



**Affordable homes.
Exceptional care.**

Trust Housing Association Ltd

GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME

Last Updated: July 2023

Introduction

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. For the purpose of Freedom of Information all Registered Social Landlords in Scotland are considered to be public authorities. Authorities are required to:

- Publish the classes of information that they make routinely available
- Tell the public how to access the information and whether information is available free of charge or on payment of a fee

Trust Housing Association (Trust) has adopted the Model Publication Scheme produced by the Scottish Information Commissioner. More information about the Model Publication Scheme can be found on the Commissioner's website www.itspublicknowledge.info/PublicationSchemeGuidance or you can contact Trust using the contact details below:

Freedom of Information
Trust Housing Association Ltd.
12 New Mart Road
Edinburgh
EH14 1RL

foi@trustha.org.uk

0131 444 1200



The purpose of this guide is to:

- Advise the public what information is available (and what is not available) for review, in relation to each class
- State what charges may be applied for the provision of information
- Explain how to find published information
- Provide contact details for enquiries and to assist with accessing the information
- Advise how to request information that has not been published

Availability and formats

The information we publish through the model scheme is, wherever possible, available on our website. However, we do offer alternative arrangements for those who do not want to, or cannot, access the information online or by attending our premises to view it in person. Information can be provided in hard copy format, though there may be a fee charged.

Exempt information

We will publish the information we hold that falls within the classes of information detailed below. If any document contains information that is exempt under Freedom of Information law (e.g. sensitive personal data or trade secrets), we may remove or redact the information prior to publication, though we will explain why the information has been removed.

Copyright and re-use

Where Trust holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied or reproduced accurately
- It is not used in a misleading context, and
- The source of the material is acknowledged

Where Trust does not hold copyright in information we publish, we will make this clear.

Charges

This section explains when we may charge a fee for our publications and how we will calculate the fee.

There is no charge to view information on our website or at our premise.

We may charge for providing information in hard copy format, but we will not charge any more than it has cost us to provide the information (e.g. photocopying and

postage). We will always advise you of the fee ahead of time and the information will be provided on receipt of payment.

Our photocopying charge per sheet of paper is shown in the table below.

Size of paper	Cost per single sided copy (black and white)	Cost per single sided copy (colour)
A4	10p	30p

We will recharge any postage costs at the rate we pay to send the information.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.

We do not pass on any other costs in relation to our published information.

Contact us

You can contact us for assistance with any aspect of this publication scheme:

Freedom of Information
Trust Housing Association Ltd
12 New Mart Road
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We will also be pleased to advise how to ask for information that we do not publish, or how to complain if you are dissatisfied with any aspect of this publication scheme.

Classes of published information

We routinely publish information that we hold within the following classes. Once information is published, we will continue to make it available for the current and previous two financial years (April to March each year).

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you are welcome to make a request for that information.

Class 1: About Trust Housing Association Ltd.

Class description:

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

Information we publish	How to access it
Who we are	
Our Mission Statement	Our strategy Trust Housing Association (trustha.org.uk)
Our Vision & Values	Purpose, Culture & Values Trust Housing Association (trustha.org.uk)
Our Corporate Objectives & Business Plan	The Time Is Now 2021-24
Our Areas Of Operation	Location search Trust Housing Association (trustha.org.uk)
General Information	
Our Address	Contact us Trust Housing Association (trustha.org.uk)
Our Contact Details	Contact us Trust Housing Association (trustha.org.uk)
Our Opening Hours	Contact us Trust Housing Association (trustha.org.uk)
Our Customer Care/Complaints Contact Details	Feedback & complaints Trust Housing Association (trustha.org.uk)
Our Office Locations	Contact us Trust Housing Association (trustha.org.uk)
Freedom of Information	
Our Guide To Information Available To The Public	This document
Charging Schedule For Published Information	This document
Contact Details & Guidance On How To Make A FOI Request	Freedom of Information Trust Housing Association (trustha.org.uk)
Freedom Of Information Policy	Freedom Of Information & Environmental Information Policy
Charging Schedule For Environmental Information Requests	Please refer to section 12.7 of the Freedom of Information & Environmental Information Policy

Our Staff	
Organisation Structure	Organisation Structure
Executive Team Profiles	Our people Trust Housing Association (trustha.org.uk)
Our Board	
Board Member Profiles	Our people Trust Housing Association (trustha.org.uk)
Governance Structural Diagram	Governance Structural Diagram
Remit of Trust Board	Trust Board Remit
Remit of Audit & Performance Committee	Audit Performance Committee Remit
Corporate Policies	
Trust's Governing Rules	Trust Housing Association Rules
Standing Orders Final Remit	Trust Housing Association Standing Orders
Membership Policy	Trust Housing Association Membership Policy
Code Of Conduct – Board Members	SFHA Code of Conduct for Governing Body Members
Board Register Of Interests	Board Register of Interests
Equality Diversity & Inclusion Policy	Equality Diversity And Inclusion Policy
Health & Safety At Work Policy	Health And Safety Policy
Sustainability Policy	Sustainability Policy
Regulators	
Scottish Housing Regulator Engagement Plan	Scottish Housing Regulator Engagement Plan
Trust Annual Assurance Statement	Annual Assurance Statement
Annual Return On Charter Submission To Scottish Housing Regulator	Trust Housing Association Ltd Scottish Housing Regulator
Scottish Housing Regulator – Annual Financial Statement Return 2021/22	Scottish Housing Regulator- Annual Financial Statement Return
Scottish Housing Regulator – Five Year Financial Plan 2022/23	Scottish Housing Regulator- Five Years Financial Plan
Scottish Housing Regulator – Loan Portfolio Return 2022/23	Scottish Housing Regulator- Loan Portfolio Return
Charter Report To Tenants	Performance Report 2021-22
Internal & External Audit Arrangements	Please refer to page 6 of Annual Accounts 2021/22

Subsidiaries	
Our Subsidiary Company - Trust Enterprises Limited	Trust Enterprises Limited
Partnerships	
Our Strategic Allocations Agreements - Homes for You/EdIndex	General Needs- Home for You Trust Housing Association (trustha.org.uk) Later Living Application- City of Edinburgh Trust Housing Association (trustha.org.uk)

Class 2: How Trust delivers its functions and services	
Class description: Information about our work, our strategy and policies for delivering functions and services and information for our service users.	
Information we publish	How to access it
Our Services	
Find Out More About Our Properties	Find a home Trust Housing Association (trustha.org.uk)
Report A Repair	Repairs & maintenance Trust Housing Association (trustha.org.uk)
The Right To Repair	Repairs & maintenance Trust Housing Association (trustha.org.uk)
Apply For A Home Now	Location search Trust Housing Association (trustha.org.uk)
How Can We Help?	Your home & services Trust Housing Association (trustha.org.uk)
Easy Guide To Benefits	Benefits advice service Trust Housing Association (trustha.org.uk)
How To Make A Complaint	Feedback & complaints Trust Housing Association (trustha.org.uk)
Speak To A Customer Partner	Your Customer Partner Trust Housing Association (trustha.org.uk)
Customer Involvement Strategy	Get involved Trust Housing Association (trustha.org.uk)
Our Policies	
Joint Allocations Policy	Joint Allocations Policy
Medical Adaptations Policy	Medical adaptations Trust Housing Association (trustha.org.uk)
Anti-Social Behaviour Policy	Anti Social Behaviour Policy
Asbestos Management Policy	Asbestos Management Policy
Arrears Monitoring & Management Policy	Arrears Management Policy
Asset Management Planning Policy	Asset Management Planning Policy

Data Protection Policy	Data Protection Policy
Equality, Diversity & Inclusion Policy	Equality Diversity And Inclusion Policy
Estate Management Policy	Estate Management Policy
Health & Safety At Work Policy	Health And Safety Policy
Procurement Policy	Procurement Policy
Rent Setting Policy	Rent And Service Charge Policy
Reactive Repairs Policy	Reactive Repairs Policy
Right To Repair Policy	Right To Repair Policy
Sustainability Policy	Sustainability Policy
Tenant Engagement Policy	Get Involved Customer Leaflet

Class 3: How Trust makes decisions and what it has decided

Class description:

Information about the decisions we make, how we make decisions and how we involve others.

Information we publish	How to access it
Board Meetings	
Board Meeting Minutes	Board Minute 25 May 2023 Board Minute 6 April 2023 Board Minute 9 February 2023 Board Minute 20 Oct 2022 Board Minute 15 Sept 2022
Audit & Performance Committee Minutes	Audit Performance Minutes 25 May 2023 Audit Performance Minutes 28 July 2022 Audit Performance Minutes 24 Feb 2022
Consultations	
Customer Involvement Strategy	Customer Involvement Strategy
Feedback Mechanisms	Feedback Mechanisms
Customer Panel Members	Customer Panel Members
List of Registered Tenants Organisations	in development - please contact foi@trustha.org.uk for details.

Class 4: What Trust spends and how it spends it

Class description:

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 been spent.

Information we publish	How to access it
Accounts & Budgets	
Description Of Funding Sources	Refer to page 6 of the Annual Report And Accounts 2021/22
Review & Accounts 2021/22	Annual Review & Accounts 2021/22
Review & Accounts 2020/21	Annual Review & Accounts 2020/21
Review & Accounts 2019/20	Annual Review & Accounts 2019/20
Financial Planning & Management	Financial Planning & Management
Programme of Work & Projects	
Project Funding & How It's Being Spent	Annual Report And Accounts 2021/22
Proposed Capital Works Projects	Proposed Capital Works Projects
Staff & Board Spending	
Expenses Breakdown – Senior Staff & Board Members	in development - please contact foi@trustha.org.uk for details.
Pay & Grading Structure	in development - please contact foi@trustha.org.uk for details.
Our Pensions - TPT SHAPS Defined Contribution	SHAPS Defined Contribution Pension Guidance
Our Pensions – The People's Pension	Peoples Pension Guidance

Class 5: How Trust manages its human, physical and information resources

Class description:

Information about how we manage the human, physical and information resources of Trust.



Information we publish	How to access it
Human Resources	
Strategy & Management Of Human Resources	The Time Is Now
Our Staffing Structure	Time is Now Organisational Structure
H.R. Guidelines: Adverse Weather – Office Staff	Guidance Note - Adverse Weather - Offices
H.R. Guidelines: Adverse Weather – Development Staff	Guidance Note - Adverse Weather - Developments
H.R. Guidelines: Absence Self Certification	Guidance Note - Absence Self Certification
H.R. Guidelines: Employee References	Guidance Note - Employment References
Trade Union Information	Trade Union Membership Note
Physical Resources	
Our Land and Property Holdings	Location search Trust Housing Association (trustha.org.uk)
Estate Development Plans	in development - please contact foi@trustha.org.uk for details.
Information Resources	
Privacy Policy	Privacy Policy

Class 6: How Trust procures goods and services from external providers

Class description:

Information about how we procure goods and services, and our contracts with external providers.

Information we publish	How to access it
Contractors/Suppliers	
Key Service Delivery Contractors	Key Service Delivery Contractors
Our Suppliers/Contractors	Contractor - Suppliers List
Regulated Procurement Contracts Awarded	Regulated Contracts Awarded
Procurement	
Procurement Policy	Procurement Policy
Procurement Strategy	Procurement Strategy 2021-2023



How To Tender & Invitations To Tender	Buyer View - Public Contracts Scotland
Contracts Register	Buyer View - Public Contracts Scotland
Trust Information Published on Public Contracts Scotland	Buyer View - Public Contracts Scotland

Class 7: How Trust is performing

Class description:

Information about how Trust performs as an organisation, and how well it delivers its functions and services

Information we publish	How to access it
Performance	
Performance Report	Performance Report 2021-22 Performance Report 2020-21 Performance Report 2019-20
Scottish Housing Regulator Filing	Trust Housing Association Ltd Scottish Housing Regulator
Performance Standards/indicators	How we're performing Trust Housing Association (trustha.org.uk)
Benchmarking information	How we're performing Trust Housing Association (trustha.org.uk)
Complaints Policy	Complaints Policy
Complaints Handling Procedure	Complaint Handling Procedure
Customer Panel Rent Management Scrutiny Report to Board	Customer Panel Rent Management Report to Board
Customer Panel Rent Management Scrutiny Recommendations	Customer Panel Rent Management Scrutiny Recommendations
Customer Panel Repairs & Maintenance Scrutiny Report to Board	Customer Panel Repairs & Maintenance Report to Board
Customer Panel Repairs & Maintenance Scrutiny Recommendations	Customer Panel Repairs & Maintenance Scrutiny Recommendations
Customer Panel Communication Scrutiny	Customer Panel Communication Scrutiny Report to Board

Report to Board	
Customer Panel Communication Scrutiny Recommendations	Customer Panel Communication Scrutiny Recommendations
Customer Panel Allocations Scrutiny Report to Board	Customer Panel Allocations Scrutiny Report to Board
Customer Panel Allocations Scrutiny Recommendations	Customer Panel Allocations Scrutiny Recommendations

Class 8: Our commercial publications

Class description:

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 we publish	How to access it
No information held under this class	

Class 9: Our open data

Class description:

Open data made available by Trust as described by the Scottish Government's Open Data Resource Pack and available under an open licence.

The Commissioner expects authorities to publish the following information, as a minimum:

- Trust's open data publication plan
- Open data sets and their metadata, or links to where they are accessible

Information we publish	How to access it
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No information held under this class	
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