uk/about-us/our-policies
Whistleblowing Policy	www.maryhill.org.uk/about-us/our-policies

Information	Where to access
Relationship with Regulators	
Engagement Plan with the Scottish Housing Regulator	www.maryhill.org.uk/about-us/how-we-are-performing
Assurance Statement	www.maryhill.org.uk/about-us/how-we-are-performing
Financial Returns to the Scottish Housing Regulator	www.maryhill.org.uk/about-us/annual-accounts-and-financial-statements
Group Details	
Details of our subsidiary – Maryhill Communities Ltd (<i>currently dormant – basic details available only</i>)	https://beta.companieshouse.gov.uk/company/SC398293

Class 2 – How we deliver our functions and services

Information about our work, our strategy and policies for delivering services and information for our customers..

Information	Where to access
How to use our services	
How to apply for a house	www.maryhill.org.uk/our-tenants/how-to-apply-for-a-house
How to report a repair – including Right to Repair	www.maryhill.org.uk/our-tenants/how-to-report-a-repair
How to pay your rent	www.maryhill.org.uk/our-tenants/how-to-pay-your-rent
Maintaining & improving your home	www.maryhill.org.uk/our-tenants/maintaining-and-improving-your-home-and-community
Landscaping & grounds maintenance	www.maryhill.org.uk/our-tenants/maintaining-and-improving-your-home-and-community/landscaping-grounds-maintenance-service
Tenants' Insurance	www.maryhill.org.uk/our-tenants/tenants-insurance
Financial Support	www.maryhill.org.uk/our-tenants/welfare-rights
Caretakers & Neighbourhood Officers – Handyperson Service	www.maryhill.org.uk/our-tenants/neighbourhood-officers
Customer Portal – My Home	https://selfservice.maryhill.org.uk/auth/login?r=dashboard
Factoring Service	www.maryhill.org.uk/our-home-owners/factoring-service
Insurance for Owner Occupiers	www.maryhill.org.uk/our-home-owners/insurance-for-owner-occupiers

Information	Where to access
Customer Kitty information	www.maryhill.org.uk/our-community/customer-kitty
How to make a complaint	www.maryhill.org.uk/about-us/make-a-complaint
Anti-Social Behaviour	www.maryhill.org.uk/our-community/anti-social-behaviour
The Community Fund	www.maryhill.org.uk/our-community/the-community-fund
Maryhill Online	www.maryhill.org.uk/our-community/maryhill-online
Operational Policies and Procedures	
Allocations Policy	www.maryhill.org.uk/about-us/our-policies
Adaptations Policy	www.maryhill.org.uk/about-us/our-policies
Anti-Social Behaviour Policy	www.maryhill.org.uk/about-us/our-policies
Anti-Social Behaviour Strategy	www.maryhill.org.uk/about-us/our-policies
Customer Charter	www.maryhill.org.uk/about-us/our-policies
Estate Management Policy	www.maryhill.org.uk/about-us/our-policies
Factoring Policy	www.maryhill.org.uk/about-us/our-policies
Factoring Debt Recovery Policy	www.maryhill.org.uk/about-us/our-policies
Gas Maintenance Policy	www.maryhill.org.uk/about-us/our-policies
Leased Properties Policy	www.maryhill.org.uk/about-us/our-policies
Letting Standard	www.maryhill.org.uk/about-us/our-policies
Rent Arrears Policy	www.maryhill.org.uk/about-us/our-policies
Repairs and Maintenance Policy	www.maryhill.org.uk/about-us/our-policies
Repairs categorisations	www.maryhill.org.uk/about-us/our-policies
Internal procedures relating to above (where available)	www.maryhill.org.uk/about-us/our-policies

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.

Information	Where to access
Board and Committee Meetings	
Board meeting agendas, minutes and papers	www.maryhill.org.uk/about-us/board-meetings-and-minutes
Consultation and Participation	
Customer Insight & Engagement Strategy	www.maryhill.org.uk/about-us/our-policies
Registered Tenant Organisations and	www.maryhill.org.uk/our-community/residents-associations
Community Councils	www.maryhill.org.uk/our-community/community-councils
Tenant Service Improvement Group	www.maryhill.org.uk/our-community/residents-associations

Information	Where to access
Customer Consultations	www.maryhill.org.uk/our-community/customer-consultations

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).

Information	Where to access
Information about our accounts and budgets	
Financial Statements	www.maryhill.org.uk/about-us/annual-accounts-and-financial-statements
Treasury Management Policy	www.maryhill.org.uk/about-us/our-policies
Value for Money Strategy	www.maryhill.org.uk/about-us/our-policies
Spending relating to staff and the Board	
Entitlements, Payments & Benefits Policy	www.maryhill.org.uk/about-us/our-policies
Board Expenses and Allowances Policy	www.maryhill.org.uk/about-us/our-policies
Pay and grading structure	www.maryhill.org.uk/about-us/jobs

Class 5 – How we manage our resources

Information about how we manage our human, physical and information resources.

Information	Where to access
Human Resources	
Organisational structure	www.maryhill.org.uk/about-us/jobs
Absence and Attendance Management Policy	www.maryhill.org.uk/about-us/our-policies
Alcohol and Substance Misuse and Gambling Policy	www.maryhill.org.uk/about-us/our-policies
Code of Conduct	www.maryhill.org.uk/about-us/our-policies
Dignity at Work Policy	www.maryhill.org.uk/about-us/our-policies
Disclosure Policy	www.maryhill.org.uk/about-us/our-policies
Employment References Policy	www.maryhill.org.uk/about-us/our-policies
Flexi Policy	www.maryhill.org.uk/about-us/our-policies
People Strategy	www.maryhill.org.uk/about-us/our-policies
Personal Relationships at Work Policy	www.maryhill.org.uk/about-us/our-policies
Recruitment and Selection Policy	www.maryhill.org.uk/about-us/our-policies
Smoke Free Policy	www.maryhill.org.uk/about-us/our-policies
Internal procedures relating to the above (where available)	www.maryhill.org.uk/about-us/our-policies
Physical Resources	
Asset Management Strategy	www.maryhill.org.uk/about-us/our-policies

Information	Where to access
Investment Programme information	www.maryhill.org.uk/our-community/planned-improvements-investment
Building new homes	www.maryhill.org.uk/our-community/building-for-the-future
Information Resources	
Data Protection policies and procedures	www.maryhill.org.uk/about-us/data-protection
Freedom of Information policies and procedures	www.maryhill.org.uk/about-us/freedom-of-information

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.

Information	Where to access
Our Contractors and Suppliers	
Contracts Register - list of suppliers and contractors used by our organisation	www.maryhill.org.uk/about-us/procurement
Contract Management Framework	www.maryhill.org.uk/about-us/our-policies
Annual Procurement Report	www.maryhill.org.uk/about-us/procurement
Our Procurement	
Procurement and Community Benefits Policy	www.maryhill.org.uk/about-us/our-policies
Procurement information we publish on the Public Contracts Scotland website	www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11643

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
Annual Reviews	www.maryhill.org.uk/about-us/annual-reports-and-newsletters
Annual Return on the Scottish Social Housing Charter	www.maryhill.org.uk/about-us/how-we-are-performing
Benchmarking information	www.maryhill.org.uk/about-us/how-we-are-performing
Complaints reports	www.maryhill.org.uk/about-us/how-we-are-performing
Link to our information on the Scottish Housing Regulator's website	www.maryhill.org.uk/about-us/how-we-are-performing

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.

Information	Where to access
This class does not apply to Maryhill Housing 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.

Information	Where to access
This class does not apply to Maryhill Housing.	Not applicable