



## GUIDE TO INFORMATION

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<b>Owner - role</b>	Compliance Advisor

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<b>Version</b>	<b>Date Approved</b>	<b>Approved By</b>	<b>Changes</b>
1	28 October 2019	Management Committee	
2	26 October 2020	Management Committee	

# CASTLEHILL HOUSING ASSOCIATION GUIDE TO INFORMATION

## At a glance – terms used in this document

Term Used	Explanation
FOISA	<p>Freedom of Information (Scotland) Act 2002</p> <p><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></p>
EIRs	<p>Environmental Information Regulations (Scotland) 2004</p> <p><i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i></p>
SIC	<p>The Scottish Information Commissioner</p> <p><i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</i></p>
MPS	<p>Model Publication Scheme</p> <p><i>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)</i></p>
Guide to Information	<p><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></p>
Classes of Information	<p><i>Nine broad categories describing the types of information authorities should publish (if they hold it).</i></p>

## 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](mailto: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](mailto: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.<sup>1</sup>

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

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

Information	Where to access
<b>Information relating to Freedom of Information</b>	
Publication Scheme and Guide to Information	This Document
Charging Schedule for Published Information	This Document (See Page 2)
Contact details and advice on making an FOI request	<a href="https://www.castlehillha.co.uk/foi/">https://www.castlehillha.co.uk/foi/</a>
Freedom of Information policies and procedures	<a href="https://castlehillha.co.uk/wp-content/uploads/2019/11/Freedom-of-Information-Policy.pdf">https://castlehillha.co.uk/wp-content/uploads/2019/11/Freedom-of-Information-Policy.pdf</a>
Charging Schedule for environmental information provided in response to requests made under EIRs	This Document (See Page 4-5)
<b>About our Governing Body</b>	
List of Governing Body Members <ul style="list-style-type: none"> <li>Names</li> <li>when they became a governing body member</li> <li>Professional biographical details</li> <li>office-bearing responsibilities</li> <li>when they became an office-bearer</li> </ul>	<a href="https://www.castlehillha.co.uk/about-us/meet-the-committee/">https://www.castlehillha.co.uk/about-us/meet-the-committee/</a>
Description of the role of the Governing Body <ul style="list-style-type: none"> <li>governance structure chart (including sub-committees and working groups);</li> <li>remits for governing body and any sub-committees</li> </ul>	<a href="https://www.castlehillha.co.uk/about-us/meet-the-committee/">https://www.castlehillha.co.uk/about-us/meet-the-committee/</a>
How to become part of the governing body	<a href="https://www.castlehillha.co.uk/about-us/meet-the-committee/">https://www.castlehillha.co.uk/about-us/meet-the-committee/</a>

Information	Where to access
<b>About our staff</b>	
List of senior management team, including professional biography and contact details	<a href="https://www.castlehillha.co.uk/castlehill-leadership-team/">https://www.castlehillha.co.uk/castlehill-leadership-team/</a>
Organisational structure	<a href="https://www.castlehillha.co.uk/castlehill-leadership-team/">https://www.castlehillha.co.uk/castlehill-leadership-team/</a>
<b>Governance Documents and Corporate Policies</b>	
Rules/Articles	<a href="https://www.castlehillha.co.uk/internal-resources/">https://www.castlehillha.co.uk/internal-resources/</a> <a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/CHA-Rules.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/CHA-Rules.pdf</a>
Standing Orders	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Standing-Orders.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Standing-Orders.pdf</a>
Membership Policy	<a href="https://castlehillha.co.uk/wp-content/uploads/2019/11/Membership-Policy.pdf">https://castlehillha.co.uk/wp-content/uploads/2019/11/Membership-Policy.pdf</a>
Code of Conduct for Staff	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Staff-Code-of-Conduct-CHA.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Staff-Code-of-Conduct-CHA.pdf</a>
Code of Conduct for Governing Body Members	<a href="https://castlehillha.co.uk/wp-content/uploads/2020/10/08.0-Updated-Code-of-Conduct-for-GB.pdf">https://castlehillha.co.uk/wp-content/uploads/2020/10/08.0-Updated-Code-of-Conduct-for-GB.pdf</a>
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	<a href="https://castlehillha.co.uk/wp-content/uploads/2019/10/EPB-Policy-2019.pdf">https://castlehillha.co.uk/wp-content/uploads/2019/10/EPB-Policy-2019.pdf</a>
Register of Interests	This information is available upon request.
Equalities Policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/11/Equalities-and-Diversity-Policy.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/11/Equalities-and-Diversity-Policy.pdf</a>
Health and Safety Policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Health-Safety-Policy-Statement.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Health-Safety-Policy-Statement.pdf</a>
<b>Relationship with Regulators</b>	



<b>Information</b>	<b>Where to access</b>
Engagement plan with Scottish Housing Regulator	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Castlehill-Housing-Association-Ltd-EP.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Castlehill-Housing-Association-Ltd-EP.pdf</a>
Assurance Statement	<a href="https://castlehillha.co.uk/wp-content/uploads/2019/11/Self-Assurance-Statement-2019-typesigned.pdf">https://castlehillha.co.uk/wp-content/uploads/2019/11/Self-Assurance-Statement-2019-typesigned.pdf</a>
Annual Return on Charter Submission to SHR	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/ARC-Return-2018-19.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/ARC-Return-2018-19.pdf</a>
Financial Returns to SHR	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/07/Consolidated-CHA-signed-accounts-31-March-2018.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/07/Consolidated-CHA-signed-accounts-31-March-2018.pdf</a>
Charter report to tenants	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/09/Castlehill_Charter_interactive-report_2019.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/09/Castlehill_Charter_interactive-report_2019.pdf</a>
Internal and External Audit arrangements	<a href="https://www.castlehillha.co.uk/regulation/">https://www.castlehillha.co.uk/regulation/</a>
<b>Group Details</b>	
Details of our subsidiaries/parent organisation	<a href="https://www.castlehillha.co.uk/how-we-work/">https://www.castlehillha.co.uk/how-we-work/</a>
<b>Class 2 – How we deliver our functions and services</b> <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
<b>How to use our services</b>	
List of services provided	<a href="https://www.castlehillha.co.uk/how-we-work/">https://www.castlehillha.co.uk/how-we-work/</a>
How to report a repair	<a href="https://www.castlehillha.co.uk/emergency-repairs/">https://www.castlehillha.co.uk/emergency-repairs/</a>
Right to Repair information	<a href="https://www.castlehillha.co.uk/repairs/right-to-repair/">https://www.castlehillha.co.uk/repairs/right-to-repair/</a>
How to apply for a house	<a href="https://www.castlehillha.co.uk/how-to-apply/">https://www.castlehillha.co.uk/how-to-apply/</a>
How to get information about tenancy support	<a href="https://www.castlehillha.co.uk/housing-support/">https://www.castlehillha.co.uk/housing-support/</a> <a href="https://www.castlehillha.co.uk/key-project/">https://www.castlehillha.co.uk/key-project/</a>
How to make a complaint	<a href="https://www.castlehillha.co.uk/complaints/">https://www.castlehillha.co.uk/complaints/</a>

Information	Where to access
How to speak to a housing officer	<a href="https://www.castlehillha.co.uk/contact-us/">https://www.castlehillha.co.uk/contact-us/</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="https://www.castlehillha.co.uk/tenant-participation/">https://www.castlehillha.co.uk/tenant-participation/</a>
<b>Policies and Procedures</b>	
Allocations Policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/ALLOCATIONS-POLICY.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/ALLOCATIONS-POLICY.pdf</a>
Adaptations Policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/ADAPTATION-POLICY.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/ADAPTATION-POLICY.pdf</a>
Anti-Social Behaviour Policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/ANTI-SOCIAL-BEHAVIOUR-AND-HARASSMENT-POLICY.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/ANTI-SOCIAL-BEHAVIOUR-AND-HARASSMENT-POLICY.pdf</a>
Asbestos Management Policy	<a href="https://castlehillha.co.uk/wp-content/uploads/2019/11/Asbestos-Management-Policy-Statement.pdf">https://castlehillha.co.uk/wp-content/uploads/2019/11/Asbestos-Management-Policy-Statement.pdf</a>
Arrears Management Policy	<a href="https://castlehillha.co.uk/wp-content/uploads/2019/11/Debt-Recovery-Policy.pdf">https://castlehillha.co.uk/wp-content/uploads/2019/11/Debt-Recovery-Policy.pdf</a>
Asset Management Policy (including stock condition information)	<a href="https://castlehillha.co.uk/wp-content/uploads/2019/11/Asset-Management-Strategy.pdf">https://castlehillha.co.uk/wp-content/uploads/2019/11/Asset-Management-Strategy.pdf</a>
Data Protection Policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Data-Protection-Policy-2018.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Data-Protection-Policy-2018.pdf</a>
Equality and Diversity Policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/11/Equalities-and-Diversity-Policy.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/11/Equalities-and-Diversity-Policy.pdf</a>
Estate Management Policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Estate-Management.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Estate-Management.pdf</a>
Health and Safety Policy and procedures	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Health-Safety-Policy-Statement.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Health-Safety-Policy-Statement.pdf</a>

<b>Information</b>	<b>Where to access</b>
Legionnaires Inspection/Prevention Policy	<a href="https://castlehillha.co.uk/wp-content/uploads/2019/11/Legionella-Policy-Statement.pdf">https://castlehillha.co.uk/wp-content/uploads/2019/11/Legionella-Policy-Statement.pdf</a>
Procurement Policy	Available from 2021
Risk Management Policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Risk-Management-Policy.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Risk-Management-Policy.pdf</a>
Rent Setting Policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/RENTAL-POLICY.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/RENTAL-POLICY.pdf</a>
Repairs Policy	<a href="https://castlehillha.co.uk/wp-content/uploads/2019/11/Reactive-Maintenance-Policy.pdf">https://castlehillha.co.uk/wp-content/uploads/2019/11/Reactive-Maintenance-Policy.pdf</a>
Tenant Engagement Policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/CHA-TP-Strategy.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/CHA-TP-Strategy.pdf</a>
Tenancy Sustainment Policy	<a href="https://www.castlehillha.co.uk/key-project/">https://www.castlehillha.co.uk/key-project/</a>
<b>Class 3 – How we take decisions and what we have decided</b> <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
<b>Governing Body Meetings</b>	
Governing body meeting minutes	<a href="https://www.castlehillha.co.uk/management-committee-meetings-2019/">https://www.castlehillha.co.uk/management-committee-meetings-2019/</a>
Governing body meeting reports/papers	<a href="https://www.castlehillha.co.uk/management-committee-meetings-2019/">https://www.castlehillha.co.uk/management-committee-meetings-2019/</a>
Governing body agendas	<a href="https://www.castlehillha.co.uk/management-committee-meetings-2019/">https://www.castlehillha.co.uk/management-committee-meetings-2019/</a>
<b>Consultation and Participation</b>	
Tenant Participation Strategy	<a href="https://www.castlehillha.co.uk/tenant-participation-strategy/">https://www.castlehillha.co.uk/tenant-participation-strategy/</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	<a href="https://www.castlehillha.co.uk/tenants/getting-involved/">https://www.castlehillha.co.uk/tenants/getting-involved/</a>
Registered Tenant Organisations	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Public-Register-of-RTOs.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Public-Register-of-RTOs.pdf</a>

Information	Where to access
<b>Class 4 – What we spend and how we spend it</b> <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>	
<b>Information about our accounts and budgets</b>	
Description of funding sources	<a href="https://www.castlehillha.co.uk/financial-info/">https://www.castlehillha.co.uk/financial-info/</a>
Audited accounts	<a href="https://www.castlehillha.co.uk/financial-info/">https://www.castlehillha.co.uk/financial-info/</a>
Budget policies and procedures	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Annual-Budget-Preparation.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Annual-Budget-Preparation.pdf</a>
Budget allocation to key service areas	40% Property Services 35% Housing Management 25% Office Admin
<b>Our programme of work and projects</b>	
<b>Capital works programme/plans</b> information (annual programme figure)	Day to day reactive repairs which are expensed in the income statement - £1.45m Planned maintenance costs which are expensed in the income statement - £1.0m Planned maintenance costs for component replacement e.g. kitchens, bathrooms etc -£0.7m Development spend on new build properties - £6.3m
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2020/05/Expenses-Policy-Governing-Body-Members.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2020/05/Expenses-Policy-Governing-Body-Members.pdf</a>  <a href="https://www.castlehillha.co.uk/wp-content/uploads/2020/05/Expenses-Policy-Staff.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2020/05/Expenses-Policy-Staff.pdf</a>
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	<a href="https://castlehillha.co.uk/wp-content/uploads/2019/11/Expenses.pdf">https://castlehillha.co.uk/wp-content/uploads/2019/11/Expenses.pdf</a>
Board member remuneration other than expenses	<a href="https://www.castlehillha.co.uk/about-us/meet-the-committee/">https://www.castlehillha.co.uk/about-us/meet-the-committee/</a>
Pay and grading structure (levels of pay rather than individual salaries)	Available from 2021
General information about staff pension scheme	Defined Contribution Scheme Options

Information	Where to access
<p><b>Class 5 – How we manage our resources</b>  <i>Information about how we manage our human, physical and information resources</i></p>	
<p><b>Human resources</b></p>	
<p>Staffing structure</p>	<p><a href="https://www.castlehillha.co.uk/castlehill-leadership-team/">https://www.castlehillha.co.uk/castlehill-leadership-team/</a></p>
<p>Human resources policies, covering:</p> <ul style="list-style-type: none"> <li>• recruitment</li> <li>• performance management</li> <li>• salary and grading</li> <li>• promotion</li> <li>• pensions</li> <li>• discipline</li> <li>• grievance</li> <li>• staff development</li> <li>• Maintenance and retention of staff records</li> </ul>	<p><a href="https://www.castlehillha.co.uk/internal-resources/">https://www.castlehillha.co.uk/internal-resources/</a></p>
<p>Summary of professional organisations/trade bodies of which we are a member</p>	<p>Chartered Institute of Housing (CIH)  Institute of Chartered Accountants of Scotland (ICAS)</p>
<p><b>Physical Resources</b></p>	
<p>Management of our land and property assets, including environmental/sustainability reports</p>	<p><a href="https://www.aberdeenshire.gov.uk/media/20184/strategic-environmental-assessment-with-appendices.pdf">https://www.aberdeenshire.gov.uk/media/20184/strategic-environmental-assessment-with-appendices.pdf</a></p>
<p>General description of our land and property</p>	<p><a href="https://www.castlehillha.co.uk/our-homes/">https://www.castlehillha.co.uk/our-homes/</a></p>

Information	Where to access
holdings	
<b>Information Resources</b>	
Data protection or privacy policy	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Data-Protection-Policy-2018.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/10/Data-Protection-Policy-2018.pdf</a>
<p><b>Class 6 - How we procure goods and services from external providers</b>  <i>Information about how we procure works, goods and services, and our contracts with external providers.</i></p>	
<b>Our Contractors and suppliers</b>	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> <li>• responsive repairs</li> <li>• landscape maintenance</li> <li>• planned/cyclical maintenance</li> </ul>	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 awarded (value, scope, duration)	<a href="https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562">https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562</a>
<b>Our Procurement</b>	
Procurement Policy and procedures	Available from 2021
Information on how to tender for work and invitations to tender	<a href="https://www.publiccontractsscotland.gov.uk/">https://www.publiccontractsscotland.gov.uk/</a>

Information	Where to access
	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	<a href="https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562">https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562</a>
Links to procurement information we publish on Public Contracts Scotland website	<a href="https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562">https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562</a>
Framework Agreements	<a href="https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562">https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12562</a>
<p><b>Class 7 – How we are performing</b>  <i>Information about how we perform as an organisation, and how well we deliver our functions and services</i></p>	
Annual Report	<a href="https://www.castlehillha.co.uk/annual-reports/">https://www.castlehillha.co.uk/annual-reports/</a>
ARC report to tenants	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/09/Castlehill_Charter_interactive-report_2019.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/09/Castlehill_Charter_interactive-report_2019.pdf</a>
Performance Standards/indicators	<a href="https://www.castlehillha.co.uk/wp-content/uploads/2019/09/Castlehill_Charter_interactive-report_2019.pdf">https://www.castlehillha.co.uk/wp-content/uploads/2019/09/Castlehill_Charter_interactive-report_2019.pdf</a>
Complaints policy, guidance and forms	<a href="https://www.castlehillha.co.uk/complaints/">https://www.castlehillha.co.uk/complaints/</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	<a href="https://www.castlehillha.co.uk/complaints/">https://www.castlehillha.co.uk/complaints/</a>
<p><b>Class 8 – Our commercial publications</b>  <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>	

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