

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 / co-operatives 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.

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

The purpose of this Guide to Information is to:

- Allow the public to see what information is available for Yoker Housing Association Limited in relation to each class in the Model Publication Scheme;
- State what charges may be applied;
- Explain how to find information easily;
- Provide contact details for enquiries and to get help with access to information; and
- Explain how to request information that has not been published.

The Model Publication Scheme Principles

The MPS imposes the following six principles which govern the way we must make our information available through our Guide to Information:

- Principle 1: Availability and formats
- Principle 2: Exempt information
- Principle 3: Copyright and re-use
- Principle 4: Charges
- Principle 5: Advice and assistance
- Principle 6: Duration

Principle 1 - Availability and Formats

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, 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.

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 us at:

Yoker Housing Association Limited
2310 Dumbarton Road
Yoker
Glasgow
G14 0JS

Telephone: 0141 950 9052
Email: housing@yokerha.org.uk

Principle 2 - Exempt Information

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 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.

Principle 3 - 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 or reproduced accurately;
- It is not used in a misleading context and
- The source of the material is identified.

Where Yoker Housing Association Limited does not hold copyright in information we publish, we will make this clear.

Principle 4 - Charges

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises.

We may charge for providing information to you, but we will charge no more than it costs us to do so. We will always tell you what the cost is before providing the information 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 per Disc |
| Posted document (including CD / DVD) | Cost of postage incurred (Royal Mail First Class) |

Charges for information that is not available under the scheme

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

General information requests

- There will be no charge for information request which cost us £100.00 or less to process.
- Where information costs between £100.00 and £600.00 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that costs us £600.00 to provide, you will be asked to pay £50.00 calculated on the basis of a waiver for the first £100.00 and 10% of the remaining £500.00.
- We are not obliged to respond to requests which will cost us over £600.00 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15.00 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 you information. In the event that we decide to impose a charge we will issue you with notification of the charge (i.e. 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 that 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 will be based on the following calculations:

- 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 £15.00 per person per hour.

The first £100.00 worth of information will be provided to you without charge.

Where information costs between £100.00 and £600.00 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600.00 to provide, you would be asked to pay £50.00, calculated on the basis of a waiver for the first £100.00 and 10% of the remaining £500.00.

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.

Charges for requesting 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.

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

Principle 5 - Advice and Assistance

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 us at:

Yoker Housing Association Limited
2310 Dumbarton Road
Yoker
Glasgow
G14 0JS

Telephone: 0141 950 9052
Email: housing@yokerha.org.uk

We will also advise you how to ask for information that we do not publish.

Principle 6 - Duration

We aim, where possible, to publish information for at least the current and the previous two financial years. When we review any document such as our policies, we will only publish the current version once it has been updated in order to avoid confusion.

The Information that we make available to you

Under the Model Publication Scheme (MPS), the information we provide must be listed under certain “classes” of information. These are the categories of information that are detailed below. Freedom of Information applies to other bodies and sectors across Scotland, such as Scottish Government and Councils, which means that not all of the information categories in the MPS apply to housing associations and co-operatives.

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 the information |
|---|--|
| Class 1 – About Yoker Housing Association Limited <i>Information about Yoker Housing Association Limited, 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 | https://www.yokerha.org.uk/our-vision-mission-statement-values |
| Vision | https://www.yokerha.org.uk/our-vision-mission-statement-values |
| Values | https://www.yokerha.org.uk/our-vision-mission-statement-values |
| Corporate Objectives | The Association's Corporate Objectives are detailed in section 7 of the Business Plan which can be accessed at: https://www.yokerha.org.uk/upload/download_document/9b1f627d-113b-11ee-a71e-005056a3/file.pdf |
| Area of operation | https://www.yokerha.org.uk/data/Property_Register_2025_04_25_12_20_32.pdf |
| Key activities; strategic / corporate plan(s) | The Association's corporate plans are detailed in section 17 of the Business Plan which can be accessed at: https://www.yokerha.org.uk/upload/download_document/9b1f627d-113b-11ee-a71e-005056a3/file.pdf |
| Business Plan | https://www.yokerha.org.uk/upload/download_document/9b1f627d-113b-11ee-a71e-005056a3/file.pdf |
| Location and opening arrangements | |
| Address | https://www.yokerha.org.uk/contact |
| Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate) | https://www.yokerha.org.uk/contact |
| Opening times | https://www.yokerha.org.uk/contact |
| General contact arrangements | https://www.yokerha.org.uk/contact |

| Information | Where to access the information |
|---|---|
| Local / area office contact details | https://www.yokerha.org.uk/contact |
| Contact details for making a complaint | https://www.yokerha.org.uk/data/Customer_Complaints_Procedure_2023_10_12_21_07_35.pdf |
| Information relating to Freedom of Information | |
| Publication Scheme and Guide to Information | This Document |
| Charging Schedule for Published Information | This Document (See Pages 4-5) |
| Contact details and advice on making an FOI request | https://www.yokerha.org.uk/freedom-of-information |
| Freedom of Information policies and procedures | <p>The Freedom of Information Policy can be accessed at: https://www.yokerha.org.uk/data/FOI_Policy_2024_10_29_16_37_10.pdf</p> <p>The Freedom of Information Procedures can be accessed at: https://www.yokerha.org.uk/data/FOI_Procedures_2024_10_29_16_37_30.pdf</p> |
| Charging Schedule for environmental information provided in response to requests made under EIRs | This Document (See Pages 4-5) |
| About our Governing Body | |
| List of Governing Body Members <ul style="list-style-type: none"> Names When they became a governing body member Professional biographical details Office-bearing responsibilities When they became an office-bearer | https://www.yokerha.org.uk/data/10_Governing_Body_Member_Register_@_2025_04_25_2025_04_25_11_39_31.pdf https://www.yokerha.org.uk/data/10_Governing_Body_Member_Register_@_2025_04_25_2025_04_25_11_39_31.pdf https://www.yokerha.org.uk/data/10_Governing_Body_Member_Register_@_2025_04_25_2025_04_25_11_39_31.pdf https://www.yokerha.org.uk/data/10_Governing_Body_Member_Register_@_2025_04_25_2025_04_25_11_39_31.pdf https://www.yokerha.org.uk/data/10_Governing_Body_Member_Register_@_2025_04_25_2025_04_25_11_39_31.pdf |
| Description of the role of the Governing Body | https://www.yokerha.org.uk/data/ManagementCommitteeandOfficeBearersRemit_2023_06_26_17_24_21.pdf https://www.yokerha.org.uk/data/Organisation_Structure_2025_04_25_11_47_35.pdf |

| Information | Where to access the information |
|--|--|
| <ul style="list-style-type: none"> Governance structure chart (including sub-committees and working groups) Remits for governing body and any sub-committees | https://www.yokerha.org.uk/role-and-remit/ |
| How to become part of the governing body | https://www.yokerha.org.uk/management-committee/ |
| About our staff | |
| List of senior management team, including professional biography and contact details | <p>Biographical information for senior staff is detailed in section 2 of the Association's Business Plan which can be accessed at: https://www.yokerha.org.uk/data/2019BusinessPlan_2023_06_22_21_30_19.pdf</p> <p>Contact details for senior staff can be accessed at: https://www.yokerha.org.uk/data/Organisation_Structure_2025_04_25_11_47_35.pdf</p> |
| Organisational structure | https://www.yokerha.org.uk/data/Organisation_Structure_2025_04_25_11_47_35.pdf |
| Governance Documents and Corporate Policies | |
| Rules / Articles | https://www.yokerha.org.uk/data/00RulesofYokerHousingAssociationLimitedNoSig_2023_06_26_17_21_00.pdf |
| Standing Orders | https://www.yokerha.org.uk/data/StandingOrders_2023_06_26_17_20_10.pdf |
| Membership Policy | https://www.yokerha.org.uk/data/MembershipPolicy_2023_06_26_17_17_48.pdf |
| Code of Conduct for Staff | https://www.yokerha.org.uk/data/StaffCodeofConduct_2023_06_26_18_03_09.pdf |
| Code of Conduct for Governing Body Members | https://www.yokerha.org.uk/data/Code_of_Conduct_for_Governing_Body_2024_10_02_11_24_07.pdf |
| Entitlements, Payments and Benefits Policy | https://www.yokerha.org.uk/data/Entitlements_Payments&Benefits_2023_06_26_17_40_01.pdf |
| Register of Interests | https://www.yokerha.org.uk/data/Management_Committee_Register_of_Interests_2025_01_17_14_08_00.pdf |
| Equality & Diversity Policy | https://www.yokerha.org.uk/data/Equality&DiversityPolicy_2023_06_27_14_39_46.pdf |
| Health and Safety Policy | https://www.yokerha.org.uk/upload/download_document/5dd996db-2432-11f0-a695-005056a3/file.pdf |
| Sustainability Policy | https://www.yokerha.org.uk/upload/download_document/93f2ff43-113d-11ee-a71e-005056a3/file.pdf |
| Relationship with Regulators | |

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| Information | Where to access the information |
|---|---|
| Engagement Plan with Scottish Housing Regulator (SHR) | <p>The most recent Engagement Plan can be accessed at: https://www.yokerha.org.uk/upload/download_document/61746a68-14e5-11ee-a71e-005056a3/file.pdf</p> <p>Previous Regulation and Engagement Plans can be accessed at: https://www.yokerha.org.uk/regulation/</p> |
| Assurance Statement | <p>https://www.yokerha.org.uk/upload/download_document/2c9c8637-7737-11ee-a71e-005056a3/file.pdf</p> <p>Previous Assurance Statements can be accessed at: https://www.yokerha.org.uk/performance/</p> |
| Annual Return on the Charter Submission to the SHR | <p>The current Annual Return on the Charter Submissions can be accessed at: https://www.yokerha.org.uk/upload/download_document/7ad6527e-0ec2-11ef-a413-005056a3/file.pdf</p> <p>Previous Return on the Charter Submissions can be accessed at: https://www.yokerha.org.uk/performance/</p> |
| Financial Returns to the SHR | <p>The most recent Financial Returns can be accessed at: https://www.yokerha.org.uk/upload/download_document/d24f1444-2bff-11f0-a233-005056a3/file.pdf</p> <p>Previous Financial returns can be accessed at: https://www.yokerha.org.uk/our-finances/</p> |
| Charter Report to tenants | <p>The latest Report can be accessed at: https://www.yokerha.org.uk/upload/download_document/3da242c5-7737-11ee-a71e-005056a3/file.pdf</p> <p>Earlier reports can be accessed at: https://www.yokerha.org.uk/performance/</p> |
| Internal and External Audit Arrangements | <p>The Association's internal and external audit arrangements can be accessed at https://www.yokerha.org.uk/regulation</p> <p>The Association's Audit Policy can be accessed at: https://www.yokerha.org.uk/data/AuditPolicy_2023_06_27_13_01_20.pdf</p> |
| Group Details | |
| Details of our subsidiaries / parent organisation | Not Applicable |
| Key Partnerships | |
| Strategic agreements with other organisations | https://www.yokerha.org.uk/about-us/ |
| 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> | |

| Information | Where to access the information |
|---|---|
| How to use our services | |
| List of services provided | https://www.yokerha.org.uk/about-us/ |
| How to report a repair | https://www.yokerha.org.uk/reporting-a-repair/ |
| Right to Repair information | https://www.yokerha.org.uk/data/RepairResponseTimesandCategories_2023_06_22_22_11_36.pdf |
| How to apply for a house | https://www.yokerha.org.uk/ways-to-apply/ |
| How to get information about tenancy support | https://www.yokerha.org.uk/financial-assistance/ |
| How to make a complaint | https://www.yokerha.org.uk/making-a-complaint/ |
| How to speak to a housing officer | https://www.yokerha.org.uk/contact/ |
| How we consult with tenants and other customers to improve service delivery and develop new services. | https://www.yokerha.org.uk/data/TenantParticipationStrategy_2023_07_03_15_48_25.pdf |
| Policies and Procedures | |
| Abandonment Policy | https://www.yokerha.org.uk/data/AbandonmentPolicy_2023_07_04_14_56_44.pdf |
| Abandonment Procedures | https://www.yokerha.org.uk/data/AbandonmentProc_2023_07_04_14_56_59.pdf |
| Allocations to Governing Body / Staff Members Policy | https://www.yokerha.org.uk/data/GovBodyAllocationsPolicy_2023_06_26_18_02_12.pdf |
| Allocations to Governing Body / Staff Members Procedures | https://www.yokerha.org.uk/data/GovBodyAllocationProcedures_2023_06_26_18_02_29.pdf |
| Alterations and Improvements Policy | https://www.yokerha.org.uk/upload/download_document/84078051-0ed2-11ef-a413-005056a3/file.pdf |
| Annual Gas Safety / Service Policy | https://www.yokerha.org.uk/data/Annual_Gas_Safety_Check_Policy_2025_04_24_15_27_03.pdf |
| Annual Gas Safety / Service Procedures | https://www.yokerha.org.uk/data/Annual_Gas_Safety_Service_Procedures_2025_04_24_15_27_43.pdf |
| Anti-social Behaviour & Neighbour Nuisance Policy | https://www.yokerha.org.uk/data/Anti_social_Behaviour_Policy_2025_04_29_10_12_24.pdf |

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| Information | Where to access the information |
|---|---|
| Anti-social Behaviour & Neighbour Nuisance Procedures | https://www.yokerha.org.uk/data/Antisocial_Behaviour_Procedures_2025_04_29_10_12_38.pdf |
| Approved List of Development Consultants | https://www.yokerha.org.uk/upload/download_document/fb390c8c-113c-11ee-a71e-005056a3/file.pdf |
| Approved List of Maintenance Contractors | https://www.yokerha.org.uk/upload/download_document/dbc62507-2d6b-11ef-a413-005056a3/file.pdf |
| Arrears Management Policy | https://www.yokerha.org.uk/data/Rent_Arrears_Policy_2024_10_29_16_32_22.pdf |
| Arrears Management Procedures | https://www.yokerha.org.uk/data/Rent_Arrears_Procedures_2024_10_29_14_47_53.pdf |
| Asbestos Management Policy | https://www.yokerha.org.uk/data/AsbestosManagementPolicy_2023_06_22_22_07_50.pdf |
| Asset Management Strategy (including stock condition information) | https://www.yokerha.org.uk/upload/download_document/89742bae-113b-11ee-a71e-005056a3/file.pdf |
| Assignment Policy | https://www.yokerha.org.uk/data/Assignment_Policy_2023_06_30_16_41_31.pdf |
| Assignment Procedures | https://www.yokerha.org.uk/data/Assignment_Procedures_2023_06_30_16_41_39.pdf |
| Compensation for Improvements Policy | https://www.yokerha.org.uk/upload/download_document/71308f44-1141-11ee-a71e-005056a3/file.pdf |
| Complaints Policy | https://www.yokerha.org.uk/data/CHP_Policy_2024_10_29_14_39_07.pdf |
| Complaints Handling Procedure | https://www.yokerha.org.uk/data/FullComplaintsHandlingProcedure_(1)_2023_06_30_14_10_25.pdf |
| Contractor Insolvency Policy | https://www.yokerha.org.uk/upload/download_document/06a8622d-113d-11ee-a71e-005056a3/file.pdf |
| Contractors Selection and Performance Policy | https://www.yokerha.org.uk/upload/download_document/a7a8ad0a-2d6b-11ef-a413-005056a3/file.pdf |
| Death of a Tenant Policy | https://www.yokerha.org.uk/data/Death_of_a_Tenant_Policy_2023_06_30_16_31_36.pdf |
| Death of a Tenant Procedures | https://www.yokerha.org.uk/data/Death_of_Tenant_Procedures_2023_06_30_16_31_45.pdf |
| Decoration Allowance for Void Properties Policy | https://www.yokerha.org.uk/upload/download_document/bf86b97b-113f-11ee-a71e-005056a3/file.pdf |
| Decoration Allowance Procedures | https://www.yokerha.org.uk/upload/download_document/cce452ca-113f-11ee-a71e-005056a3/file.pdf |
| Defects Policy | https://www.yokerha.org.uk/upload/download_document/0e1cc154-113d-11ee-a71e-005056a3/file.pdf |

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| Information | Where to access the information |
|--|---|
| Development Policy | https://www.yokerha.org.uk/upload/download_document/78833d54-41be-11ee-a71e-005056a3/file.pdf |
| Development Contract Control Policy | https://www.yokerha.org.uk/upload/download_document/1e5baa67-113d-11ee-a71e-005056a3/file.pdf |
| Electrical Safety Policy | https://www.yokerha.org.uk/data/ElectricalSafetyPolicy_2023_06_27_22_07_34.pdf |
| Emergency Policy and Procedures | https://www.yokerha.org.uk/upload/download_document/3749fa0c-1141-11ee-a71e-005056a3/file.pdf |
| Equality & Diversity Policy | https://www.yokerha.org.uk/data/Equality&DiversityPolicy_2023_06_27_14_39_46.pdf |
| Estate Management Policy | https://www.yokerha.org.uk/data/Estate_Management_Policy_2024_11_29_12_18_48.pdf |
| Estate Management Procedures | https://www.yokerha.org.uk/data/Estate_Management_Procedures_2024_11_29_12_18_59.pdf |
| Gas Safety Management System | https://www.yokerha.org.uk/data/Gas_Safety_Management_System_2025_04_24_15_27_16.pdf |
| Greening Our Workplace Policy | https://www.yokerha.org.uk/upload/download_document/272d2b0e-113d-11ee-a71e-005056a3/file.pdf |
| Harassment Policy | https://www.yokerha.org.uk/data/Harassment_Policy_2025_04_29_10_12_57.pdf |
| Health and Safety Employee Handbook | https://www.yokerha.org.uk/upload/download_document/0a0e6f86-113c-11ee-a71e-005056a3/file.pdf |
| Health and Safety Policy | https://www.yokerha.org.uk/upload/download_document/5dd996db-2432-11f0-a695-005056a3/file.pdf |
| Home Loss and Disturbance Payment Policy | https://www.yokerha.org.uk/upload/download_document/39a6dd74-113d-11ee-a71e-005056a3/file.pdf |
| Home Working Policy | https://www.yokerha.org.uk/upload/download_document/af70d69a-113b-11ee-a71e-005056a3/file.pdf |
| Housing Application Suspension & Cancellation Policy | https://www.yokerha.org.uk/data/Housing_Application_Suspension_and_Cancellation_Policy_2025_05_08_12_55_15.pdf |
| Housing Application Suspension & Cancellation Procedures | https://www.yokerha.org.uk/data/Housing_Application_Suspension_&_Cancellation_Procedures_2025_05_08_12_55_24.pdf |
| Housing Renewal Area Policy | https://www.yokerha.org.uk/upload/download_document/1ecc65d0-80af-11ef-a695-005056a3/file.pdf |
| Joint Tenancy Policy | https://www.yokerha.org.uk/data/Joint_Tenancy_Policy_2023_06_30_16_50_56.pdf |
| Joint Tenancy Procedures | https://www.yokerha.org.uk/data/Joint_Tenancy_Procedures_2023_06_30_16_51_05.pdf |

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| Information | Where to access the information |
|---|---|
| Legionella Policy | https://www.yokerha.org.uk/data/Legionella_Policy_2024_01_05_15_06_07.pdf |
| Letting Policy | https://www.yokerha.org.uk/data/202505_Letting_Policy_202804_2025_05_08_15_38_53.pdf |
| Letting Procedures | https://www.yokerha.org.uk/data/Letting_Procedures_2025_05_08_15_53_19.pdf |
| Lodger Policy | https://www.yokerha.org.uk/data/Lodger_Policy_2024_01_05_16_31_14.pdf |
| Lodger Procedures | https://www.yokerha.org.uk/data/Lodger_Procedures_2024_01_05_16_31_24.pdf |
| Lone Working Policy | https://www.yokerha.org.uk/upload/download_document/b851cdb8-113b-11ee-a71e-005056a3/file.pdf |
| Maintenance Policy | https://www.yokerha.org.uk/upload/download_document/f90d3edf-2433-11f0-a695-005056a3/file.pdf |
| Managing Contact Policy | https://www.yokerha.org.uk/upload/download_document/c28c24c1-113b-11ee-a71e-005056a3/file.pdf |
| Minimal Lettable Standards Policy | https://www.yokerha.org.uk/upload/download_document/ff859359-2433-11f0-a695-005056a3/file.pdf |
| Mutual Exchange Policy | https://www.yokerha.org.uk/data/Mutual_Exchange_Policy_2024_10_02_11_48_18.pdf |
| Mutual Exchange Procedures | https://www.yokerha.org.uk/data/Mutual_Exchange_Procedures_2024_10_29_14_44_57.pdf |
| Particular Needs Policy | https://www.yokerha.org.uk/upload/download_document/294bbe4b-80af-11ef-a695-005056a3/file.pdf |
| Pest Control Policy | https://www.yokerha.org.uk/upload/download_document/b0af520b-2d6b-11ef-a413-005056a3/file.pdf |
| Planned Maintenance Policy | https://www.yokerha.org.uk/upload/download_document/8df15daa-80aa-11ef-a695-005056a3/file.pdf |
| Policy on Recovery of Other Owners' Costs | https://www.yokerha.org.uk/upload/download_document/499ea5f5-113d-11ee-a71e-005056a3/file.pdf |
| Policy to Comply with CDM Regulations | https://www.yokerha.org.uk/upload/download_document/5c15f20f-113d-11ee-a71e-005056a3/file.pdf |
| Privacy Policy | https://www.yokerha.org.uk/data/Privacy_Policy_2024_04_04_13_14_49.pdf |
| Reactive Repairs Policy | https://www.yokerha.org.uk/upload/download_document/13fdb9ff-f278-11ee-a413-005056a3/file.pdf |
| Rechargeable Repairs Policy | https://www.yokerha.org.uk/upload/download_document/1881f89f-f278-11ee-a413-005056a3/file.pdf |
| Rent Setting Policy | https://www.yokerha.org.uk/data/Rent_Setting_Policy_2025_04_29_10_08_02.pdf |

| Information | Where to access the information |
|---|---|
| Repair Response Times and Categories | https://www.yokerha.org.uk/upload/download_document/eba6804c-2434-11f0-a695-005056a3/file.pdf |
| Repair Standards to Unimproved & Decant Properties Policy | https://www.yokerha.org.uk/upload/download_document/b8162b8d-2d6b-11ef-a413-005056a3/file.pdf |
| Resident Handbook | https://www.yokerha.org.uk/data/Residents_Handbook_2025_04_29_10_23_40.pdf |
| Risk Management Policy | https://www.yokerha.org.uk/upload/download_document/d3ce86f8-113b-11ee-a71e-005056a3/file.pdf |
| Standard Housing Brief for Technical Consultants | https://www.yokerha.org.uk/upload/download_document/8738bb12-113d-11ee-a71e-005056a3/file.pdf |
| Stage 3 Adaptations Policy | https://www.yokerha.org.uk/data/Stage_3_Adaptation_Policy_2025_04_24_15_17_13.pdf |
| Stress Management Policy | https://www.yokerha.org.uk/upload/download_document/dd208245-113b-11ee-a71e-005056a3/file.pdf |
| Sub-Letting Policy | https://www.yokerha.org.uk/data/Sub_Letting_Policy_2023_06_30_16_45_11.pdf |
| Sub-Letting Procedures | https://www.yokerha.org.uk/data/Sub_Letting_Procedures_2023_06_30_16_45_22.pdf |
| Succession Policy | https://www.yokerha.org.uk/data/Succession_Policy_2023_06_30_16_31_09.pdf |
| Succession Procedures | https://www.yokerha.org.uk/data/Succession_Procedures_2023_06_30_16_31_19.pdf |
| Sustainability Policy | https://www.yokerha.org.uk/upload/download_document/93f2ff43-113d-11ee-a71e-005056a3/file.pdf |
| Sustainable Housing Design Guide | https://www.yokerha.org.uk/upload/download_document/a5ec61f4-113d-11ee-a71e-005056a3/file.pdf |
| Tenant Mobility Policy | https://www.yokerha.org.uk/upload/download_document/34dca951-80af-11ef-a695-005056a3/file.pdf |
| Tenant Participation Strategy | https://www.yokerha.org.uk/data/Tenant_Participation_Strategy_2024_10_08_09_43_22.pdf |
| Void Management Policy | https://www.yokerha.org.uk/data/Void_Policy_2023_06_30_17_01_21.pdf |
| Void Management Procedures | https://www.yokerha.org.uk/data/Void_Procedures_2023_06_30_17_01_31.pdf |
| 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 | |

| Information | Where to access the information |
|--|---|
| Governing Body meeting minutes | https://www.yokerha.org.uk/agenda-minutes/ |
| Governing Body meeting reports / papers | https://www.yokerha.org.uk/agenda-minutes/ |
| Governing Body agendas | https://www.yokerha.org.uk/agenda-minutes/ |
| Consultation and Participation | |
| Tenant Participation Strategy | https://www.yokerha.org.uk/data/Tenant_Participation_Strategy_2024_10_08_09_43_22.pdf |
| Consultation reports noting the outcome of any recent consultations with tenants / others | A range of consultation reports can be accessed at: https://www.yokerha.org.uk/tenant-participation (Section 'Recent Consultations') |
| Registered Tenant Organisations | https://www.yokerha.org.uk/data/02RegisterofTenantOrganisations_2023_07_03_15_55_37.pdf |
| 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://www.yokerha.org.uk/our-finances/ |
| Audited accounts | The most recent accounts can be accessed at: https://www.yokerha.org.uk/upload/download_document/a693c1ca-14df-11ee-a71e-005056a3/file.pdf Previous accounts can be accessed at: https://www.yokerha.org.uk/our-finances/ |
| Budget allocation to key service areas | https://www.yokerha.org.uk/data/2025_03_27_07010_2025_2026_Budget_Report_2025_04_25_12_13_26.pdf |
| Our programme of works and projects | |
| Brief details of any project funding and how it is being spent | Details of project funding can be viewed in the Association's Strategy & Development Funding Plan which can be accessed at: https://www.yokerha.org.uk/data/Strategy&DevFundingPlan_2023_06_27_15_07_12.pdf Details of individual projects can be accessed at: https://www.yokerha.org.uk/procurement/ |

| Information | Where to access the information |
|---|---|
| Capital works programme / plans information (annual programme figure) | https://www.yokerha.org.uk/data/Strategy&DevFundingPlan_2023_06_27_15_07_12.pdf |
| Spending relating to Staff and Governing Body | |
| Management Committee Expenses Policy | https://www.yokerha.org.uk/data/2024_03_28_Committee_Members_Expenses_Policy_2024_04_04_11_57_36.pdf |
| Senior staff / governing body member expenses at category level (e.g. travel, subsistence, accommodation) | <p>Details of Governing Body expenses can be accessed at:</p> <p>https://www.yokerha.org.uk/data/Management_Committee_Expenses_Register_@_08.05.25_2025_05_08_16_28_03.pdf</p> <p>Details of senior staff expenses can be accessed at:</p> <p>https://www.yokerha.org.uk/data/Staff_Expenses_Register_@_08.05.25_2025_05_08_16_28_14.pdf</p> |
| Board member remuneration other than expenses | <p>Details of Governing Body remuneration other than expenses can be accessed at:</p> <p>https://www.yokerha.org.uk/management-committee/</p> |
| Pay and grading structure | https://www.yokerha.org.uk/data/2025_2026_Salary_Scales_2025_04_29_15_23_25.pdf |
| General information about staff pension scheme | <p>Details of the staff pension scheme can be accessed at:</p> <p>https://www.yokerha.org.uk/staff (Section 'Pensions')</p> |
| Class 5 – How we manage our resources | |
| <i>Information about how we manage our human, physical and information resources</i> | |
| Human Resources | |
| Staffing structure | https://www.yokerha.org.uk/data/20_Organisation_Structure_@_2024_03_31_2024_03_14_16_29_37.pdf |
| Human resources policies covering: | <p>Human resource information is detailed in the staff terms and conditions:</p> <p>https://www.yokerha.org.uk/data/2025_2026_Salary_Scales_2025_04_29_15_23_25.pdf</p> <p>https://www.yokerha.org.uk/data/Terms&Conditions_2023_06_26_18_03_21.pdf (Section B04)</p> <p>https://www.yokerha.org.uk/data/Terms&Conditions_2023_06_26_18_03_21.pdf (Section A16)</p> <p>https://www.yokerha.org.uk/data/Terms&Conditions_2023_06_26_18_03_21.pdf (Section A14)</p> <p>https://www.yokerha.org.uk/data/Terms&Conditions_2023_06_26_18_03_21.pdf (Section A15)</p> <p>https://www.yokerha.org.uk/data/Terms&Conditions_2023_06_26_18_03_21.pdf (Section B04)</p> <p>https://www.yokerha.org.uk/data/Data_Retention_Schedule_2024_04_04_13_25_02.pdf</p> |
| Trade Union information | <p>Details of the staff pension scheme can be accessed at:</p> <p>https://www.yokerha.org.uk/staff (Section "Trade Union")</p> |

| Information | Where to access the information |
|--|--|
| Summary of professional organisations / trade bodies of which we are a member | https://www.yokerha.org.uk/about-us |
| Physical Resources | |
| Management of our land and property assets | https://www.yokerha.org.uk/upload/download_document/89742bae-113b-11ee-a71e-005056a3/file.pdf |
| General description of our land and property holdings | <p>General information about the Association's properties can be viewed at: https://www.yokerha.org.uk/properties/</p> <p>Detailed information about the location of the Association's properties can be viewed at: https://www.yokerha.org.uk/data/Property_Register_2025_04_25_12_20_32.pdf</p> |
| Estate development plans | <p>Details of project funding can be viewed at: https://www.yokerha.org.uk/data/Strategy&DevFundingPlan_2023_06_27_15_07_12.pdf</p> <p>Details of individual projects can be accessed at: https://www.yokerha.org.uk/procurement/ (Section 'New and Proposed Developments')</p> |
| Information Resources | |
| Records Management policy and records management plan, including records retention schedule | https://www.yokerha.org.uk/data/Data_Retention_Schedule_2024_04_04_13_25_02.pdf |
| Data Protection or Privacy Policy | https://www.yokerha.org.uk/data/Privacy_Policy_2024_04_04_13_14_49.pdf |
| Class 6 – How we procure goods and services from external providers <i>Information about how we procure works, goods and services, and our contracts with external providers</i> | |
| Our Contractors and Suppliers | |
| <p>Information about our key service delivery contractors who carry out:</p> <ul style="list-style-type: none"> • Responsive repairs • Landscape maintenance • Planned / cyclical maintenance | <p>https://www.yokerha.org.uk/upload/download_document/dbc62507-2d6b-11ef-a413-005056a3/file.pdf</p> <p>https://www.yokerha.org.uk/upload/download_document/dbc62507-2d6b-11ef-a413-005056a3/file.pdf</p> <p>https://www.yokerha.org.uk/data/Contract_Register_2024_06_18_16_23_48.pdf</p> |
| List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy) | <p>The list suppliers and contractors used by the organisation is detailed in Appendix B of the Association's Entitlements, Payments and Benefits Policy which can be accessed at: https://www.yokerha.org.uk/data/Entitlements_Payments&Benefits_2023_06_26_17_40_01.pdf</p> |

| Information | Where to access the information |
|--|---|
| Information about regulated procurement contracts awarded (value, scope, duration) | https://www.yokerha.org.uk/data/Contract_Register_2024_04_05_12_45_26.pdf |
| Our Procurement | |
| Procurement Policy | https://www.yokerha.org.uk/data/Procurement_Policy_2024_10_02_10_18_36.pdf |
| Information on how to tender for work and invitations to tender | https://www.yokerha.org.uk/procurement/ |
| Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value | https://www.yokerha.org.uk/data/Contracts_Register_2024_10_02_10_42_45.pdf |
| Links to procurement information we publish on Public Contracts Scotland website | https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA24063 |
| Framework Agreements | https://www.publiccontractsscotland.gov.uk/search/show/search_view.aspx?ID=AUG328479 |
| Class 7 – How we are performing | |
| <i>Information about how we perform as an organisation, and how well we deliver our functions and services</i> | |
| Annual Report | <p>The current annual report can be accessed at: https://www.yokerha.org.uk/upload/download_document/3da242c5-7737-11ee-a71e-005056a3/file.pdf</p> <p>Previous annual reports can be accessed at: https://www.yokerha.org.uk/performance/</p> |
| Annual Report on the Charter (ARC) Report to tenants | <p>The current ARC Return can be accessed at: https://www.yokerha.org.uk/upload/download_document/344f35c1-2c00-11f0-a233-005056a3/file.pdf</p> <p>Previous ARC Returns can be accessed at: https://www.yokerha.org.uk/performance/</p> |
| Performance Standards / Indicators | <p>The Association's Performance Indicators are detailed in section 8 the Business Plan which can be accessed at: https://www.yokerha.org.uk/upload/download_document/9b1f627d-113b-11ee-a71e-005056a3/file.pdf</p> |
| Benchmarking information | <p>The Association's Benchmarking information is detailed in section 9 of the Business Plan which can be accessed at: https://www.yokerha.org.uk/upload/download_document/9b1f627d-113b-11ee-a71e-005056a3/file.pdf</p> |

| Information | Where to access the information |
|--|--|
| Complaints Policy, guidance and forms | https://www.yokerha.org.uk/data/Customer_Complaints_Procedure_2023_10_12_21_07_35.pdf https://www.yokerha.org.uk/data/Complaints_Form_2023_06_30_14_29_11.pdf |
| Complaints reports or equivalent to show how complaints are handled and influence service delivery | https://www.yokerha.org.uk/complaint-reporting/ |
| 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 Yoker Housing Association Limited as we do not produce any publications for sale. | Not Applicable |
| Class 9 – Our open data <i>Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence.</i> | |
| This class does not apply to Yoker Housing Association Limited. | Not Applicable |