

## Freedom of Information – Guide to Information

Information	Where to access
<b>Class 1 - About DPHA</b> <i>Information about DPHA, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
<b>Descriptions of who we are</b>	
Mission Statement	<a href="#">DPHA Business Plan 2024-2029</a>
Vision	<a href="#">DPHA Business Plan 2024-2029</a>
Values	<a href="#">DPHA Business Plan 2024-2029</a>
Corporate Objectives	<a href="#">DPHA Business Plan 2024-2029</a>
Area(s) of operation	<a href="#">DPHA Business Plan 2024-2029</a>
Key activities; strategic/corporate plan(s)	<a href="#">DPHA Business Plan 2024-2029</a>
Business Plan (or summary)	<a href="#">DPHA Business Plan 2024-2029</a>
Customer Code/Charter	<a href="#">Customer Service Standards</a>
<b>Location and opening arrangements</b>	
Address	<a href="#">Contact us</a>
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	<a href="#">Contact us</a>
Opening times	<a href="#">Contact us</a>
General contact arrangements	<a href="#">Contact us</a>
Local/area office contact details	<a href="#">Contact us</a>
Contact details for making a complaint	<a href="#">Complaints</a>
<b>Information relating to Freedom of Information</b>	
Publication Scheme and Guide to Information	<a href="#">Freedom of Information</a>
Charging Schedule for Published Information	<a href="#">Schedule of fees</a>
Contact details and advice on making an FOI request	<a href="#">Freedom of Information</a>
Freedom of Information policies and procedures	<a href="#">Freedom of Information Policy</a>
Charging Schedule for environmental information provided in response to requests made under EIRs	<a href="#">Schedule of fees</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="#">Committee</a>  <a href="#">Committee</a> <a href="#">DPHA Business Plan 2024-2029</a> <a href="#">Standing Orders</a> <a href="#">Committee</a>

Information	Where to access
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="#">DPHA Business Plan 2024-2029</a>  <a href="#">Standing Orders</a>
How to become part of the governing body	
<b>About our staff</b>	
List of senior management team, including professional biography and contact details	<a href="#">DPHA Business Plan 2024-2029 Staff</a>
Organisational structure	<a href="#">DPHA Business Plan 2024-2029</a>
<b>Governance Documents and Corporate Policies</b>	
Rules/Articles	<a href="#">Rules</a>
Standing Orders	<a href="#">Standing Orders</a>
Membership Policy	<a href="#">Membership Policy</a>
Code of Conduct for Staff	<a href="#">Staff Code of Conduct</a>
Code of Conduct for Governing Body Members	<a href="#">Board Members Code of Conduct</a>
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	<a href="#">Entitlements, Payments and Benefits Policy</a>
Register of Interests	Available on request
Equalities & Human Rights Policy	<a href="#">Equalities &amp; Human Rights Policy</a>
Health and Safety Policy	<a href="#">Health and Safety Control Manual</a>
Sustainability Policy	<a href="#">Sustainability Policy</a>
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="#">Engagement Plan</a>
Assurance Statement	<a href="#">Assurance Statement</a>
Annual Return on Charter Submission to SHR	<a href="#">ARC Return</a>
Financial Returns to SHR	Available on request
Charter Report to tenants (Landlord Report)	<a href="#">Landlord Report</a>
Internal and External Audit arrangements	<a href="#">DPHA Business Plan 2024-2029</a>

Information	Where to access
<b>Key Partnerships</b>	
Strategic agreements with other organisations	Not applicable
<b>Class 2 – How we deliver our functions and services</b> <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
<b>How to use our services</b>	
List of services provided	<a href="#">Housing Maintenance Care Factoring Wider Role</a>
How to report a repair	<a href="#">Report a Repair</a>
Right to Repair information	<a href="#">Right to repair</a>
How to apply for a house	<a href="#">Applying for a house</a>
How to get information about tenancy support	<a href="#">help with tenancy</a>
How to make a complaint	<a href="#">Complaints</a>
How to speak to a housing officer	<a href="#">Staff</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Not currently available
<b>Policies and Procedures</b>	
Allocations Policy	<a href="#">Allocations Policy</a>
Adaptations Policy	Not currently available
Anti-Social Behaviour Policy	<a href="#">Anti-social behaviour policy</a>
Asbestos Management Policy	<a href="#">Asbestos Management Policy</a>
Arrears Management Policy	<a href="#">Income, Arrears and Debt Recovery Policy</a>
Asset Management Policy (including stock condition information)	Not currently available
Customer Service Standards Policy	<a href="#">Customer Service Standards</a>

Information	Where to access
Data Protection Policy	<a href="#">Data Protection Policy</a>
Environmental Information Regulations Policy (EISR)	<a href="#">Environmental Information (Scotland) Regulations Policy</a>
Equality & Human Rights Policy	<a href="#">Equality &amp; Human Rights Policy</a>
Estate Management Policy	Not currently available
Health and Safety Policy and procedures	<a href="#">Health and Safety Control Manual</a>
Legionnaires Inspection/Prevention Policy	<a href="#">Legionella Policy</a>
Procurement Policy	<a href="#">Procurement Policy</a>
Risk Management Policy	<a href="#">Risk Management Policy</a>
Rent Setting Policy	<a href="#">Rent Setting Policy</a>
Repairs Policy	<a href="#">Repairs and Maintenance Policy</a>
Sustainability Policy	<a href="#">Sustainability Policy</a>
Tenant Participation Policy	<a href="#">Tenant Participation Policy</a>
Tenancy Sustainment Policy	<a href="#">Tenant Sustainability Policy</a>
Internal procedures relating to above (where available)	Not currently available
<b>Class 3 – How we take decisions and what we have decided</b> <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
<b>Governing Body Meetings</b>	
Governing body meeting minutes	<a href="#">Board Minutes</a>
Governing body meeting reports/papers	Available on request
Governing body agendas	<a href="#">Board Minutes</a>
<b>Consultation and Participation</b>	
Tenant Participation Strategy	<a href="#">Tenant Participation Policy</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	Not currently available
<b>Class 4 – What we spend and how we spend it</b>	

Information	Where to access
<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>	
<b>Information about our accounts and budgets</b>	
Description of funding sources	<a href="#">DPHA Business Plan 2024-2029</a>
Audited accounts	<a href="#">Financial-downloads</a>
Budget policies and procedures	<a href="#">Finance Regulations</a> <a href="#">Finance Procedures</a>
Budget allocation to key service areas	Not Available
<b>Our programme of work and projects</b>	
<b>Brief details of any project funding</b> and how it's being spent	Not Applicable
<b>Capital works programme/plans</b> information (annual programme figure)	<a href="#">DPHA Business Plan 2024-2029</a>
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	Staff – Available on request Board – Available on request
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Available on request
Board member remuneration other than expenses	Not Applicable
Pay and grading structure (levels of pay rather than individual salaries)	<a href="#">EVH Salary Grades</a>
General information about staff pension scheme	<a href="#">Pensions Policy</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	Not Available
Staffing structure	<a href="#">DPHA Business Plan 2024-2029</a>

Information	Where to access
Human resources policies, covering: <ul style="list-style-type: none"> <li>recruitment</li> <li>performance management</li> <li>salary and grading</li> <li>promotion</li> <li>pensions</li> <li>discipline</li> <li>grievance</li> <li>staff development</li> <li>Maintenance and retention of staff records</li> </ul>	<a href="#">Recruitment and Selection Policy</a> Not currently available Not currently available Not currently available <a href="#">Pensions Policy</a> <a href="#">Disciplinary Policy</a> <a href="#">Grievance Policy</a> <a href="#">Governance Policies</a> <a href="#">Retention schedule</a>
Internal procedures relating to the above (where available)	Not available
Trade Union information	<a href="#">Unite the Union</a>
Summary of professional organisations/trade bodies of which we are a member	Logos are displayed on <a href="#">home page</a>
<b>Physical Resources</b>	
Management of our land and property assets, including environmental/sustainability reports	Not currently available
General description of our land and property holdings	Not currently available
Estate development plans	Not currently available
<b>Information Resources</b>	
Records management policy and records management plan, including records retention schedule	<a href="#">Retention schedule</a>
Data protection or privacy policy	<a href="#">Privacy Policy</a>
<b>Class 6 - How we procure goods and services from external providers</b> Information about how we procure works, goods and services, and our contracts with external providers.	

Information	Where to access
<b>Our Contractors and suppliers</b>	
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>	Not currently available
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	<a href="#">List of contractors-consultants</a>
Information about regulated procurement contracts awarded (value, scope, duration)	Not currently available
<b>Our Procurement</b>	
Procurement Policy and procedures	<a href="#">Procurement Policy</a>
Information on how to tender for work and invitations to tender	<a href="#">Procurement page</a>
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Not currently available
Links to procurement information we publish on Public Contracts Scotland website	<a href="#">Procurement page</a>
Framework Agreements	Not currently available
<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="#">Annual Reports</a>
ARC report to tenants	<a href="#">Annual Reports</a>
Performance Standards/indicators	<a href="#">Performance</a>
Benchmarking information	<a href="#">Performance</a>
Complaints policy, guidance and forms	<a href="#">Customer Complaints Policy</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	<a href="#">Annual Reports</a>
<b>Class 8 – Our commercial publications</b>	

Information	Where to access
<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 <b>Dalmuir Park Housing Association</b> as we do not produce any publications for sale.	
<b>Class 9 – Our open data</b> Open data made available by us under the Scottish Government's <a href="#">Open Data Resource Pack</a> and available under open licence.	
This class does not apply to <b>Dalmuir Park Housing Association</b>	