



Title	Entitlements, Payments, and Benefits
Purpose	<p>This policy describes the entitlements, payments, or benefits that our people can receive. It also describes what is not permitted and the arrangements that we have in place to ensure that the requirements of this policy are observed.</p> <p>This Policy is intended to be a practical document that supports us in meeting all the above requirements, ensuring that none of our people benefits improperly or inappropriately from their involvement with us, but also that they are not unfairly disadvantaged. We expect our people to act in good faith, and in applying the terms of the policy we will always take this into account.</p>
Scope	<p>This policy covers all individuals working for Maryhill Housing or at any of our premises irrespective of their status, level, or grade. It includes all employees, managers, directors, officers, consultants, contractors, trainees, homeworkers, casual and agency staff, including Board members and volunteers working either directly with or for our Association or our subsidiary Maryhill Communities.</p> <p>As we are a Scottish Charity, all our Governing Body Members must also ensure that they comply with the Office of the Scottish Charity Regulator (OSCR) guidance to Charity Trustees¹ and charity legislation.</p> <p>Our Rules require that we have a policy dealing with payments and benefits². The Scottish Housing Regulator (SHR) requires us to have a policy that sets out what payments and benefits we permit and to ensure that these arrangements demonstrate transparency, honesty, and propriety³. We must ensure there is no justifiable public perception of impropriety. This policy is based on the SFHA's Model Entitlements Payments and Benefits Policy, which the SHR have confirmed meets their regulatory requirements.</p> <p>As someone who is affected by this policy, you are personally responsible for ensuring that you are familiar with and comply with its terms.</p>

¹ Office of the Scottish Charity Regulator (Aug 2013) Guidance For Charity Trustees section 3 available [here](#)

² SFHA (2020) [Charitable Model Rules, Rule 38](#)

³ Scottish Housing Regulator (February 2019) [Regulatory Framework Standard 5.4](#)

Definitions	Contracts Register: This lists the Association’s key contractors and suppliers and can be accessed here: F:\Procurement.
Policy Statement	<p>This Policy is intended to be a practical document that supports us in meeting all the above requirements, ensuring that none of our people benefits (or is seen to benefit) improperly or inappropriately from their involvement with us, but also that they are not unfairly disadvantaged. We expect our people to act in good faith, and in applying the terms of the policy, we will always take this into account.</p> <p>At all times, we expect a common-sense approach to be applied to the interpretation and application of this policy. If you are unsure about anything relating to benefits, payments, or entitlements you should consult with the Chair, CEO or Corporate Services Manager (if you are a member of the governing body) or with your line manager (if you are a member of staff).</p> <p>Failure to comply with the terms of this policy will be regarded as a breach of the Code of Conduct.</p> <p>For the avoidance of doubt, the declaration of interest does not constitute a breach of the Code, however, failure to declare and/ or manage it appropriately, does.</p> <p>Registering and declaring interests</p> <p>To protect our reputation and demonstrate that we conduct our affairs with openness, honesty, and integrity, we maintain a Register of Interests. You must record in this register any interests that you or someone connected to you has which are relevant to our business and /or our activities. You will be required to maintain the accuracy of the interests you declare and to confirm annually that your entry is accurate and up to date.</p> <p>Where you have a personal, professional or financial interest in any matter that is being discussed or considered, including at a meeting, you must declare your interest and play no part in the consideration, discussion, and decision-making; you must withdraw from any part of a meeting where the interest arises and play no part in the discussion. Our Rules require that any Board member who has an interest in a matter that is being considered withdraws from all discussions and plays no part in decision-making⁴.</p> <p>The Codes of Conduct which our Board and staff are required to uphold contain requirements about Declaring Interests that you should always comply with.</p> <p>The Code of Conduct also contains a section on Declaring Interests that you should always comply with.</p>

⁴ SFHA (2020) [Charitable Model Rules 2020 Rule 38](#)

A quarterly report will be made to our Audit Committee on the entitlements, payments, benefits that have been recorded in the Register by our people.

You should note that in some circumstances, declaration of an interest may not be sufficient, and that it may be necessary for the organisation to take additional measures to deal satisfactorily with the situation to protect the probity and reputations of both you and the organisation.

Where you have a continuing personal interest which conflict with our activities, values, aims or objectives, you should resign. In identifying and declaring interests, you should be mindful of and declare any connections (whether with a business or a person / people) that a reasonable person might regard as crating an interest of the impression of an interest.

Entitlements, Payments, and Benefits

Many of the interests you will be required to declare can be classed as entitlements, payments, or benefits.

As one of our people, you potentially could be offered benefits over and above that to which you are contractually entitled (as a result of policy or contractual terms) such as gifts or hospitality from external parties. Such offers would be as a direct result of you being one of our people and cannot always be accepted. We require that any such offers are managed and recorded very carefully to ensure the highest levels of probity in our organisation. Our people should not benefit – or be seen to benefit – inappropriately from their involvement with us.

Apart from payments that our people are entitled to by contract, statute, policy, or other agreement (e.g., salary, expenses), we will only make a payment to, or accept a payment from, someone affected by this policy in exceptional circumstances. Appendix A explains the payments we can and cannot make in more detail.

As we contribute to the economy(ies) of the area(s) we work in and we have commercial and business relationships with many different companies, contractors, suppliers, and service providers, you must ensure that we are fully aware of any connection that you or someone you are close to (see section 3) has with any of these businesses or organisations.

Some entitlements, payments and benefits we can never permit, and others we have additional requirements or conditions that must be met before we can permit.

Appendix A lists the entitlements, payments and benefits that fall under this policy, and states:

- Which could be permitted by the organisation

- Which will never be permitted by the organisation
- Which you require to declare in the register of interests
- Any other further requirements the organisation has before permitting

People Connected to You

Who Else You Should Consider When Declaring Interests

Someone ‘closely connected’ to you includes members of your household, family members and other relatives and your friends⁵.

As well as considering your own actions, you must be aware of the potential risk created by the actions of people to whom you are closely associated. There are three groups of people that you need to consider, outlined in Table A:

If you are in any doubt about whether a declaration is required, you should consult the Chair, CEO or the Corporate Services Manager.

Table A

Group	Required Response
<p>1.Members of your household</p> <p>This includes:</p> <ul style="list-style-type: none"> • Anyone who normally lives as part of your household (whether related to you or otherwise) • Those who are part of your household but work or study away from home 	<p>We expect you to be aware of and declare any relevant actions of all people in your household. You must take steps to identify, declare and manage these.</p>
<p>2.Partner, Relatives, and friends</p> <p>This includes:</p> <ul style="list-style-type: none"> • Your partner (if not part of household) • Your relatives and their partners 	<p>Where you have a close connection and are in regular contact with anyone within this group, we expect you to be aware of and declare any relevant actions. Under these circumstances, you must take steps to identify, declare and</p>

⁵ Someone “closely connected” includes family members e.g. a spouse or partner; parent; parent-in- law; son; daughter; stepson; stepdaughter; partner’s child; brother; sister; brother or sister of partner; grandparent; grandchild; uncle; aunt; nephew; niece; the partners of any of these people and any dependents; and anyone on whom the Governing Body member depends.

Please note that this would also include any persons who the Governing Body member has a close association with but has no relation by birth or law. **This would only include those individuals connected to the Governing Body member who, it might reasonably be perceived by the general public, that the member would be prepared to favour or disadvantage in discussions about the individual.** This could refer to anyone with whom the member is in regular contact e.g. a friend, colleague, neighbour, business contact/associate or someone known to the member socially

- Your partner's close relatives (i.e. parent, child, brother or sister)
- Your friends
- Anyone you are dependent upon or who is dependent upon you

manage these actions.

Where you do not have a close connection and regular contact with someone in this group, we do not expect you to be aware of or to go to unreasonable lengths to identify any relevant actions. However, if you happen to become aware of relevant actions by such individuals, then these should be declared and managed as soon as possible.

What You Need to Consider

The following are the relevant actions /involvement by those **to whom you are closely connected** that you should consider, declare and manage as per our expectations outlined in Table A (please be aware that this list is not exhaustive or exclusive):

- A significant interest in a company or supplier that we do business with. A significant interest means ownership (whole or part) or a substantial shareholding in a business that distributes profits but does not include where an individual has shares in large companies such as banks, utility companies or national corporations, i.e., where owning shares would not give the individual any significant influence over the activities of that organisation.
- Where the individual may benefit financially from a company we do business with.
- Involvement in the management of any company or supplier that we do business with.
- Involvement in tendering for or the management of any contract for the provision of goods or services to us.
- Application for employment with us.
- Application to join our Board or any of its subsidiaries.
- Application to be a tenant or service user of the organisation.
- If they are an existing tenant or service user of the organisation.

Use of our contractors and suppliers

To help us maintain our excellent reputation, it is important that staff and committee members do not use their position to gain benefits which other members of the public cannot access.

At the same time, we do not want to see staff and committee members face unreasonable restrictions which put them at a disadvantage compared to other members of the public.

Where, in your personal/home life, you as a staff or committee member need a service from a contractor, if it causes no disadvantage or inconvenience to you to avoid using one of the Association's contractors then we would ask that such use is indeed avoided. But the Association does not want to unreasonably restrict your choice of contractor.

However, it is extremely important that where you wish to use one of the Association's contractors you take some steps which will help protect both you and the Association.

A staff or Board member should only utilise the services of one of the Association's contractors (as listed in the Contracts Register) for their own personal needs if:

- The normal commercial rates are paid for this service and no preferential treatment, financial or otherwise, is received.
- You report your proposed course of action to your departmental director or the Chair (as appropriate) before committing to use the contractor in question and follow any advice offered. In emergency situations you should comply with this policy retrospectively as soon as is practicably possible.
- You make a written declaration that you have not received any advantage or preferential treatment (financial or otherwise) from the contractor or supplier arising out of their connection to the Association: written quotes should be provided where these would normally be sought for the type of work in question, and in ALL cases, receipts should be provided.
- You record the transaction or agreement in the Register of Payments and Benefits and keep the entry up to date.

Examples of situations that might arise in this context include engaging the factoring service offered by the Association or buying goods or services from a connected business such as an architect or building contractor.

The Contracts Register lists the contractors to whom this policy applies. You will see that it does not include low value services such as sandwich shops, other high street stores and national chains, utility companies, banks, and national telecoms providers etc.

In the event of becoming involved in a dispute with the Association arising out of such a transaction or agreement, you must immediately notify the Chair and/or Chief Executive and withdraw from any discussions relating to the service involved.

	In the case of governing body members, if the dispute cannot be resolved through the normal complaints procedure and you remain dissatisfied, you should resign from the governing body to pursue the complaint independently.
Approval	Maryhill Housing Board, June 2025
Policy Owner	Rebecca Wilson, CEO
Review	Maryhill Housing Board, June 2028