

NEW GORBALS HOUSING ASSOCIATION GUIDE TO INFORMATION

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.

NEW Gorbals Housing Association has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#).

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 can be found in our Freedom of Information & EIR Charging Schedule here <https://www.newgorbalsha.org.uk/media/297120/foi-eir-charging-schedule.pdf>

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:

Chris Rothnie

200 Crown Street, Glasgow, G5 9AY

0141 429 3900

christine@newgorbalsha.org.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 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?

Once information is published we will continue to make it available for the current and previous two financial years. Where information has been updated we will only publish the current version. If you would like to see previous versions you may make a request for that information.

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

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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:

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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

Details of information we publish 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 New Gorbals Housing Association | |
| <i>Information about the Association, 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 | |
| Overview of NGHA – our role and structure | https://www.newgorbalsha.org.uk/media/297329/business-plan-21-24.pdf |
| Vision | https://www.newgorbalsha.org.uk/about-us/our-vision-values-and-objectives |
| Values | https://www.newgorbalsha.org.uk/about-us/our-vision-values-and-objectives |
| Corporate Objectives | https://www.newgorbalsha.org.uk/about-us/our-vision-values-and-objectives |
| Area(s) of operation | https://www.newgorbalsha.org.uk/about-us/an-introduction |
| Key activities | https://www.newgorbalsha.org.uk/about-us/an-introduction |
| Business Plan | https://www.newgorbalsha.org.uk/about-us/our-vision-values-and-objectives |
| Location and opening arrangements | |
| Address | https://www.newgorbalsha.org.uk/about-us/contact-us |
| Telephone number and e-mail address for general enquiries | https://www.newgorbalsha.org.uk/about-us/contact-us |
| Opening times | https://www.newgorbalsha.org.uk/about-us/contact-us |
| General contact arrangements | https://www.newgorbalsha.org.uk/about-us/contact-us |
| Local/area office contact details | https://www.newgorbalsha.org.uk/about-us/contact-us |

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

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| Information | Where to access |
|--|---|
| Contact details for making a complaint | https://www.newgorbalsha.org.uk/about-us/contact-us |
| Information relating to Freedom of Information | |
| Publication Scheme and Guide to Information | https://www.newgorbalsha.org.uk/about-us/access-to-information |
| Charging Schedule for Published Information | https://www.newgorbalsha.org.uk/about-us/access-to-information |
| Contact details and advice on making an FOI request | https://www.newgorbalsha.org.uk/about-us/access-to-information |
| Freedom of Information Policy | https://www.newgorbalsha.org.uk/media/297775/foi-and-eir-policy-reviewed-2024.pdf |
| Charging Schedule for information provided in response to requests made under EIRs | https://www.newgorbalsha.org.uk/media/297120/foi-eir-charging-schedule.pdf |
| About our Governing Body | |
| List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member office-bearing responsibilities when they became an office-bearer | https://www.newgorbalsha.org.uk/about-us/our-management-committee |
| Description of the role of the Governing Body <ul style="list-style-type: none"> governance structure chart (including sub-committees and subsidiary company); remit for governing body | https://www.newgorbalsha.org.uk/about-us/our-governance-structures |

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|---|---|
| How to become part of the governing body | https://www.newgorbalsha.org.uk/about-us/our-members |
| About our staff | |
| List of senior management team and contact details | https://www.newgorbalsha.org.uk/about-us/our-staff |
| Organisational structure | https://www.newgorbalsha.org.uk/media/297682/ngha-staff-structure-2024.pdf |
| Governance Documents and Corporate Policies | |
| Rules | https://www.newgorbalsha.org.uk/media/297090/ngha-rules-2015-redacted.pdf |
| Membership Policy | https://www.newgorbalsha.org.uk/media/297462/membership-policy-june-22.pdf |
| Code of Conduct for Staff | https://www.newgorbalsha.org.uk/media/297455/staff-code-of-conduct-june-22-v02.pdf |
| Code of Conduct for Governing Body Members | https://www.newgorbalsha.org.uk/media/297118/code-of-conduct-for-gb-mbrs.pdf |
| Equalities Policy | https://www.newgorbalsha.org.uk/media/297738/equality-diversity-and-inclusion-policy.pdf |
| Health and Safety at Work Policy | https://www.newgorbalsha.org.uk/media/297675/ngha-health-and-safety-at-work-policy_mar-2023.pdf |
| Health and Safety Statement of Intent | https://www.newgorbalsha.org.uk/media/297619/hscm-hs-statement-of-intent-2023_24_signed.pdf |
| Relationship with Regulators | |
| Engagement Plan with Scottish Housing Regulator | https://www.newgorbalsha.org.uk/media/297621/ngha-engagement-plan-2425.pdf |
| Assurance Statement | https://www.newgorbalsha.org.uk/media/297739/annual-assurance-statement-2024-unsigned.pdf |
| Annual Return on Charter Submission to SHR | https://www.newgorbalsha.org.uk/media/297695/annual-return-on-the-charter-arc-2024-web.pdf |
| Charter Reports to tenants | https://www.newgorbalsha.org.uk/media/297730/ngh2098_8pp_a4_ngha_annualreport_23-24_insert1_v60_web.pdf |
| Internal and External Audit arrangements | https://www.newgorbalsha.org.uk/about-us/our-performance |
| Group Details | |
| Details of our subsidiary company | https://www.newgorbalsha.org.uk/mid-market-rent/what-is-ngpm |
| 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 | To follow |

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| Information | Where to access |
|---|---|
| How to report a repair | https://www.newgorbalsha.org.uk/tenants/repairs |
| Right to Repair information | https://www.newgorbalsha.org.uk/tenants/your-right-to-repair |
| How to apply for a house | https://www.newgorbalsha.org.uk/applicants/making-an-application |
| How to get information about tenancy support | https://www.newgorbalsha.org.uk/tenants/how-we-can-support-you |
| How to make a complaint | https://www.newgorbalsha.org.uk/about-us/contact-us |
| How to speak to a housing officer | https://www.newgorbalsha.org.uk/about-us/contact-us |
| Policies and Procedures | |
| Allocations Policy | https://www.newgorbalsha.org.uk/media/297637/allocation-policy-april-2025-updated-letting-plan-2024-25.pdf |
| Anti-Social Behaviour Policy | https://www.newgorbalsha.org.uk/media/297653/antisocial-behaviour-policy-2024-27.pdf |
| Asbestos Management Policy | https://www.newgorbalsha.org.uk/media/297690/ngha-policy-asbestos-management-policy-2023.pdf |
| Rent Management Policy | https://www.newgorbalsha.org.uk/media/297586/rent-management-policy.pdf |
| Privacy Policy | https://www.newgorbalsha.org.uk/privacy-policy |
| Decant Policy | https://www.newgorbalsha.org.uk/media/297109/decant-policy.pdf |
| Disposal of Tenant Belongings Policy | https://www.newgorbalsha.org.uk/media/297110/disposal-of-tenants-personal-belongings.pdf |
| Domestic Abuse Policy | domestic-abuse-policy-3820.pdf (newgorbalsha.org.uk) |
| Estate Management Policy | https://www.newgorbalsha.org.uk/media/297587/estate-management-policy.pdf |
| Repairs & Maintenance Policy | Under review |
| Tenant Allowance and Compensation Policy | https://www.newgorbalsha.org.uk/media/297792/tenant-allowance-and-compensation-policy-june-2021.pdf |
| Tenancy Changes Policy | https://www.newgorbalsha.org.uk/media/297790/tenancy-changes-policy.pdf |
| Void Management Policy | https://www.newgorbalsha.org.uk/media/297756/void-management-policy.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 | |
| Governing body meeting minutes | https://www.newgorbalsha.org.uk/about-us/management-committee-minutes |
| Consultation and Participation | |
| Tenant Participation and Engagement Strategy | https://www.newgorbalsha.org.uk/media/297741/tenant-participation-and-engagement-strategy-2024-final.pdf |
| Consultation reports noting the outcome of any recent | 2025/26 Rent consultation results to follow |

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| Information | Where to access |
|---|---|
| consultations with tenants/others | |
| Class 4 – What we spend and how we spend it <i>Information about our strategy for, and management of, financial resources</i> | |
| Information about our accounts and budgets | |
| Description of funding sources | To follow |
| Audited accounts | https://www.newgorbalsha.org.uk/media/297733/accounts_211_2024_redacted.pdf |
| Budget allocation to key service areas | To follow |
| Our programme of work and projects | |
| Brief details of project funding and how it is spent | To follow |
| Capital works programme/plans information | To follow |
| Spending relating to Staff and Governing Body | |
| Governing body Expenses Policy | https://www.newgorbalsha.org.uk/media/297794/committee-members-expenses-and-loss-of-earning-policy-2023-updated-final.pdf |
| Board member remuneration other than expenses | Not applicable. Committee are unpaid |
| Pay and grading structure | NGHA applies EVH salary scales |
| Staff Expenses Policy | NGHA applies EVH Terms and Conditions |
| General information about staff pension scheme | https://www.newgorbalsha.org.uk/media/297259/a-new-gorbals-housing-association-2021-accounts-final-51021-a-signed-a-rsm_redacted.pdf |
| 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.newgorbalsha.org.uk/media/297682/ngha-staff-structure-2024.pdf |
| Human resources policies | NGHA applies EVH model HR policies |
| Summary of professional organisations/trade bodies | To follow |
| Physical Resources | |
| General description of our land /property | To follow |

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| Information | Where to access |
|---|---|
| holdings | |
| Information Resources | |
| Privacy Policy | https://www.newgorbalsha.org.uk/privacy-policy |
| Class 6 - How we procure goods and services from external providers <i>Information about how we procure works, goods and services, and contracts</i> | |
| Our Contractors and suppliers | |
| Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance | To follow |
| List of suppliers and contractors used by organisation | To follow |
| Information about regulated procurement contracts awarded | To follow |
| Our Procurement | |
| Procurement Policy | Available on request |
| Information on how to tender for work and invitations to tender | To follow |
| Register of contracts awarded via formal tendering, including name of supplier, contract period and value | To follow |
| Links to procurement information we publish on Public Contracts Scotland website | To follow |
| Framework Agreements | To follow |
| 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 | https://www.newgorbalsha.org.uk/media/297728/ngh2098_annualreport24_v60.pdf |

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| Information | Where to access |
|--|--|
| ARC report to tenants | https://www.newgorbalsha.org.uk/media/297730/ngh2098_8pp_a4_ngha_annualreport_23-24_insert1_v60_web.pdf |
| Complaints policy, guidance and forms | https://www.newgorbalsha.org.uk/media/297520/chp-part-5-customer-facing.pdf |
| | https://www.newgorbalsha.org.uk/media/297672/complaints-leaflet-july-2024-pdf.pdf |
| Complaints reports to show how complaints are handled and influence service delivery | https://www.newgorbalsha.org.uk/media/297687/complaints-annual-report-summary.pdf https://www.newgorbalsha.org.uk/media/297689/q4-complaints-report-2324.pdf |
| 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 NGHHA | 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 NGHHA | Not applicable |