

WEST OF SCOTLAND HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: NOVEMBER 2025

At a glance – terms used in this document

Term Used	Explanation
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>
EIRs	Environmental Information Regulations (Scotland) 2004 <i>Those organisations covered by EIRs have a duty to respond to requests for environmental information.</i>
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>
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>
Classes of Information	<i>Nine broad categories describing the types of information authorities should publish (if they hold it).</i>

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.

West of Scotland Housing Association has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

About West of Scotland Housing Association

West of Scotland Housing Association (WSHA) strives to be more than just a landlord. With over 50 years of history, what sets us apart is the way in which we go further to improve the lives of our tenants, innovatively responding to their needs as their lives change.

We provide around 4,200 homes across the West of Scotland and go further to provide housing you can call home. We have a wide range of homes to suit tenants at every stage of their life including tenemental flats, family homes, amenity properties and sheltered housing. We are a registered Scottish Charity (SC018486).

Our Vision

We go further to provide housing you call home.

Our Mission:

We put customers at the heart of everything we do. We do this by listening to their views and caring about what matters to them. We take a flexible and innovative approach when providing homes and services that help individuals and communities thrive.

Our Values

To support our customers and communities by:

- Being adaptable and flexible in meeting their needs
- Empowering and providing opportunities to help them grow
- Creating a sense of belonging
- Engaging and connecting with others who can help

Our Strategic Aims:

- Drive our direction and demonstrate how we will meet our Vision:
- Deliver outstanding service to customers in all our communities
- Actively manage our assets and develop new homes to meet local needs

- Be the best we can be for our staff and customers
- Work with others to improve tenants' lives
- Be well governed and financially strong

Charges

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 per CD
Posted document/CD Rom	Cost of postage incurred

Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

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 to you in relation to our published information.

Charges for information which is not available under the scheme:

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

General information requests

- There will be no charge for information requests which cost us £100 or less to process
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500

- We are not obliged to respond to requests which will cost us over £600 to process
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate 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.

Charges for Environmental Information

Environmental information is provided under the EIRs rather than FOISA. The rules for charging for environmental information are slightly different. We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage. 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 WSHA of providing the information.

- 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 hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

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, with no waiver for any portion of the cost.

Charge for request for your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request. We must provide a copy of the information free of charge. However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee must be based on the administrative cost of providing the information. Further

information on GDPR can be found on the Information Commissioner's Office website. Click [here](#) to access.

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:

Jennifer Cairns

Director of Corporate Services

0141 550 5625

jennifer.cairns@westscot.co.uk

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 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:

Jennifer Cairns

Director of Corporate Services

West of Scotland Housing Association

40 Barrowfield Drive

Glasgow

G40 3QH

0141 550 5625

Jennifer.cairns@westscot.co.uk

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.¹

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
Class 1 - About West of Scotland Housing Association	
<i>Information about who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
Descriptions of who we are	
Mission Statement	www.westscot.co.uk/about-us/
Vision	www.westscot.co.uk/about-us/
Values	www.westscot.co.uk/about-us/
Corporate Objectives	www.westscot.co.uk/about-us/
Area(s) of operation	https://westscot.co.uk/data/WSHA_Housing_Stock_Overview_December_2022_2022_12_22_09_42_34.pdf
Key activities; strategic/corporate plan(s)	https://westscot.co.uk/strategies-and-policies/
Business Plan (or summary)	https://westscot.co.uk/upload/download_document/cda16aae-2686-11f0-a695-005056a3/file.pdf
Customer Service	https://westscot.co.uk/data/Customer_Charter_2024_Update_2024_09_24_09_19_22.pdf
Location and opening arrangements	
Address	www.westscot.co.uk/contact-us/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	www.westscot.co.uk/contact-us/
opening times	www.westscot.co.uk/contact-us/
General contact arrangements	www.westscot.co.uk/contact-us/

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

Information	Where to access
local/area office contact details	n/a
Contact details for making a complaint	https://westscot.co.uk/complaints-feedback/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 3)
Contact details and advice on making an FOI request	Jennifer Cairns Director of Corporate Services 40 Barrowfield Drive, Glasgow, G40 3QH Tel: 0141 550 5625 jennifer.cairns@westscot.co.uk
Freedom of Information policies and procedures	https://westscot.co.uk/freedom-of-information/
Charging Schedule for environmental information provided in response to requests made under EIRs	THIS DOCUMENT (See Page 4)
About our Governing Body (Our Board)	
List of Governing Body Members - Names - when they became a governing body member - Professional biographical details - office-bearing responsibilities - when they became an office-bearer	https://westscot.co.uk/our-governance-board/
Description of the role of the Governing Body - governance structure chart (including sub-committees and working groups); - remits for governing body and any sub-committees	https://westscot.co.uk/our-governance-board/
How to become part of the governing body	https://westscot.co.uk/our-governance-board/
About our staff	

Information	Where to access
List of senior management team, including professional biography and contact details	https://westscot.co.uk/meet-our-team/
Organisational structure	https://westscot.co.uk/data/Organisational Chart October 2024 2024 10 15 10 20 01 .pdf
Governance Documents and Corporate Policies	
Rules/Articles	https://westscot.co.uk/upload/download_document/2312fec9-8128-11ed-872a-005056a3/file.pdf
Standing Orders	https://westscot.co.uk/upload/download_document/910f01fc-8127-11ed-872a-005056a3/file.pdf
Membership Policy	https://westscot.co.uk/upload/download_document/173d30cf-dea2-11ed-b9f9-005056a3/file.pdf
Code of Conduct for Staff	https://westscot.co.uk/upload/download_document/7d7ac7c6-e5e4-11ee-a413-005056a3/file.pdf
Code of Conduct for Governing Body Members	https://westscot.co.uk/upload/download_document/0c006155-2fee-11ec-abac-005056a3/file.pdf
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://westscot.co.uk/upload/download_document/f04b9694-8126-11ed-872a-005056a3/file.pdf
Register of Interests	Register of Interests 2025
Equalities & Human Rights Policy	https://westscot.co.uk/upload/download_document/cae7a556-d3b3-11ed-867e-005056a3/file.pdf
Health and Safety Policy	https://westscot.co.uk/upload/download_document/aca19c57-82b0-11eb-abac-005056a3/file.pdf
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.housingregulator.gov.scot/landlord-performance/landlords/west-of-scotland-housing-association-ltd/engagement-plan-from-1-april-2025-to-31-march-2026/

Information	Where to access
Assurance Statement	https://westscot.co.uk/regulatory-information/
Annual Return on Charter Submission to SHR	https://westscot.co.uk/performance/
Financial Returns to SHR	https://westscot.co.uk/our-finances/
Charter report to tenants	https://westscot.co.uk/performance/
Internal and External Audit arrangements	On request
Group Details	
Details of our subsidiaries	www.willowacretrust.co.uk www.westscotliving.co.uk
Key Partnerships	
Strategic agreements with other organisations	Not applicable
Class 2 – How we deliver our functions and services <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
How to use our services	
List of services provided	www.westscot.co.uk/
How to report a repair	https://westscot.co.uk/how-to-report-a-repair/
Right to Repair information	https://westscot.co.uk/repairs-response-times/
How to apply for a house	https://westscot.co.uk/our-homes/
How to get information about tenancy support	https://westscot.co.uk/tenants/
How to make a complaint	https://westscot.co.uk/complaints-feedback/

Information	Where to access
How to speak to a housing officer	https://westscot.co.uk/housing-income-maximisation-officers/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	https://westscot.co.uk/getting-involved-/
Policies and Procedures	
Allocations Policy	https://westscot.co.uk/data/Allocation_Policy_2025_2_2025_05_30_11_09_40.pdf
Adaptations Policy	https://westscot.co.uk/policies-procedures/
Anti-Social Behaviour Policy	https://westscot.co.uk/data/Antisocial_Behaviour_and_Harassment_Policy_2024_2025_02_18_10_00_53.pdf
Asbestos Management Policy	https://westscot.co.uk/upload/download_document/85b5d4e2-2674-11f0-a695-005056a3/file.pdf
Income Management Policy	https://westscot.co.uk/data/Income_Management_Policy_2025_2025_02_25_11_33_57.pdf
Asset Management Policy (including stock condition information)	https://westscot.co.uk/asset-management/
Customer Care Policy	https://westscot.co.uk/data/Customer_Charter_2024_Update_2024_09_24_09_19_22.pdf
Data Protection Policy	https://westscot.co.uk/upload/download_document/a11c01a1-82b0-11eb-abac-005056a3/file.pdf
Equalities & Human Rights Policy	https://westscot.co.uk/upload/download_document/cae7a556-d3b3-11ed-867e-005056a3/file.pdf
Estate Management Policy	https://westscot.co.uk/upload/download_document/0b646935-6916-11ef-a695-005056a3/file.pdf

Health and Safety Policy and procedures	https://westscot.co.uk/policies/ Full Health & Safety Policy is available on request.
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Information	Where to access
Legionella Policy	https://westscot.co.uk/upload/download_document/08da1602-9292-11ee-a81d-005056a3/file.pdf
Procurement Policy	https://westscot.co.uk/upload/download_document/9b62662f-03a1-11ee-a71e-005056a3/file.pdf
Risk Management Policy	https://westscot.co.uk/upload/download_document/8b1839f3-e6a2-11ee-a413-005056a3/file.pdf
Rent Setting Policy	https://westscot.co.uk/data/Rent_Service_&_Occupancy_Charges_Policy_2023_2023_06_08_14_45_11.pdf
Repairs Policy	https://westscot.co.uk/upload/download_document/931fb808-66b8-11ee-a71e-005056a3/file.pdf
Tenant Engagement Policy	https://westscot.co.uk/getting-involved/
Tenancy Sustainment Policy	www.westscot.co.uk/uploads/2019-10-24-11-41-59-WSHASupportingCommunities-81267.pdf
Internal procedures relating to above (where available)	Part of policies
Class 3 – How we take decisions and what we have decided <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
Governing Body Meetings	
Governing body meeting minutes	https://westscot.co.uk/board-meeting-minutes/
Governing body meeting reports/papers	On request
Governing body agendas	On request
Consultation and Participation	
Tenant Participation Strategy	www.westscot.co.uk/uploads/2018-08-22-10-21-49-TenantEngagementLeafletpd-24554.pdf

Consultation reports noting the outcome of any recent consultations with tenants/others	https://westscot.co.uk/tenant-consultations/
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Information	Where to access
Tenant Scrutiny Panel composition	https://westscot.co.uk/tenant-scrutiny-group/
Class 4 – What we spend and how we spend it <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>	
Information about our accounts and budgets	
Description of funding sources	https://westscot.co.uk/our-finances/
Audited accounts	https://westscot.co.uk/our-finances/
Budget policies and procedures	https://westscot.co.uk/upload/download_document/a73eeeb7-8cbb-11eb-abac-005056a3/file.pdf
Budget allocation to key service areas	https://westscot.co.uk/our-finances/
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Asset Management Strategy https://westscot.co.uk/asset-management/
Capital works programme/plans information (annual programme figure)	Asset Management Strategy https://westscot.co.uk/asset-management/
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Board Members' Expenses Policy.doc
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Board Members' Expenses Policy.doc
Board member remuneration other than expenses	Not applicable

Information	Where to access
Pay and grading structure (levels of pay rather than individual salaries)	https://westscot.co.uk/upload/download_document/670034aa-1543-11f0-a695-005056a3/file.pdf
	https://westscot.co.uk/upload/download_document/686c9fed-82aa-11eb-abac-005056a3/file.pdf
General information about staff pension scheme	On request
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Strategy and management of human resources	HR Strategy.docx
Staffing structure	https://westscot.co.uk/data/Organisational_Chart_October_2024_2024_10_15_10_20_01.pdf
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records	https://westscot.co.uk/human-resources-info/

Information	Where to access
Internal procedures relating to the above (where available)	https://westscot.co.uk/human-resources-info/
Trade Union information	On request
Summary of professional organisations/trade bodies of which we are a member	On request
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://westscot.co.uk/upload/download_document/7ee46ce3-82af-11eb-abac-005056a3/file.pdf
General description of our land and property holdings	https://westscot.co.uk/upload/download_document/7ee46ce3-82af-11eb-abac-005056a3/file.pdf
Estate development plans	https://westscot.co.uk/upload/download_document/7ee46ce3-82af-11eb-abac-005056a3/file.pdf
Information Resource	
Records management policy and records management plan, including records retention schedule	https://westscot.co.uk/upload/download_document/a11c01a1-82b0-11eb-abac-005056a3/file.pdf
Data protection or privacy policy	https://westscot.co.uk/upload/download_document/a11c01a1-82b0-11eb-abac-005056a3/file.pdf
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	
Information about our key service delivery contractors who carry out: • responsive repairs • landscape maintenance • planned/cyclical maintenance	https://westscot.co.uk/upload/download_document/05eed4b4-68d3-11ee-a71e-005056a3/file.pdf

Information	Where to access
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	On request
Information about regulated procurement contracts awarded (value, scope, duration)	https://westscot.co.uk/upload/download_document/05eed4b4-68d3-11ee-a71e-005056a3/file.pdf
Our Procurement	
Procurement Policy and procedures	https://westscot.co.uk/upload/download_document/b2fe9dd0-cb9d-11ec-abac-005056a3/file.pdf
Information on how to tender for work and invitations to tender	https://westscot.co.uk/upload/download_document/b2fe9dd0-cb9d-11ec-abac-005056a3/file.pdf
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://westscot.co.uk/upload/download_document/05eed4b4-68d3-11ee-a71e-005056a3/file.pdf
Links to procurement information we publish on Public Contracts Scotland website	On Request
Framework Agreements	Not applicable
Class 7 – How we are performing	
Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	https://westscot.co.uk/performance/
ARC report to tenants	https://westscot.co.uk/performance/
Performance Standards/indicators	https://westscot.co.uk/performance/
Benchmarking information	https://westscot.co.uk/performance/
Complaints policy, guidance and forms	https://www.westscot.co.uk/tenants/complaints-feedback/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://www.westscot.co.uk/tenants/complaints-feedback/
Tenant scrutiny reports	https://westscot.co.uk/getting-involved/

Information	Where to access
Class 8 – Our commercial publications <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>	
This class does not apply to West of Scotland 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.	
This class does not apply to West of Scotland Housing Association	Not applicable