MILNBANK HOUSING ASSOCIATION
GUIDE TO INFORMATION

At a glance – terms used in this document

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

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.

Milnbank Housing Association (MHA) 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 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 details 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	£0.50
Posted document/CD	Cost of 1st class postage incurred

If you would like to request information that we publish in a format other than online, or arrange a view to our office to view information, please contact:

Craig Boyle
Tel: 0141 551 8131
e-mail: c.boyle@org.uk

Full details of our charging schedule for information can be found in our Freedom of Information Policy on our website.

Information that we cannot publish

Whilst we try to make all 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 minutes containing sensitive information, 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 eg. 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:

Craig Boyle, Data Protection Officer, Milnbank Housing Association, 53 Ballindalloch Drive, Glasgow, G31 3DQ

Tel: 0141 551 8131
e-mail: c.boyle@milnbank.org.uk

The information that we make available to you

Under the Model Publication Scheme, the information we provide must be listed under certain "classes" of information. These are the categories of information that are detailed below. As Freedom of Information 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 Model Publication Scheme apply to housing associations/co-operatives.

The details of all the information we hold under each of the classes that apply to our organisation, and links to access this information when available online, are outlined below:

Information	**Where to access**
Class 1 – About Milnbank Housing Association *Information about Milnbank Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.*	
Descriptions of who we are	
Mission Statement	Mission Statement & Values - Milnbank Housing Association
Vision	Mission Statement & Values - Milnbank Housing Association
Values	https://www.milnbank.org.uk/mission-statement-values/
Corporate Objectives	Business Planning - Milnbank Housing Association
Area(s) of Operation	Properties - Milnbank Housing Association
Key activities; strategic/corporate plan(s)	Business Planning - Milnbank Housing Association
Business Plan (or summary	Business Planning - Milnbank Housing Association
Customer Code/Charter	Customer-First-Strategy-2024.pdf
Location and opening arrangements	
Address	Contact - Milnbank Housing Association
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Contact - Milnbank Housing Association
Opening times	Contact - Milnbank Housing Association
General contact arrangements	Contact - Milnbank Housing Association
Local/area office contact details	Contact - Milnbank Housing Association
Contact details for making a complaint	Making a Complaint - Milnbank Housing Association

Information relating to Freedom of Information	
Publication Scheme and Guide to Information	Link to publication scheme guide
Charging Schedule for Published Information	Found in FOI Policy - FOI-POLICY-2025.pdf
Contact details and advice on making an FOI request	Freedom of Information - Milnbank Housing Association
Freedom of Information policies and procedures	Freedom of Information - Milnbank Housing Association
Charging Schedule for environmental information provided in response to requests made under EIRs	Found in FOI Policy - FOI-POLICY-2025.pdf
About our Governing Body	
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://www.milnbank.org.uk/management-committee/
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	Code of Governance - https://www.milnbank.org.uk/wp-content/uploads/2025/02/Code-of-Governance-2025.pdf
How to become part of the governing body	Get Involved - Milnbank Housing Association
About our Staff	
List of senior management team, including professional biography and contact details	Management Team - Milnbank Housing Association
Organisational structure	Staff - Milnbank Housing Association
Governance Documents and Corporate Policies	
Rules/Articles	Model Rules - Milnbank Housing Association
Standing Orders	Code of Governance
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	CONTROL-OF-PAYMENTS-BENEFITS-POLICY.2025.pdf
Equalities Policy	EQUALITY-DIVERSITY-POLICY.pdf
Health and Safety Policy	HEALTH & SAFETY POLICY
Sustainability Policy	SUSTAINABILITY-POLICY-2024.pdf

Relationship with Regulators	
Engagement Plan with Scottish Housing Regulator	Scottish Housing Regulator - Milnbank Housing Association
Assurance Statement	Scottish Housing Regulator - Milnbank Housing Association
Annual Return on the Charter Submission to SHR	Scottish Housing Regulator - Milnbank Housing Association
Financial Returns to SHR	Information available on request
Charter Report to tenants	Milnbank-Annual-Report-2024_.pdf
External Audit Arrangements	External Audit Strategy
Internal Audit arrangements	Internal Audit Strategy

Group Details	
Details of our subsidiaries/parent organisation	Milnbank Property Services Factors Zone Home
Key Partnerships	
Strategic agreements with other organisations	http://www.milnbank.org.uk/?id=258

Information	**Where to access**
Class 2 – How we deliver our functions and services *Information about our work, our strategy and policies for delivering services and information for our service users*	
How to use our services	
List of services provided	
How to report a repair	Report a Repair - Milnbank Housing Association
How to apply for a house	Applying for a home - Milnbank Housing Association
How to get information about tenancy support	Tenant Handbook - Milnbank Housing Association
How to make a complaint	Making a Complaint - Milnbank Housing Association
How to speak to a housing officer	Find my Housing Officer - Milnbank Housing Association
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Tenant Participation Policy
Policies and Procedures	
Allocations Policy	All MHA Policies can be found on our website - Publications - Milnbank Housing Association
Adaptations Policy	See above
Anti-Social Behaviour Policy	See above
Asbestos Management Policy	See above

Arrears Management Policy	See above
Customer First Strategy	See above
GDPR Policy	See above
Equality and Diversity Policy	See above
Health, Safety & Welfare Management System Control Manual	See above
Procurement Policy	See above
Risk Management Strategy	See above
Rent Setting Policy	See above
Repairs & Maintenance Policy	See above
Sustainability Policy	See above
Tenant Participation Policy	See above
Tenancy Support Strategy	See above
Internal procedures relating to above (where available)	Information available on request

Information	**Where to access**
Class 3 – How we take decisions and what we have decided *Information about the decisions we take, how we make decisions and how we involve others*	
Governing Body Meetings	
Governing body meeting minutes	Minutes - Milnbank Housing Association
Governing body meeting reports/papers	Information available on request
Governing body agendas	Information available on request
Consultation and Participation	
Tenant Participation Strategy	Tenant Participation Strategy
Consultation reports noting the outcome of any recent consultations with tenants/others	Milnbank Messenger – MHA newsletter

Information	**Where to access**
Class 4 – What we spend and how we spend it *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)*	
Information about our accounts and budgets	
Description of funding sources	
Audited accounts	Annual Accounts - Milnbank Housing Association
Budget policies and procedures	Information available on request
Budget allocation to key service areas	Information available on request
Our programme of work and projects	

Brief details of any project funding and how it's being spent	Information available on request
Capital works programme/plans information (annual programme figure)	Information available on request
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Expenses Policy
Senior staff/governing body member expenses at category level eg. travel, subsistence and accommodation	Information available on request
Board member remuneration other than expenses	Information available on request

Information	**Where to access**
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	Information available on request
Staffing structure	staff - Milnbank Housing Association
Human resources policies, covering • Recruitment • Performance management • Discipline & Grievance • Organisational Training & Development Strategy	Recruitment & Selection Policy Staff Appraisal Policy Disciplinary Policy Training & Development Strategy
Internal procedures relating to the above (where available)	Information available on request
Physical Resources	
Management of our land and property assets, including environmental/ sustainability reports	Information available on request
Estate development plans	Information available on request
Information Resources	
Records management policy and records management plan, including records retention schedule	GDPR Policy
Data protection or privacy policy	Privacy Policy - Milnbank Housing Association

Information	Where to access
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	Suppliers & Contractors - Milnbank Housing Association
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	CONTROL-OF-PAYMENTS-BENEFITS-POLICY.2025.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	Information available on request
Our Procurement	
Procurement Policy and procedures	PROCUREMENT-POLICY-2022.pdf
Information on how to tender for work and invitations to tender	Information available on request
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Information available on request
Links to procurement information we publish on Public Contracts Scotland website	Information available on request
Framework Agreements	Information available on request

Information	Where to access
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	Annual Reports - Milnbank Housing Association
Landlord Report	Scottish Housing Regulator website
Performance Standards/indicators	Scottish Housing Regulator website
Benchmarking information	Scottish Housing Regulator website
Complaints Policy, guidance and forms	Milnbank-Annual-Report-2024_FINAL-UPDATED.pdf
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes)	Annual Reports - Milnbank Housing Association
Tenant Scrutiny reports	Information available on request

Information	Where to access
Class 8 – Our commercial publications *Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet eg. bookshop, museum or research journal*	
This class does not apply to Milnbank Housing Association as we do not produce any publications for sale.	Not applicable

Information	Where to access
Class 9 – Our open data *Open data made available to us under the Scottish Government's Open Data Resource Pack and available under open licence.*	
This class does not apply to Milnbank Housing Association	Not applicable