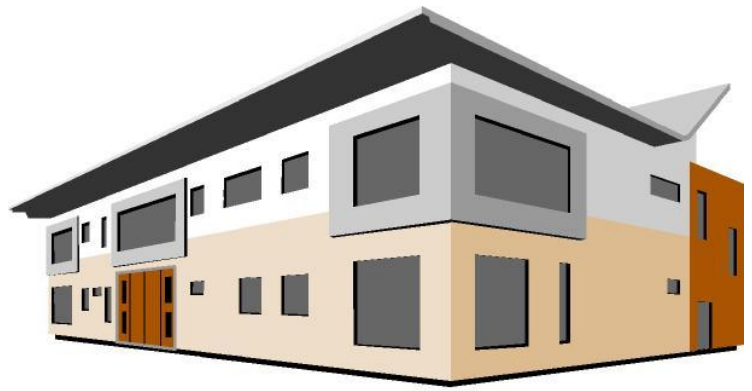


**blairtummock**

**housing association**



*at the heart of our  
community*

**Guide to Information  
February 2026**

# Blairtummock Housing Association & Blairtummock & Rogerfield Opportunities Guide to Information

February 2026

Definition of terms used in this document

Terms Used	Explanation
FOISA	<b>Freedom of Information (Scotland) Act 2002</b>  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.
EIRs	<b>Environmental Information Regulations (Scotland) 2004</b>  Those organisations covered by EIRs have a duty to respond to requests for environmental information.
SIC	<b>The Scottish Information Commissioner</b>  Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.
MPS	<b>Model Publication Scheme</b>  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.

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

To view our Freedom of Information Policy, [please click here](#).

## 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.

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.

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	10 per A4 sheet & 20p per A3 sheet
Print in colour	20p per A4 sheet & 40p per A3 sheet
CD Rom	50p
Posted document/CD Rom	Cost of postage incurred

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

Freedom of Information Lead on 0141 773 0202 or  
[enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.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 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:

**Blairtummock Housing Association**  
**45 Boyndie Street**  
**Easterhouse**  
**G34 9JL**  
[enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk)  
**Telephone: 0141 773 0202**

## 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.

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

Information	Where to access
<b>Class 1 – About BHA &amp; BRO</b> Information about BHA, who we are, where to find us, how to contact us, how we are managed and our external relations.	
<b>Descriptions of who we are</b>	
Missions Statement	<a href="#">Click Here</a>
Vision	<a href="#">Click Here</a>
Corporate Objectives	<a href="#">Click Here</a>
Area(s) of operation	<a href="#">Click Here</a>
Key activities; strategic/corporate plans	<a href="#">Click Here</a>
Business Plan (or summary)	<a href="#">Click Here</a>
Customer Services Policy	<a href="#">Click Here</a>
<b>Location and opening arrangements</b>	
Address	45 Boyndie Street Easterhouse GLASGOW G34 9JL
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	T: 0141 773 0202 E: <a href="mailto:enquiries@blairtummock.org.uk">enquiries@blairtummock.org.uk</a>
Opening times	9am – 5pm Monday & Thursday 9am – 1pm Tuesday & Wednesday Closed Friday  Telephones available: 9am – 5pm Monday – Thursday 9am – 3.30pm Friday.

General contact arrangements	As above
Details for making a complaint	<a href="#">Click Here</a>
<b>Information</b>	<b>Where to Access</b>
<b>Information relating to Freedom of Information</b>	
Publication Scheme and Guide to Information	This document
Charging Schedule for Published Information	This document (See page 3)
Contact details and advice on making an FOI request.	E: <a href="mailto:enquiries@blairtummock.org.uk">enquiries@blairtummock.org.uk</a> T: 0141 773 0202
Freedom of Information policies and procedures	<a href="#">Click Here</a>
Charging schedule for environmental information provided in response to requests made under EIRs	<a href="#">Click Here</a>
<b>About our Governing Body</b>	
List of Governing Body Members <ul style="list-style-type: none"> <li>• Names</li> <li>• When they became a governing body member</li> <li>• Professional biographical details</li> <li>• Office-bearing responsibilities</li> <li>• When they became an office bearer</li> </ul>	<a href="#">Click Here</a>
Description of the role of the Governing Body <ul style="list-style-type: none"> <li>• Governance structure chart (including sub-committees and working groups);</li> <li>• Remits for governing body and any sub-committees</li> </ul>	<a href="#">Click Here</a>  <a href="#">Click Here</a>
How to become part of the governing body	<a href="#">Click Here</a>
<b>About our staff</b>	
List of senior management team, including professional biography and contact details	<a href="#">Click Here</a>
Organisational structure	<a href="#">Click Here</a>
<b>Governance Documents and Corporate Policies</b>	
Rules	<a href="#">Click Here</a>

Standing Order	<a href="#">Click Here</a>
Membership Policy	<a href="#">Click Here</a>

Information	Where to access
Code of Conduct for Staff	<a href="#">Click Here</a>
Code of Conduct for Governing Body Members	<a href="#">Click Here</a>
Entitlements, Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	<a href="#">Click Here</a>
Register of Interests	<a href="#">Click Here</a>
Equalities Policy	<a href="#">Click Here</a>
Health & Safety Policy	<a href="#">EVH Health &amp; Safety Manual</a>
Sustainability Policy	<a href="#">Click Here</a>
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="#">Click Here</a>
Assurance Statement	<a href="#">Click Here</a>
Annual Return on Charter Submission to SHR	<a href="#">Click Here</a>
Financial Returns to SHR	<a href="#">Click Here</a>
OSCR Information	<a href="#">Click Here</a>
Charter report to tenants	<a href="#">Click Here</a>
Internal and External Audit arrangements	External – Alexander Sloan - <a href="#">Click Here</a> Internal – Quinn Internal Auditors – <a href="#">Click Here</a>
<b>Group Details</b>	
Details of our subsidiaries	<a href="#">Click Here</a>
<b>Key Partnerships</b>	
Strategic agreements with other organisations	N/A
<b>Class 2 – How we deliver our functions and services</b>	
Information about our work, our strategy and policies for delivering services and information for our service users.	
<b>How to use our services</b>	
List of services provided	<a href="#">Click Here</a>
How to report a repair	<a href="#">Click Here</a>
Right to Repair information	<a href="#">Click Here</a>
How to apply for a house	<a href="#">Click Here</a>

Information	Where to access
How to get information about tenancy support	<a href="#">Click Here</a>
How to make a complaint	<a href="#">Click Here</a>
How to speak to a housing officer	0141 773 0202 <a href="mailto:enquiries@blairtummock.org.uk">enquiries@blairtummock.org.uk</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="#">Click Here</a>
<b>Policies and Procedures – Link to class 2</b>	
Allocations Policy	<a href="#">Click Here</a> *
Adaptations Policy	<a href="#">Click Here</a> Section 10 *
Anti-social Behaviour Policy	<a href="#">Click Here</a> *
Asbestos Management Policy	<a href="#">Click Here</a> Section 11 *
Arrears Management Policy	<a href="#">Click Here</a> *
Asset Management Policy (including stock condition information)	<a href="#">Click Here</a>
Customer Care Policy	<a href="#">Click Here</a>
Data Protection Policy	<a href="#">Click Here</a>
Equality and Diversity Policy	<a href="#">Click Here</a> *
Estate Management Policy	<a href="#">Click Here</a> *
Health & Safety Policy and Procedures	<a href="#">EVH Health &amp; Safety Manual</a>
Procurement Policy	<a href="#">Click Here</a> Section 11
Risk Management Policy	<a href="#">Click Here</a>
Rent Setting Policy	Available April 2022
Maintenance Policy	<a href="#">Click Here</a> *
Sustainability Policy	<a href="#">Click Here</a>
Tenant Participation Policy	<a href="#">Click Here</a>



Information	Where to access
Tenancy Sustainment Policy	<a href="#">Click Here</a> Section 18 *
Internal procedures relating to above (where available)	N/A
<b>Class 3 – How we take decisions and what we have decided</b> Information about the decisions we take, how we make decisions and how we involve others	
<b>Governing Body Meetings</b>	
Governing body meeting minutes	<a href="#">Click Here</a>
Governing body agendas	Available on request
<b>Consultation and Participation</b>	
Tenant Participation Strategy	<a href="#">Click Here</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	<a href="#">Click Here</a>
Tenant scrutiny panel composition	N/A
<b>Class 4 – What we spend and how we spend it</b> Information about our strategy for, and management of, financial resources (in sufficient details to explain how we plan to spend public money and what has actually been spent).	
<b>Information about our accounts and budgets</b>	
Description of funding sources	<a href="#">Click Here</a>
Audited accounts	<a href="#">Click Here</a>
Budget policies and procedures	<a href="#">Click Here</a> Section 14 <a href="#">Click Here</a> Section 6
Budget allocation to key service areas	<a href="#">Click Here</a>
<b>Our programme of work and projects</b>	
<b>Brief details of any project funding</b> and how it's being spent	<a href="#">Click Here</a>
<b>Capital works programme/plans</b> information (annual programme figure)	<a href="#">Click Here</a>
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	<a href="#">Click Here</a>
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	<a href="#">Click Here</a>
Board member remuneration other than expenses	N/A

Information	Where to access
Pay and grading structure (levels of pay rather than individual salaries)	<a href="#">Click Here</a>
General information about staff pension scheme	<a href="#">Click Here</a>
<b>Class 5 – How we manage our resources</b>	
Information about how we manage our human, physical and information resources	
<b>Human Resources</b>	
Strategy and management of human resources	EVH Terms and Conditions
Staffing structure	<a href="#">Click Here</a>
Human resource policies, covering: <ul style="list-style-type: none"> <li>• Recruitment</li> <li>• Performance management</li> <li>• Salary and grading</li> <li>• Succession planning</li> <li>• Pensions</li> <li>• Discipline</li> <li>• Grievance</li> <li>• Training &amp; Development Policy</li> <li>• Maintenance and retention of staff records</li> </ul>	EVH Terms and Conditions EVH Terms and Conditions EVH Terms and Conditions EVH Terms and Conditions EVH Terms and Conditions EVH Terms and Conditions EVH Terms and Conditions <a href="#">Click Here</a> <a href="#">Click Here</a>
Internal procedures relating to the above (where available)	N/A
Trade Union Information	<a href="#">Click Here</a>
Summary of professional organisations/trade bodies of which we are a member	<a href="http://www.cih.org">www.cih.org</a> <a href="http://www.evh.org.uk">www.evh.org.uk</a> <a href="http://www.scotlandhousingnetwork.org">www.scotlandhousingnetwork.org</a> <a href="http://www.sfha.co.uk">www.sfha.co.uk</a>
<b>Physical Resources</b>	
Management of our land and property assets, including environmental/sustainability reports	<a href="#">Repairs &amp; Maintenance Policy</a> * <a href="#">Sustainability Policy</a>

Information	Where to access
General description of our land and property holdings	<a href="#">Click Here</a>
Estate development plans	N/A
Information Resources	
Records management policy and records management plan, including records retention schedule	<a href="#">Click Here</a>
Data protection or privacy policy	<a href="#">Click Here</a>
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: <ul style="list-style-type: none"> <li>• Responsive repairs</li> <li>• Landscape maintenance</li> <li>• Planned/cyclical maintenance</li> </ul>	<a href="#">Click Here</a>
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	<a href="#">Click Here</a>
Information about regulated procurement contracts awarded (value, scope, duration)	<a href="#">Click Here</a>
Our Procurement	
Procurement policy and procedures	<a href="#">Click Here</a> Section 11
Information on how to tender for work and invitations to tender	<a href="#">Click Here</a> Section 12
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	<a href="#">Click Here</a>
Links to procurement information we publish on Public Contracts Scotland website	<a href="#">Public Contracts Scotland</a>  Note insert Blairtummock Housing Association into the search facility at Buyer Name
Framework Agreements	N/A

Information	Where to access
<b>Class 7 – How we are performing</b> Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	<a href="#">Click Here</a>
ARC report to tenants	<a href="#">Click Here</a>
Performance standards/indicators	<a href="#">Click Here</a>
Benchmarking information	<a href="#">Click Here</a>
Complaints policy, guidance and forms	<a href="#">Click Here</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	<a href="#">Click Here</a>
Tenant scrutiny reports	N/A
<b>Class 8 – Our commercial publications</b> 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	
This class does not apply to Blairtummock Housing Association as we do not produce any publications for sale.	N/A
<b>Class 9 – Our open data</b> 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 Blairtummock Housing Association	N/A

“\* Policies that are to be updated by Association