ABERTAY HOUSING ASSOCIATION GUIDE TO INFORMATION
LAST REVIEWED: 22 September 2026

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 for information.*
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.

Abertay Housing Association 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 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
Print in colour	20p per A4 sheet
CD Rom	£0.50
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 our Customer Service Team:
In person at our office, 147 Fintry Drive, Dundee, DD4 9HE.
Monday – Wednesday 10:00 - 16:00
Thursday – 10:00 - 18:00

By phone 01382 903545
Monday – Wednesday 8:30 - 16:30
Thursday – 10:00 - 18:00
Friday - 8:30 - 14:00

By e mail: queries@abertayha.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:

Abertay Housing Association
147 Fintry Drive
Dundee
DD4 9HE
queries@abertayha.co.uk
01382 903545

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 Abertay Housing Association *Information about Abertay 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	http://www.abertayha.co.uk/about-us/about-abertay-housing-association/
Vision	http://www.abertayha.co.uk/about-us/about-abertay-housing-association/
Values	http://www.abertayha.co.uk/about-us/about-abertay-housing-association/
Corporate Objectives	http://www.abertayha.co.uk/about-us/about-abertay-housing-association/
Area(s) of operation	http://www.abertayha.co.uk/apply-for-a-home/our-property-locations/
Key activities; strategic/corporate plan(s)	http://www.abertayha.co.uk/about-us/about-abertay-housing-association/

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

Information	Where to access
Business Plan (or summary)	http://www.abertayha.co.uk/about-us/about-abertay-housing-association/
Location and opening arrangements	
Address	http://www.abertayha.co.uk/contact-us/get-in-touch/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	http://www.abertayha.co.uk/contact-us/get-in-touch/
Opening times	http://www.abertayha.co.uk/contact-us/get-in-touch/
General contact arrangements	http://www.abertayha.co.uk/contact-us/get-in-touch/
local/area office contact details	http://www.abertayha.co.uk/retirement-housing/sheltered-complexes-location-map/
Contact details for making a complaint	http://www.abertayha.co.uk/contact-us/get-in-touch/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This document
Charging Schedule for Published Information	This document (See Page 2)
Contact details and advice on making an FOI request	http://www.abertayha.co.uk/about-us/about-abertay-housing-association/access-to-information/
Freedom of Information policies and procedures	Abertay Policy
Charging Schedule for environmental information provided in response to requests made under EIRs	http://www.abertayha.co.uk/about-us/about-abertay-housing-association/access-to-information/

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	http://www.abertayha.co.uk/about-us/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	http://www.abertayha.co.uk/about-us/management-committee/
How to become part of the governing body	http://www.abertayha.co.uk/about-us/management-committee/
About our staff	
List of senior management team, including professional biography and contact details	http://www.abertayha.co.uk/about-us/management-committee/senior-management/

Organisational structure	under-review
Governance Documents and Corporate Policies	
Rules/Articles	Current_Rules_-_Signed_Copy.pdf
Standing Orders	250528_CGPR_Standing_Orders_Appendix.pdf
Share Membership Policy	230828_CGPR_Share_Membership_Policy_Appendix.pdf
Code of Conduct for Staff	241023_Code_of_Conduct_for_Staff_Appendix_1.pdf
Code of Conduct for Governing Body Members	241023_Code_of_Conduct_for_Board_Members_Appendix_1.pdf
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlements_Payments_and_Benefits_Policy.pdf
Register of Interests	https://www.abertayha.co.uk/about-us/management-committee/
Equalities Policy	Equality_and_Diversity_Policy_-_Oct_22.pdf
Health and Safety Policy	Health_and_Safety_Policy_Statement_May_2026_Signed.pdf
Sustainability Policy	Abertay Housing Association
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	SHR_Engagement_Plan_1_April_2026_-_31_March_2027.pdf
Assurance Statement	http://www.abertayha.co.uk/tenants/scottish-housing-regulator/
Annual Return on Charter Submission to SHR	http://www.abertayha.co.uk/tenants/returns-to-scottish-housing-regulator/
Financial Returns to SHR	http://www.abertayha.co.uk/tenants/returns-to-scottish-housing-regulator/
Charter report to tenants	http://www.abertayha.co.uk/download_cat/housing-charter-reports/
Internal and External Audit arrangements	http://www.abertayha.co.uk/about-us/finance/

Key Partnerships	
Strategic agreements with other organisations	Housing Management - Abertay Housing Association
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	https://www.abertayha.co.uk/about-us/about-abertay-housing-association/
How to report a repair	http://www.abertayha.co.uk/tenants/report-a-repair/
Right to Repair information	http://www.abertayha.co.uk/right-to-repair/
How to apply for a house	http://www.abertayha.co.uk/apply-for-a-home/how-to-apply/
How to get information about tenancy support	Housing Management - Abertay Housing Association
How to make a complaint	http://www.abertayha.co.uk/about-us/tell-us-what-you-think/complaints/
How to speak to a housing officer	Housing Management - Abertay Housing Association
How we consult with tenants and other customers to inform and improve service delivery and develop new services	http://www.abertayha.co.uk/tenants/get-involved/tenant-involvement/
Policies and Procedures	
Allocations Policy	230524_HSPR_Housing_Allocation_Policy_Appendix.pdf
Adaptations Policy	Abertay Policy
Anti-Social Behaviour Policy	NEIGHBOUR DISPUTES and ANTI - SOCIAL BEHAVIOUR
Asbestos Management Policy	Abertay Policy

Arrears Management Policy	250827_HSPR_Rent_Arrears_Policy_Appendix.pdf
Asset Management Policy (including stock condition information)	Abertay
Customer Care Policy	Abertay Policy
Data Protection Policy	250528_CGPR_Privacy_and_Data_Protection_Policy_Appendix.pdf
Environmental Information Regulations Policy (EIR)	http://www.abertayha.co.uk/about-us/about-abertay-housing-association/access-to-information/ Abertay Policy
Equality and Diversity Policy	Equality_and_Diversity_Policy_-_Oct_22.pdf
Estate Management Policy	Abertay Policy
Health and Safety Policy and procedures	Safety & Security - Abertay Housing Association
Legionnaires Inspection/Prevention Policy	Water Hygiene – Legionnaires' Disease - Abertay Housing Association s2.13 and Appendix 31
Procurement Policy	250827_CGPR_Procurement_Policy_Appendix.pdf
Risk Management Policy	Abertay
Rent Setting Policy	Abertay Policy
Repairs Policy	AMandDC_250730_Repairs_and_Maintenance_Policy_Appendix.pdf
Sustainability Policy	Abertay Housing Association
Tenant Engagement Policy	Abertay Policy

Tenancy Sustainment Policy	Abertay Policy

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	http://www.abertayha.co.uk/about-us/management-committee/minutes-of-committee-meetings/
Governing body meeting reports / papers	These are available on request
Governing body agendas	https://www.abertayha.co.uk/about-us/management-committee/agendas-for-management-committee-meetings/
Consultation and Participation	
Tenant Participation Strategy	Abertay Policy
Consultation reports noting the outcome of any recent consultations with tenants / others	http://www.abertayha.co.uk/download_cat/survey-results/ http://www.abertayha.co.uk/tenants/get-involved/estate-walkabouts/
Tenant Scrutiny Panel composition	The Association does not currently have a Tenant Scrutiny Panel.
Registered Tenant Organisations	There are currently no Registered Tenant Organisations.
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	http://www.abertayha.co.uk/about-us/finance/
Audited accounts	https://www.abertayha.co.uk/download_cat/annual-reports-and-accounts/
Budget policies and procedures	AFandRMC_240813_FPR_Financial_Regulations_Appendix.pdf
Budget allocation to key service areas	http://www.abertayha.co.uk/about-us/finance/
Our programme of work and projects	

Brief details of any project funding and how it's being spent	https://www.abertayha.co.uk/about-us/finance/
Capital works programme/plans information (annual programme figure)	Details available on request.
Spending relating to Staff and Governing Body	
Expenses policies and procedures	AFandRMC_240813_FPR_Financial_Regulations_Appendix.pdf
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	https://www.abertayha.co.uk/about-us/management-committee/committee-members-expenses/ https://www.abertayha.co.uk/about-us/our-staff/chief-executives-expenses/
Board member remuneration other than expenses	None
Pay and grading structure (levels of pay rather than individual salaries)	Available on request
General information about staff pension scheme	http://www.abertayha.co.uk/about-us/our-staff/
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	https://www.abertayha.co.uk/about-us/our-staff/
Staffing structure	under-review

Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records	RECRUITMENT POLICY 230828_HRPR_Disciplinary_Policy_Appendix.pdf 230828_HRPR_Grievance_Policy_Appendix.pdf Data_Retention_Guidelines.pdf
Trade Union information	https://www.abertayha.co.uk/about-us/our-staff/
Summary of professional organisations/trade bodies of which we are a member	https://www.abertayha.co.uk/about-us/about-abertay-housing-association/
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://www.abertayha.co.uk/tenants/information-advice/planned-maintenance/ https://www.abertayha.co.uk/owners/grounds-maintenance/
General description of our land and property holdings	https://www.abertayha.co.uk/apply-for-a-home/our-property-locations/ https://www.abertayha.co.uk/owners/grounds-maintenance/
Estate development plans	https://www.abertayha.co.uk/tenants/information-advice/planned-maintenance/ https://www.abertayha.co.uk/owners/grounds-maintenance/
Information Resources	
Records management policy and records management	Data_Retention_Guidelines.pdf

plan, including records retention schedule	
Data protection or privacy policy	https://www.abertayha.co.uk/wp-content/uploads/2025/06/250528_CGPR_Privacy_and_Data_Protection_Policy_Appendix.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://www.abertayha.co.uk/about-us/procurement/
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://www.abertayha.co.uk/about-us/procurement/
Information about regulated procurement contracts awarded (value, scope, duration)	Contracts_Register_-_for_Website_20250305.pdf
Our Procurement	
Procurement Policy and procedures	Abertay Housing Association
Information on how to tender for	Website-Information-for-Suppliers.pdf

work and invitations to tender	
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Contracts_Register_-_for_Website_20250305.pdf
Links to procurement information we publish on Public Contracts Scotland website	Contracts_Register_-_for_Website_20250305.pdf
Framework Agreements	Contracts_Register_-_for_Website_20250305.pdf
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	http://www.abertayha.co.uk/download_cat/annual-reports-and-accounts/
ARC report to tenants	https://www.abertayha.co.uk/download_cat/housing-charter-reports/
Performance Standards/indicators	http://www.abertayha.co.uk/download_cat/performance/
Benchmarking information	https://www.housingregulator.gov.scot/landlord-performance/landlords/abertay-housing-association-ltd/
Complaints policy, guidance and forms	http://www.abertayha.co.uk/about-us/tell-us-what-you-think/complaints/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	About Us | Abertay Housing Association, Dundee
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 e.g. bookshop, museum or research journal	
This class does not apply to Abertay Housing Association 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 Abertay Housing Association	Not applicable