

WELLHOUSE HOUSING ASSOCIATION GUIDE TO INFORMATION

LAST REVIEWED: 17/03/2021

At a glance – terms used in this document

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

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.

WELLHOUSE 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:

E-mail – dpo@wellhouseha.org.uk

Tel: 0141-781-2128

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?

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:

E-mail – dpo@wellhouseha.org.uk

Tel: 0141-781-2128

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 WELLHOUSE HOUSING ASSOCIATION <i>Information about WELLHOUSE HOUSING 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	
Mission Statement	https://wellhouseha.org.uk/about
Vision	https://wellhouseha.org.uk/about
Values	https://wellhouseha.org.uk/about
Corporate Objectives	https://wellhouseha.org.uk/about
Area(s) of operation	https://wellhouseha.org.uk/about
Key activities; strategic/corporate plan(s)	<p>WHA operates solely in the Wellhouse neighbourhood of Easterhouse.</p> <ul style="list-style-type: none"> • WHA owns and manages 791 good quality homes; 1 HMO property (3 tenancies); 1 non self-contained property (two tenancies) and provide factoring services to 55 owners. In addition, we own the Hub and 5 commercial units in Newhills Road. • WHA is a significant social business, with an annual turnover of 3.8 million. • We are led by an experienced and very committed voluntary Management Committee made up of both local residents and others elected for their skills and expertise. • WHA employs 18 members of staff, led by our Director who is responsible for the day to day management of the Association. <p>WHA provides a comprehensive range of services; all focused 100% on the needs of</p>

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

Information	Where to access
	our tenants and community. These services include tenancy and neighbourhood management, repairs and property management, property development, asset management, environmental works, income maximisation and factoring. We will never seek to expand beyond our geographical boundaries
Business Plan (or summary)	https://wellhouseha.org.uk/business-plan
Customer Code/Charter	<p>Customer Service Statement:</p> <ul style="list-style-type: none"> • We will answer all incoming calls within 10 rings. • We'll respond to your letters, faxes, emails, and social media enquiries within 5 working days. • We'll respond to your telephone enquiries the same day as they're received. • If for any reason this isn't possible and we need more time to investigate, we'll let you know within that time period. • If you want a face to face appointment, a time and date will be offered. We aim to see you within 1 week of enquiry or explain why if we cannot. • We will communicate with you in a professional manner at all times. • Staff will provide their contact details on all correspondence issued by letter and email. • Staff have voicemail and you may leave a message.
Location and opening arrangements	
Address	The Hub, 49 Wellhouse Crescent, Glasgow, G33 4LA
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	0141-781-1884 (office hours) 0800-595595 (Emergency) info@wellhouseha.org.uk
opening times	Monday – Thursday - 9am to 5pm Friday - 9am to 4:30pm
General contact arrangements	https://wellhouseha.org.uk/contact
local/area office contact details	N/A

Information	Where to access
Contact details for making a complaint	https://wellhouseha.org.uk/if-you-have-a-complaint https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Complaints-Compliments-and-Comments-Policy-April-2020.pdf https://wellhouseha.org.uk/contact
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/FOI-Summary-Charging-Schedule.pdf
Contact details for making an FOI request	dpo@wellhouseha.org.uk
Advice on making an FOI request	Newsletter October '19 (Page 22 only) https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/NEWSLETTERS/wellhouse_newsletter_autumn19.pdf
Freedom of Information policies and procedures	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Freedom-of-Information-and-EIR-Policy.pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/FOI-Summary-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 • Professional biographical details • office-bearing responsibilities • when they became an office-bearer 	https://wellhouseha.org.uk/committee
Description of the role of the Governing Body <ul style="list-style-type: none"> • governance structure chart (including sub-committees and working groups); • remits for governing body and any sub-committees 	https://wellhouseha.org.uk/committee
How to become part of the governing body	https://wellhouseha.org.uk/committee

Information	Where to access
About our staff	
List of senior management team, including professional biography and contact details	https://wellhouseha.org.uk/senior-management-team
Organisational structure	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2020/ORGANISATIONAL-STRUCTURE-March-2020.pdf
Governance Documents and Corporate Policies	
Rules/Articles	https://wellhouseha.org.uk/wellhouse-rules
Standing Orders	https://wellhouseha.org.uk/committee
Membership Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/MembershipPolicy.pdf
Code of Conduct for Staff	https://wellhouseha.org.uk/staff-team
Code of Conduct for Governing Body Members	https://wellhouseha.org.uk/committee
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Entitlements-Payments-Benefits-Policy-2015.pdf
Equalities Policy	https://wellhouseha.org.uk/equalities-and-human-rights-statement
Health and Safety Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/H&S-Policy-Statement.pdf
Sustainability Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Sustainability-policy.pdf
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://wellhouseha.org.uk/regulation
Assurance Statement	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/COMMITTEE/Assurance-Statement-2019.pdf
Annual Return on Charter Submission to SHR	https://wellhouseha.org.uk/annual-return-on-charter
Financial Returns to SHR – Five Year Financial Projections	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Wellhouse-Housing-Association-FYFP-2019.xls

Information	Where to access
Financial Returns to SHR – Audited Financial Statements	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Wellhouse-Housing-Association-AFS-2019.xls
Charter report to tenants	https://wellhouseha.org.uk/regulation https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/tenantreport_july19(2407d).pdf
External Audit arrangements	https://www.scott-moncrieff.com
Internal Audit arrangements	https://www.wyliebisset.com
Group Details	
	N/A
Key Partnerships	
Strategic agreements with other organisations	N/A
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	<p>WHA operates solely in the Wellhouse neighbourhood of Easterhouse.</p> <ul style="list-style-type: none"> • WHA owns and manages 791 good quality homes; 1 HMO property (3 tenancies); 1 non self-contained property (two tenancies) and provide factoring services to 55 owners. In addition, we own the Hub and 5 commercial units in Newhills Road. • WHA is a significant social business, with an annual turnover of 3.8 million. • We are led by an experienced and very committed voluntary Management Committee made up of both local residents and others elected for their skills and expertise. • WHA employs 18 members of staff, led by our Director who is responsible for the day to day management of the Association.

Information	Where to access
	<p>WHA provides a comprehensive range of services; all focused 100% on the needs of our tenants and community. These services include tenancy and neighbourhood management, repairs and property management, property development, asset management, environmental works, income maximisation and factoring. We will never seek to expand beyond our geographical boundaries</p>
How to report a repair	https://wellhouseha.org.uk/report-a-repair
Right to Repair information	<p>Section 23 of this policy:</p> <p>https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Repairs-and-Maintenance-Policy-April-2019.pdf</p>
How to apply for a house	https://wellhouseha.org.uk/how-to-apply-for-a-house
How to get information about tenancy support	https://wellhouseha.org.uk/housing-support
How to make a complaint	<p>https://wellhouseha.org.uk/if-you-have-a-complaint</p> <p>https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Complaints-Compliments-and-Comments-Policy-April-2020.pdf</p> <p>https://wellhouseha.org.uk/contact</p>
How to speak to a housing officer	https://wellhouseha.org.uk/housing-officer-patches
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<p>https://wellhouseha.org.uk/consultation</p> <p>https://wellhouseha.org.uk/customer-opinion-panel</p> <p>https://wellhouseha.org.uk/other-ways-to-become-involved</p>
Policies and Procedures	

Information	Where to access
Allocations Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Common-Allocation-Policy-October-2018.pdf
Adaptations Policy	<p>See Section 22 of our Repairs and Maintenance Policy</p> <p>https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Repairs-and-Maintenance-Policy-April-2019.pdf</p>
Anti-Social Behaviour Policy	<p>This is currently being created, as a separate policy. This originally formed part of our Neighbourhood Management Policy but given importance of this service to our residents was removed. The draft policy is expected to go out for consultation around May 2021.</p>
Asbestos Management Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/11e Asbestos Policy.pdf
Arrears Management Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Rent-Management-Policy-August-2020.pdf
Asset Management Policy (including stock condition information)	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Strategic-Asset-Management-Plan-March-2019.pdf
Assignment, Sub-letting, Lodgers, Joint Tenancy & Mutual Exchange Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Assignment-sub-let-lodgers-Policy-November-2019.pdf
Customer Care Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2.12 customer service standards.pdf
Data Protection Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Data-Protection-Policy-(GDPR).pdf
Equality and Diversity Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Equality,-Diversity-&-Human-Rights-Statement-2019.pdf
Estate Management Policy	<p>*Under Review* Currently contained in our Neighbourhood Management Policy</p>

Information	Where to access
	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Neighbourhood-Management-Policy.pdf
Health and Safety Policy and procedures	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/H&S-Policy-Statement.pdf https://www.evh.org.uk/health-and-safety
Income Collection & Debt Recovery Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Income-Debt-Recovery-and-Write-Off-Policy.pdf
Legionnaires Inspection/Prevention Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Legionella-Policy-Nov-19.pdf
Neighbourhood Management Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Neighbourhood-Management-Policy.pdf
Procurement Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Procurement-Manual-Policy.pdf
Risk Management Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Risk-Management-Policy-April-2018.pdf
Rent Setting Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Rent-Setting-Policy-November-2019.pdf
Repairs Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Repairs-and-Maintenance-Policy-April-2019.pdf
Succession Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Succession-Policy-Nov-19.pdf
Sustainability Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Sustainability-policy.pdf
Tenant Engagement Policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2.2_customer_engagement.pdf
Tenancy Sustainment Policy	

Information	Where to access
	<p>This Policy is currently being created and will follow the principles of our overarching Sustainment Policy that can be found at:</p> <p>https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Sustainability-policy.pdf</p> <p>The draft policy is expected to go out for consultation around Summer 2021.</p>
Void Policy	<p>https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Void-Policy-Nov-2019.pdf</p>
<p>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></p>	
<p>Governing Body Meetings</p>	
Governing body meeting minutes	<p>https://wellhouseha.org.uk/committee</p>
Governing body meeting reports/papers	<p>https://wellhouseha.org.uk/committee</p>
Governing body agendas	<p>https://wellhouseha.org.uk/committee</p>
<p>Consultation and Participation</p>	
Tenant Participation Strategy	<p>Unfortunately, due to Covid 19 restrictions the Scottish Government, TPAS and ourselves have had to suspend all work in this area. Details of the programme can still be found at:</p> <p>https://www.tpasscotland.org.uk/wp-content/uploads/2019/05/Programme-Next-Steps-Phase-2_v2.pdf</p>
Consultation reports noting the outcome of any recent consultations with tenants/others	<p>https://wellhouseha.org.uk/consultation</p> <p>https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/TPAS-Report-17-May-2019.pdf</p>
Tenant Scrutiny Panel composition	<p>Unfortunately, due to Covid 19 restrictions the Scottish Government, TPAS and ourselves have had to suspend all work in this area, including actions to establish tenant scrutiny opportunities. Details of the programme can still be found at:</p> <p>https://www.tpasscotland.org.uk/wp-content/uploads/2019/05/Programme-Next-Steps-Phase-2_v2.pdf</p>

Information	Where to access
Class 4 – What we spend and how we spend it	
<i>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).</i>	
Information about our accounts and budgets	
Description of funding sources	The majority of our income (81%) relates to tenants rent payments, which includes Universal Credit, Housing Benefit, as well as direct payments from tenants. Other income includes commercial rent and service charges, factored owners charges, Stage 3 medical adaptation grants and deferred capital grants.
Audited accounts	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2020/10/Wellhouse-Annual-Accounts-2019-20-(Signed).pdf
Budget policies and procedures	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Budgeting-Procedure.pdf
Budget allocation to key service areas	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Pie-Chart-2018-19.xlsx
Our programme of work and projects	
Capital works programme/plans information (annual programme figure)	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/PM-Kitchen-Boiler-&-Bathrooms-2019-2020(2).xlsx
Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/COMMITTEE/Committee-Expenses-Policy.pdf
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/COMMITTEE/Committee-Expenses-Policy.pdf
Board member remuneration other than expenses	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Entitlements-Payments-Benefits-Policy-2015.pdf
Pay and grading structure (levels of pay rather than individual salaries)	http://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Pay-and-grading-structure.pdf
General information about staff pension scheme	SHAPS Defined Contribution Pension Scheme
Class 5 – How we manage our resources	

Information	Where to access
Information about how we manage our human, physical and information resources	
Human resources	
Strategy and management of human resources	https://www.evh.org.uk
Staffing structure	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2020/ORGANISATIONAL-STRUCTURE-March-2020.pdf
<p>Human resources policies, covering:</p> <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records 	<p>The Association are full members of Employers in Voluntary Housing and apply the nationally negotiated Staff Terms and Conditions and we follow good practice guidance issued by EVH in employment matters.</p> <p>Employers in Voluntary Housing</p> <p>Job Vacancies are advertised on our web site</p> <p>https://wellhouseha.org.uk/job-vacancy</p> <p>Recruitment Policy</p> <p>Staff records are covered under our Data Protection Policy</p>
Trade Union information	https://unitetheunion.org
Summary of professional organisations/trade bodies of which we are a member	<p>Wellhouse HA is a community-controlled housing association in greater Easterhouse, Glasgow. We are members of the Scottish Federation of Housing Associations and Easterhouse Housing and Regeneration Alliance (EHRA). We are an Investors in People organisation.</p> <p>Wellhouse Housing Association Ltd is registered under the Co-operative and Community Benefits Societies Act 2014 and the Housing (Scotland) Act 2010.</p> <p>Wellhouse became a Housing Association in 1994 and has the following registrations:</p> <p>Scottish Charity – SC036552 Scottish Housing Regulator – HAC281</p>

Information	Where to access
	Financial Conduct Authority – registered under the Co-op & Community Benefits Societies Act – 2469R (S) Property Factors – PF000109 Office of the Information Commissioner - 277205348
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/Acquisitions Policy 2 June 2017.pdf https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Strategic-Asset-Management-Plan-March-2019.pdf
General description of our land and property holdings	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/phase-and-address.pdf https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/stock.pdf https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/MAP-OF-WELLHOUSE.pdf
Estate development plans	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/DFP-2016-2019.xls https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/MAP-OF-WELLHOUSE.pdf
Information Resources	
Records management policy and records management plan, including records retention schedule	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Data-Protection-Policy-(GDPR).pdf
Data protection policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/Data-Protection-Policy-(GDPR).pdf
Privacy policy	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Privacy-Policy.docx
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	Where to access
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	https://wellhouseha.org.uk/key-contractors
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://wellhouseha.org.uk/key-contractors
Information about regulated procurement contracts awarded (value, scope, duration)	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/FOI-Contracts.xlsx
Our Procurement	
Procurement Policy and procedures	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Procurement-Manual-Policy.pdf
Information on how to tender for work and invitations to tender	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/Procurement-Manual-Policy.pdf
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/FOI-Contracts.xlsx
Links to procurement information we publish on Public Contracts Scotland website	https://wellhouseha.org.uk/procurement
Framework Agreements	None
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	
ARC report to tenants	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/2019/tenantreport_july19(2407d).pdf
Performance Standards/indicators	https://wellhouseha.org.uk/key-performance-indicators
Benchmarking information	https://wellhouseha.org.uk/benchmarking https://directory.scottishhousingregulator.gov.uk/Pages/LandlordSummary.aspx?LAtozNameQS=116DA976-CFA9-E311-93F1-005056B555E6
Complaints policy, guidance and forms	https://wellhouseha.org.uk/if-you-have-a-complaint

Information	Where to access
	https://wellhouseha.org.uk/assets/UPLOADS/DOCUMENTS/POLICIES/2020/Complaints-Compliments-and-Comments-Policy-April-2020.pdf https://wellhouseha.org.uk/contact
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://wellhouseha.org.uk/if-you-have-a-complaint
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 WELLHOUSE 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 WELLHOUSE HOUSING ASSOCIATION	Not applicable

