GUIDE TO INFORMATION

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MANOR ESTATES HOUSING ASSOCIATION

AND MANOR ESTATES ASSOCIATES LTD

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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.

Manor Estates Housing Association ('MEHA') and Manor Estates Associates Ltd ('MEAL') 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, 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.

The Association does not intend to charge for responding to FOI requests, however we may do so if the volume and nature of requests results in significant costs to the organisation. If we do charge in future, costs will be based on the following table:

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
Posted document	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:

foirequest@manorestates.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 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:

Manor Estates Housing Association
Suite 4
5 New Mart Place
Edinburgh
EH14 1RW

foirequest@manorestates.org.uk

0131 510 8540

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 Manor Estates Housing Association and Manor Estates Associates Ltd *Information about Manor Estates Housing Association and Manor Estates Associates Ltd, 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	MEHA: About Us - Manor Estates Housing Association MEAL: Who Are MEAL? - Manor Estates Housing Association
Vision	
Values	
Corporate Objectives	
Area (s) of operation	City of Edinburgh, Fife
Key activities; strategic/corporate plan(s)	Provision of social housing and associated services
Business Plan (or summary)	MEHA: About Us - Manor Estates Housing Association MEAL: Who Are MEAL? - Manor Estates Housing Association
Customer Service Standards	Publications - Manor Estates Housing Association
Location and opening arrangements	
Address	Manor Estates Housing Association Suite 4 5 New Mart Place Edinburgh

	EH14 1RW
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	0131 510 8540 info@manorestates.org.uk
Opening times	Monday to Thursday 9.00 – 12.30 and 1.30 to 5.00 Friday 9.00 – 12.30 and 1.30 to 3.30 The office is closed for staff training until 11am every Wednesday.
General contact arrangements	As above
Local/area office contact details	All at head office

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

Information	Where to access
Contact details for making a complaint	Complaints can be submitted to any member of staff click here to view our booklet. Complaints can also be made here
Information relating to Freedom of Information	
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	foirequest@manorestates.org.uk
Freedom of Information policies and procedures	Publications - Manor Estates Housing Association
Charging Schedule for environmental information provided in response to requests made under EIRs	See page 3
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	MEHA: Board Members MEAL: Board Members
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	Standing Orders

How to become part of the governing body	Board Succession Planning and Recruitment Information About Governance Get Involved
About our staff	

Information	**Where to access**
List of senior management team, including professional biography and contact details	Senior Management
Organisational structure	Who we are Staff Structure
Governance Documents and Corporate Policies	
Rules/Articles	MEHA: Rules MEAL: MANOR ESTATES ASSOCIATES LIMITED filing history - Find and update company information - GOV.UK
Standing Orders	Standing Orders
Membership Policy	Publications - Manor Estates Housing Association
Code of Conduct for Staff	Publications - Manor Estates Housing Association
Code of Conduct for Governing Body Members	Governing Body Code of Conduct
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	Entitlements, Payments and Benefits Policy Expense Claim Form Procedure
Register of Interests	Currently held in paper format – available on request.
Equalities Policy	Publications - Manor Estates Housing Association
Health and Safety Policy	Publications - Manor Estates Housing Association
Sustainability Policy	Publications - Manor Estates Housing Association

Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Manor Estates Housing Association Ltd | Scottish Housing Regulator
Assurance Statement	Manor Estates Housing Association Ltd | Scottish Housing Regulator
Annual Return on Charter Submission to SHR	Manor Estates Housing Association Ltd | Scottish Housing Regulator
Financial Returns to SHR	On request
Charter report to tenants	Annual Report on Charter

Information	**Where to access**
Group Details	
Details of our subsidiaries/ parent organization	M.E.A.L – Manor Estates Associates Ltd
Key Partnerships	
Strategic agreements with other organisations	ARCHIE Edinburgh Affordable Housing Partnership Further information available on request
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	MEHA: Services Provided MEAL: Manor Estates Associates Ltd - Manor Estates Housing Association
How to report a repair	Report a Repair
Right to Repair information	Publications - Manor Estates Housing Association
How to apply for a house	How to Apply for a House

How to get information about tenancy support	Tenant Handbooks
How to make a complaint	Contact Us Complaints Procedure
How to speak to a housing officer	Contact Housing Officer
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Customer Engagement Strategy
Policies and Procedures	
Allocations Policy	Publications - Manor Estates Housing Association
Adaptations Policy	Publications - Manor Estates Housing Association
Anti-Social Behaviour Policy	Publications - Manor Estates Housing Association
Asbestos Management Policy	Publications - Manor Estates Housing Association
Arrears Management Policy	Publications - Manor Estates Housing Association

Information	**Where to access**
Asset Management Policy (including stock condition information)	Publications - Manor Estates Housing Association
Customer Service Standards	Publications - Manor Estates Housing Association
Data Protection Policy	Publications - Manor Estates Housing Association
Equality and Diversity Policy	Publications - Manor Estates Housing Association
Estate Management Policy	Publications - Manor Estates Housing Association
Health and Safety Policy and procedures	Publications - Manor Estates Housing Association

Legionnaires Inspection/Prevention Policy	Publications - Manor Estates Housing Association
Procurement Policy	Publications - Manor Estates Housing Association
Risk Management Policy	Publications - Manor Estates Housing Association
Rent Setting Policy	Publications - Manor Estates Housing Association
Repairs Policy	Publications - Manor Estates Housing Association
Customer Engagement Strategy	Customer Engagement Strategy
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	Publications - Manor Estates Housing Association

Information	**Where to access**
Governing body meeting reports	Publications - Manor Estates Housing Association
Governing body agendas	On request
Consultation and Participation	
Customer Engagement Strategy	Customer Engagement Strategy
Registered Tenant Organisations	Sutherland Street Residents Association Further details available on request
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	On request
Audited accounts	Publications - Manor Estates Housing Association
Budget policies and procedures	On request
Budget allocation to key service areas	On request
Our programme of work and projects	
Capital works programme/plans information (annual programme figure)	On request
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Expense Claim Form Procedure
Senior staff/governing body member expenses at category level e.g. travel, subsistence and Accommodation	On request
Board member remuneration other than expenses	None

Information	**Where to access**
Pay and grading structure (levels of pay rather than individual salaries)	On request
General information about staff pension scheme	On request
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	EVH Terms and Conditions
Staffing structure	Staff Structure
Human resources policies, covering: • *recruitment* • *performance management* • *salary and grading* • *promotion* • *pensions* • *discipline* • *grievance* • *staff development* • *Maintenance and retention of staff records*	*EVH Terms and Conditions* Individual policies available on request
Trade Union information	Unite
Summary of professional organisations/ trade bodies of which we are a member	Employers in Voluntary Housing Scottish Federation of Housing Associations Chartered Institute of Housing
Physical Resources	
General description of our land and property holdings	Manor Estates Stock Map Manor Estates Housing Stock Guide
Information Resources	
Document Retention Policy	Publications - Manor Estates Housing Association

Information	**Where to access**
management plan, including records retention schedule	Publications - Manor Estates Housing Association
Data protection or privacy policy	Publications - Manor Estates Housing Association

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	On request
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	On request
Information about regulated procurement contracts awarded (value, scope, duration)	Public Contracts Scotland
Our Procurement	
Procurement Policy and procedures	Procurement Strategy
Information on how to tender for work and invitations to tender	Public Contracts Scotland
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Public Contracts Scotland
Links to procurement information we publish on Public Contracts Scotland website	Public Contracts Scotland
Framework Agreements	On request
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	

Information	**Where to access**

Annual Report	Publications - Manor Estates Housing Association
ARC report to tenants	Scottish Housing Charter
Performance Standards/indicators	Performance
Benchmarking information	Information available upon request
Complaints policy, guidance and forms	Publications - Manor Estates Housing Association
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Information available upon request
Tenant scrutiny reports	Not applicable
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 Manor Estates 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 Manor Estates Housing Association	Not applicable