Freedom of Information – Guide to Information May 2025

Information	Where to access
Class 1 - About DPHA *Information about DPHA, 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	DPHA Business Plan 2024-2029
Vision	DPHA Business Plan 2024-2029
Values	DPHA Business Plan 2024-2029
Corporate Objectives	DPHA Business Plan 2024-2029
Area(s) of operation	DPHA Business Plan 2024-2029
Key activities; strategic/corporate plan(s)	DPHA Business Plan 2024-2029
Business Plan (or summary)	DPHA Business Plan 2024-2029
Customer Code/Charter	Dalmuir Park Housing Association | Policies - Customer Services & Maintenance
Location and opening arrangements	
Address	Contact us
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Contact us
Opening times	Contact us
General contact arrangements	Contact us
Local/area office contact details	Contact us
Contact details for making a complaint	Complaints
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	Freedom of Information
Charging Schedule for Published Information	Dalmuir Park Housing Association | Policies - Governance
Contact details and advice on making an FOI request	Freedom of Information
Freedom of Information policies and procedures	Dalmuir Park Housing Association | Policies - Governance
Charging Schedule for environmental information provided in response to requests made under EIRs	Dalmuir Park Housing Association | Policies - Governance
About our Governing Body	
List of Governing Body Members • Names and when they became a governing body member • Professional biographical details • Office-bearing responsibilities • When they became an office-bearer	Committee DPHA Business Plan 2024-2029 Dalmuir Park Housing Association | Policies - Governance Committee

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

Information	Where to access
Key Partnerships	
Strategic agreements with other organisations	Not applicable
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	Housing Maintenance Care Factoring Wider Role
How to report a repair	Report a Repair
Right to Repair information	Right to repair
How to apply for a house	Applying for a house
How to get information about tenancy support	help with tenancy
How to make a complaint	Complaints
How to speak to a housing officer	Staff
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Not currently available
Policies and Procedures	
Allocations Policy	Dalmuir Park Housing Association | Policies - Customer Services & Maintenance
Adaptations Policy	Not currently available
Anti-Social Behaviour Policy	Dalmuir Park Housing Association | Policies - Customer Services & Maintenance
Asbestos Management Policy	Dalmuir Park Housing Association | Policies - Customer Services & Maintenance
Arrears Management Policy	Dalmuir Park Housing Association | Policies - Customer Services & Maintenance
Asset Management Policy (including stock condition information)	Not currently available
Customer Service Standards Policy	Dalmuir Park Housing Association | Policies - Customer Services & Maintenance

Information	Where to access
Data Protection Policy	[Dalmuir Park Housing Association | Policies - Governance](#)
Environmental Information Regulations Policy (EISR)	[Dalmuir Park Housing Association | Policies - Governance](#)
Equality, Diversity and Inclusion Policy	[Dalmuir Park Housing Association | Policies - Governance](#)
Estate Management Policy	Not currently available
Health and Safety Policy and procedures	[Health and Safety Control Manual](#)
Legionnaires Inspection/Prevention Policy	[Dalmuir Park Housing Association | Policies - Customer Services & Maintenance](#)
Procurement Policy	[Dalmuir Park Housing Association | Policies - Customer Services & Maintenance](#)
Risk Management Policy	[Dalmuir Park Housing Association | Policies - Governance](#)
Rent Setting Policy	[Dalmuir Park Housing Association | Policies - Customer Services & Maintenance](#)
Repairs Policy	[Dalmuir Park Housing Association | Policies - Customer Services & Maintenance](#)
Sustainability Policy	[Dalmuir Park Housing Association | Policies - Governance](#)
Tenant Participation Policy	[Dalmuir Park Housing Association | Policies - Customer Services & Maintenance](#)
Tenancy Sustainment Policy	[Dalmuir Park Housing Association | Policies - Customer Services & Maintenance](#)
Internal procedures relating to above (where available)	Not currently available

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	[Board Minutes](#)
Governing body meeting reports/papers	Available on request
Governing body agendas	[Board Minutes](#)

Consultation and Participation

Tenant Participation Strategy	[Dalmuir Park Housing Association | Policies - Customer Services & Maintenance](#)
Consultation reports noting the outcome of any recent consultations with tenants/others	Not currently available

Class 4 – What we spend and how we spend it

Information	Where to access
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	[DPHA Business Plan 2024-2029](#)
Audited accounts	[Financial-downloads](#)
Budget policies and procedures	Finance regulations vailable on request [Finance Procedures](#)
Budget allocation to key service areas	Not Available

Our programme of work and projects

Brief details of any project funding and how it's being spent	Not Applicable
Capital works programme/plans information (annual programme figure)	[DPHA Business Plan 2024-2029](#)

Spending relating to Staff and Governing Body

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)	[Dalmuir Park Housing Association | Policies - HR](#)
General information about staff pension scheme	[Dalmuir Park Housing Association | Policies - Finance](#)

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	Not Available
Staffing structure	[DPHA Business Plan 2024-2029](#)

Information	Where to access
Human resources policies, covering: • Recruitment	Recruitment and Selection policy- Dalmuir Park Housing Association | Policies - HR
• Performance management • Salary and grading • Promotion • Pensions	Not currently available Not currently available Not currently available Dalmuir Park Housing Association | Policies - Finance
• Discipline	Dalmuir Park Housing Association | Policies - HR
• Grievance	Grievance policy- Dalmuir Park Housing Association | Policies - HR
• Staff development • Maintenance and retention of staff records	Governance Policies Retention schedule
Internal procedures relating to the above (where available)	Not available
Trade Union information	Unite the Union
Summary of professional organisations/trade bodies of which we are a member	Logos are displayed on home page
Physical Resources	
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
Information Resources	
Records management policy and records management plan, including records retention schedule	Retention schedule
Data protection or privacy policy	Dalmuir Park Housing Association | Policies - Governance
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.	

Information	Where to access
Our Contractors and suppliers	
Information about our key service delivery contractors who carry out: • responsive repairs • landscape maintenance • planned/cyclical maintenance	Not currently available
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Dalmuir Park Housing Association | Our Contractors
Information about regulated procurement contracts awarded (value, scope, duration)	Not currently available
Our Procurement	
Procurement Policy and procedures	Dalmuir Park Housing Association | Policies - Customer Services & Maintenance
Information on how to tender for work and invitations to tender	Procurement page
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	Procurement page
Framework Agreements	Not currently available
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	Annual Reports
ARC report to tenants	Annual Reports
Performance Standards/indicators	Performance
Benchmarking information	Performance
Complaints policy, guidance and forms	Dalmuir Park Housing Association | Policies - Customer Services & Maintenance
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Annual Reports
Class 8 – Our commercial publications	

Information	Where to access
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 **Dalmuir Park Housing Association** as we do not produce any publications for sale.	
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 **Dalmuir Park Housing Association**	