



# **Lanarkshire Housing Association Ltd**

## **Guide to Information**

**March 2024**

# LANARKSHIRE HOUSING ASSOCIATION LIMITED GUIDE TO INFORMATION

LAST REVIEWED: MARCH 2024

## At a glance – terms used in this document

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002 <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	Environmental Information Regulations (Scotland) 2004 <i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i>
SIC	The Scottish Information Commissioner <i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</i>
MPS	Model Publication Scheme <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.

Lanarkshire Housing Association Limited 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).

We can also provide a printed copy of any of the information listed. Where possible, information will be provided free of charge. We do, however, reserve the right to charge a reasonable fee if the amount of information requested is extensive, but we will not charge you more than it has cost us to provide.

Where there is a charge, we will always tell you what the cost will be to provide the information and how this was calculated, before we do so.

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:

**[Lanarkshire Housing Association, 191 Brandon Street, Motherwell, ML1 1RS](#)**

**[Email: enquiries@lanarkshireha.com](mailto:enquiries@lanarkshireha.com)**

## **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:

**Lanarkshire Housing Association Limited, 191 Brandon Street, Motherwell, ML1 1RS**

[enquiries@lanarkshireha.com](mailto:enquiries@lanarkshireha.com)

**01698 269119**

## **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.<sup>1</sup>

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.

<b>Class 1 - About Lanarkshire Housing Association Limited</b>	
<i>Information about Lanarkshire Housing Association Limited, 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="https://www.lanarkshireha.com/mission-core-values/">https://www.lanarkshireha.com/mission-core-values/</a>
Vision	<a href="https://www.lanarkshireha.com/data/VISION STATEMENT 2015 Web Verson 2019 11 15 17 37 00.pdf">https://www.lanarkshireha.com/data/VISION STATEMENT 2015 Web Verson 2019 11 15 17 37 00.pdf</a>
Values	<a href="https://www.lanarkshireha.com/mission-core-values/">https://www.lanarkshireha.com/mission-core-values/</a>
Corporate Objectives	<a href="https://www.lanarkshireha.com/about-us/">https://www.lanarkshireha.com/about-us/</a>
Area(s) of operation	<a href="https://www.lanarkshireha.com/about-us/">https://www.lanarkshireha.com/about-us/</a>
Key activities; strategic/corporate plan(s)	<a href="https://www.lanarkshireha.com/our-policies-publications/">https://www.lanarkshireha.com/our-policies-publications/</a>
Business Plan (or summary)	<a href="https://www.lanarkshireha.com/data/Business Plan (November 2023) A 2023 12 07 15 26 10.pdf">https://www.lanarkshireha.com/data/Business Plan (November 2023) A 2023 12 07 15 26 10.pdf</a>
Customer Code/Charter	<a href="https://www.lanarkshireha.com/data/Customer Service Charter (2021) 2022 02 25 09 41 42.pdf">https://www.lanarkshireha.com/data/Customer Service Charter (2021) 2022 02 25 09 41 42.pdf</a>

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

<b>Location and opening arrangements</b>	
Address	191 Brandon Street, Motherwell, ML1 1RS
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	T: 01698 269119 E: <a href="mailto:enquiries@lanarkshireha.com">enquiries@lanarkshireha.com</a>
opening times	9am – 5pm Monday to Friday
General contact arrangements	<a href="https://www.lanarkshireha.com/contact-us/">https://www.lanarkshireha.com/contact-us/</a>
Contact details for making a complaint	<a href="https://www.lanarkshireha.com/how-to-complain/">https://www.lanarkshireha.com/how-to-complain/</a>
<b>Information relating to Freedom of Information</b>	
Publication Scheme and Guide to Information	Guide to Information
Charging Schedule for Published Information	Guide to Information
Contact details and advice on making an FOI request	T: 01698 269119 E: <a href="mailto:enquiries@lanarkshireha.com">enquiries@lanarkshireha.com</a>
Freedom of Information policies and procedures	Guide to Information
Charging Schedule for environmental information provided in response to requests made under EIRs	Guide to Information
<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="https://www.lanarkshireha.com/board/">https://www.lanarkshireha.com/board/</a>
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="https://www.lanarkshireha.com/board-structure/">https://www.lanarkshireha.com/board-structure/</a>  <a href="https://www.lanarkshireha.com/data/Standing_Orders_&amp;_Committee_Administration_(2023)_2023_09_27_12_43_10.pdf">https://www.lanarkshireha.com/data/Standing_Orders_&amp;_Committee_Administration_(2023)_2023_09_27_12_43_10.pdf</a>
<b>About our staff</b>	
List of senior management team, including professional biography and contact details	<a href="https://www.lanarkshireha.com/staff/">https://www.lanarkshireha.com/staff/</a>
Organisational structure	<a href="https://www.lanarkshireha.com/data/Staff_Un_named_Grades_Feb_2024_2024_02_27_16_56_57.pdf">https://www.lanarkshireha.com/data/Staff_Un_named_Grades_Feb_2024_2024_02_27_16_56_57.pdf</a>

<b>Governance Documents and Corporate Policies</b>	
Rules/Articles	<a href="https://www.lanarkshireha.com/data/Rules_2020_(Website_Version)_2021_08_26_16_21_33.pdf">https://www.lanarkshireha.com/data/Rules_2020_(Website_Version)_2021_08_26_16_21_33.pdf</a>
Standing Orders	<a href="https://www.lanarkshireha.com/data/Standing_Orders_&amp;_Committee_Administration_(2023)_2023_09_27_12_43_10.pdf">https://www.lanarkshireha.com/data/Standing_Orders_&amp;_Committee_Administration_(2023)_2023_09_27_12_43_10.pdf</a>
Membership Policy	<a href="https://www.lanarkshireha.com/data/Membership_(2023)_2023_09_27_12_42_50.pdf">https://www.lanarkshireha.com/data/Membership_(2023)_2023_09_27_12_42_50.pdf</a>
Code of Conduct for Staff	<a href="https://www.lanarkshireha.com/data/Code_of_Conduct_(2022)_2022_10_26_11_48_51.pdf">https://www.lanarkshireha.com/data/Code_of_Conduct_(2022)_2022_10_26_11_48_51.pdf</a>
Code of Conduct for Governing Body Members	<a href="https://www.lanarkshireha.com/data/Code_of_Conduct_(2022)_2022_10_26_11_48_51.pdf">https://www.lanarkshireha.com/data/Code_of_Conduct_(2022)_2022_10_26_11_48_51.pdf</a>
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	<a href="https://www.lanarkshireha.com/data/Payments_&amp;_Benefits_(2022)_2022_10_26_11_49_18.pdf">https://www.lanarkshireha.com/data/Payments_&amp;_Benefits_(2022)_2022_10_26_11_49_18.pdf</a>
Register of Interests	Available upon request
Equalities Policy	<a href="https://www.lanarkshireha.com/data/Equality_Policy_2024_(website)_2024_01_24_10_08_38.pdf">https://www.lanarkshireha.com/data/Equality_Policy_2024_(website)_2024_01_24_10_08_38.pdf</a>
Health and Safety Policy	<a href="https://www.lanarkshireha.com/data/Health_&amp;_Safety_Policy_(2023)_2023_12_05_08_59_34.pdf">https://www.lanarkshireha.com/data/Health_&amp;_Safety_Policy_(2023)_2023_12_05_08_59_34.pdf</a>
Sustainability Policy	<a href="https://www.lanarkshireha.com/data/Sustainability_Policy_(2022)_2022_10_26_11_50_21.pdf">https://www.lanarkshireha.com/data/Sustainability_Policy_(2022)_2022_10_26_11_50_21.pdf</a>
<b>Relationship with Regulators</b>	<b>Where to Access</b>
Engagement plan with Scottish Housing Regulator	<a href="https://www.lanarkshireha.com/data/Lanarkshire_Housing_Association_Ltd_Engagement_Plan_2023_2023_04_26_10_27_23.pdf">https://www.lanarkshireha.com/data/Lanarkshire_Housing_Association_Ltd_Engagement_Plan_2023_2023_04_26_10_27_23.pdf</a>
Assurance Statement	<a href="https://www.lanarkshireha.com/data/Assurance_Statement_2023_Redacted_2023_10_26_11_42_14.pdf">https://www.lanarkshireha.com/data/Assurance_Statement_2023_Redacted_2023_10_26_11_42_14.pdf</a>
Annual Return on Charter Submission to SHR	<a href="https://www.lanarkshireha.com/data/ARC_Return_submitted_on_24_May_2023_2023_06_19_10_08_25.pdf">https://www.lanarkshireha.com/data/ARC_Return_submitted_on_24_May_2023_2023_06_19_10_08_25.pdf</a>
Financial Returns to SHR	<a href="https://www.housingregulator.gov.scot/landlord-performance/">https://www.housingregulator.gov.scot/landlord-performance/</a>
Charter report to tenants	<a href="https://www.lanarkshireha.com/data/Landlord_Report_2022_2023_2023_09_27_09_32_49.pdf">https://www.lanarkshireha.com/data/Landlord_Report_2022_2023_2023_09_27_09_32_49.pdf</a>
Internal and External Audit arrangements	<a href="https://www.azets.co.uk/">https://www.azets.co.uk/</a> <a href="https://www.wyliebisset.com/">https://www.wyliebisset.com/</a>

<b>Group Details</b>	
Details of our subsidiaries	Lanarkshire Initiatives Limited, 191 Brandon Street, Motherwell, ML1 1RS T: 01698 269119
<b>Key Partnerships</b>	
Strategic agreements with other organisations	Available upon request

<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="https://www.lanarkshireha.com/">https://www.lanarkshireha.com/</a>
How to report a repair	<a href="https://www.lanarkshireha.com/reporting-a-repair/">https://www.lanarkshireha.com/reporting-a-repair/</a>
Right to Repair information	<a href="https://www.lanarkshireha.com/right-to-repair-scheme/">https://www.lanarkshireha.com/right-to-repair-scheme/</a>
How to apply for a house	<a href="https://www.lanarkshireha.com/applying-for-a-home/">https://www.lanarkshireha.com/applying-for-a-home/</a>
<b>How to get information about tenancy support</b>	
How to make a complaint	<a href="https://www.lanarkshireha.com/how-to-complain/">https://www.lanarkshireha.com/how-to-complain/</a>
How to speak to a housing officer	01698 269119 or <a href="https://www.lanarkshireha.com/contact-us/">https://www.lanarkshireha.com/contact-us/</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Customer Engagement Strategy – available July 2024
<b>Policies and Procedures</b>	
Allocations Policy	<a href="https://www.lanarkshireha.com/data/Allocations_Policy_Website_2022_2022_06_24_14_17_39.pdf">https://www.lanarkshireha.com/data/Allocations_Policy_Website_2022_2022_06_24_14_17_39.pdf</a>
Adaptations Policy	<a href="https://www.lanarkshireha.com/data/Disabled_Adaptations_Policy_(2019)_2022_04_19_13_02_16.pdf">https://www.lanarkshireha.com/data/Disabled_Adaptations_Policy_(2019)_2022_04_19_13_02_16.pdf</a>
Anti-Social Behaviour Policy	<a href="https://www.lanarkshireha.com/data/Anti_Social_Behaviour_Strategy_(2024)_Redacted_2024_03_20_1_15_24.pdf">https://www.lanarkshireha.com/data/Anti_Social_Behaviour_Strategy_(2024)_Redacted_2024_03_20_1_15_24.pdf</a>
Asbestos Management Policy	Available upon request
Arrears Management Policy	<a href="https://www.lanarkshireha.com/data/Arrears_Management_Policy_(2023)_redacted_2023_12_05_09_02_42.pdf">https://www.lanarkshireha.com/data/Arrears_Management_Policy_(2023)_redacted_2023_12_05_09_02_42.pdf</a>

Asset Management Policy (including stock condition information)	<a href="https://www.lanarkshireha.com/data/Asset_Management_Strategy_(2023)_redacted_2023_12_05_09_03_53.pdf">https://www.lanarkshireha.com/data/Asset_Management_Strategy_(2023)_redacted_2023_12_05_09_03_53.pdf</a>
Customer Care Policy	<a href="https://www.lanarkshireha.com/data/Customer_Service_Charter_(2024)_Redacted_2024_03_20_11_15_38.pdf">https://www.lanarkshireha.com/data/Customer_Service_Charter_(2024)_Redacted_2024_03_20_11_15_38.pdf</a>
Data Protection Policy	<a href="https://www.lanarkshireha.com/data/Data_Protection_(2022)_2022_10_26_11_49_03.pdf">https://www.lanarkshireha.com/data/Data_Protection_(2022)_2022_10_26_11_49_03.pdf</a>
Equality and Diversity Policy	<a href="https://www.lanarkshireha.com/data/Equality_Policy_2024_(website)_2024_01_24_10_08_38.pdf">https://www.lanarkshireha.com/data/Equality_Policy_2024_(website)_2024_01_24_10_08_38.pdf</a>
Estate Management Policy	<a href="https://www.lanarkshireha.com/data/Estate_Management_Policy_(2019)_2022_04_19_12_59_43.pdf">https://www.lanarkshireha.com/data/Estate_Management_Policy_(2019)_2022_04_19_12_59_43.pdf</a>
Health and Safety Policy and procedures	<a href="https://www.lanarkshireha.com/data/Health_&amp;_Safety_Policy_(2023)_2023_12_05_08_59_34.pdf">https://www.lanarkshireha.com/data/Health_&amp;_Safety_Policy_(2023)_2023_12_05_08_59_34.pdf</a>
Legionnaires Inspection/Prevention Policy	<a href="https://www.lanarkshireha.com/data/Legionella_Policy_(2024)_2024_02_29_11_07_54.pdf">https://www.lanarkshireha.com/data/Legionella_Policy_(2024)_2024_02_29_11_07_54.pdf</a>
Procurement Policy	<a href="https://www.lanarkshireha.com/data/Procurement_Policy_(2023)_2023_09_27_12_43_01.pdf">https://www.lanarkshireha.com/data/Procurement_Policy_(2023)_2023_09_27_12_43_01.pdf</a>
Risk Management Policy	<a href="https://www.lanarkshireha.com/data/Risk_Management_Policy_(2023)_2023_09_27_12_43_06.pdf">https://www.lanarkshireha.com/data/Risk_Management_Policy_(2023)_2023_09_27_12_43_06.pdf</a>
Rent Setting Policy	<a href="https://www.lanarkshireha.com/data/Rent_Policy_(2022)_2022_02_24_12_56_50.pdf">https://www.lanarkshireha.com/data/Rent_Policy_(2022)_2022_02_24_12_56_50.pdf</a>
Repairs Policy	<a href="https://www.lanarkshireha.com/data/Property_Services_Policy_(2024)_Redacted_2024_03_20_11_15_32.pdf">https://www.lanarkshireha.com/data/Property_Services_Policy_(2024)_Redacted_2024_03_20_11_15_32.pdf</a>
Sustainability Policy	<a href="https://www.lanarkshireha.com/data/Sustainability_Policy_(2022)_2022_10_26_11_50_21.pdf">https://www.lanarkshireha.com/data/Sustainability_Policy_(2022)_2022_10_26_11_50_21.pdf</a>
Tenant Engagement Policy	<a href="https://www.lanarkshireha.com/data/Tenant_Participation_Strategy_(2021)_2022_04_19_12_51_16.pdf">https://www.lanarkshireha.com/data/Tenant_Participation_Strategy_(2021)_2022_04_19_12_51_16.pdf</a>
Tenancy Sustainment Policy	<a href="https://www.lanarkshireha.com/data/Supporting_and_Sustaining_Tenancies_Policy_(Feb_2022)_2023_02_06_14_19_14.pdf">https://www.lanarkshireha.com/data/Supporting_and_Sustaining_Tenancies_Policy_(Feb_2022)_2023_02_06_14_19_14.pdf</a>
Internal procedures relating to above (where available)	Available by July 2024



<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="https://www.lanarkshireha.com/minutes-/">https://www.lanarkshireha.com/minutes-/</a>
Governing body meeting reports/papers	Available upon request unless confidential
Governing body agendas	Available upon request unless confidential

<b>Consultation and Participation</b>	
Tenant Participation Strategy	<a href="https://www.lanarkshireha.com/data/Tenant_Participation_Strategy_(2021)_2022_04_19_12_51_16.pdf">https://www.lanarkshireha.com/data/Tenant Participation Strategy (2021) 2022 04 19 12 51 16.pdf</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	Available by July 2024
Tenant Scrutiny Panel composition	Available by July 2024
Registered Tenant Organisations	Available by July 2024

<b>Class 4 – What we spend and how we spend it</b>	
<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	Available by July 2024
Audited accounts	<a href="https://www.lanarkshireha.com/data/LHA_Redacted_Accounts_2022_23_2023_09_27_12_42_41.pdf">https://www.lanarkshireha.com/data/LHA Redacted Accounts 2022 23 2023 09 27 12 42 41.pdf</a>
Budget policies and procedures	<a href="https://www.lanarkshireha.com/data/Financial_Regulations_Policy_(2023)_redacted_2023_12_05_09_05_26.pdf">https://www.lanarkshireha.com/data/Financial Regulations Policy (2023) (redacted) 2023 12 05 09 05 26.pdf</a>
Budget allocation to key service areas	<a href="https://www.lanarkshireha.com/data/LHA_Redacted_Accounts_2022_23_2023_09_27_12_42_41.pdf">https://www.lanarkshireha.com/data/LHA Redacted Accounts 2022 23 2023 09 27 12 42 41.pdf</a>
<b>Our programme of work and projects</b>	
<b>Brief details of any project funding</b> and how it's being spent	<a href="https://www.lanarkshireha.com/data/LHA_Redacted_Accounts_2022_23_2023_09_27_12_42_41.pdf">https://www.lanarkshireha.com/data/LHA Redacted Accounts 2022 23 2023 09 27 12 42 41.pdf</a>
<b>Capital works programme/plans</b> information (annual programme figure)	Available by July 2024

<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	<a href="https://www.lanarkshireha.com/data/Payment_of_Expenses_to_Committee_Members_(2022)_2022_10_26_11_49_13.pdf">https://www.lanarkshireha.com/data/Payment_of_Expenses_to_Committee_Members_(2022)_2022_10_26_11_49_13.pdf</a>
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Available upon request
Board member remuneration other than expenses	N/A
Pay and grading structure (levels of pay rather than individual salaries)	Available upon request
General information about staff pension scheme	<a href="https://www.spfo.org.uk/">https://www.spfo.org.uk/</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	Available upon request
Staffing structure	<a href="https://www.lanarkshireha.com/data/Staff_Un_named_Grades_Feb_2024_2024_02_27_16_56_57.pdf">https://www.lanarkshireha.com/data/Staff_Un_named_Grades_Feb_2024_2024_02_27_16_56_57.pdf</a>
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="https://www.lanarkshireha.com/data/Recruitment_Policy_(2021)_2023_02_06_14_17_20.pdf">https://www.lanarkshireha.com/data/Recruitment_Policy_(2021)_2023_02_06_14_17_20.pdf</a>  <a href="https://www.lanarkshireha.com/data/Pension_Policy_(2021)_2023_02_06_14_17_15.pdf">https://www.lanarkshireha.com/data/Pension_Policy_(2021)_2023_02_06_14_17_15.pdf</a>  <a href="https://www.lanarkshireha.com/data/Employee_Handbook_PDF_(2022)_2023_02_06_14_22_41.pdf">https://www.lanarkshireha.com/data/Employee_Handbook_PDF_(2022)_2023_02_06_14_22_41.pdf</a>  <a href="https://www.lanarkshireha.com/data/Training_Policy_(2023)_2023_12_05_09_07_08.pdf">https://www.lanarkshireha.com/data/Training_Policy_(2023)_2023_12_05_09_07_08.pdf</a>
Internal procedures relating to the above (where available)	
Trade Union information	Up to individual staff members

Summary of professional organisations/trade bodies of which we are a member	<a href="https://www.sfha.co.uk/">https://www.sfha.co.uk/</a> <a href="https://www.share.org.uk/">https://www.share.org.uk/</a>
<b>Physical Resources</b>	
Management of our land and property assets, including environmental/sustainability reports	Available by July 2024
General description of our land and property holdings	Available by July 2024
Estate development plans	N/A
<b>Information Resources</b>	
Records management policy and records management plan, including records retention schedule	<a href="https://www.lanarkshireha.com/data/Privacy_Policy_2021_2021_09_29_11_19_49.pdf">https://www.lanarkshireha.com/data/Privacy_Policy_2021_2021_09_29_11_19_49.pdf</a> <a href="https://www.lanarkshireha.com/data/Table_of_Retention_Periods_2021_09_29_12_11_31.pdf">https://www.lanarkshireha.com/data/Table_of_Retention_Periods_2021_09_29_12_11_31.pdf</a>
Data protection or privacy policy	<a href="https://www.lanarkshireha.com/data/Data_Protection_(2022)_2022_10_26_11_49_03.pdf">https://www.lanarkshireha.com/data/Data_Protection_(2022)_2022_10_26_11_49_03.pdf</a> <a href="https://www.lanarkshireha.com/data/Privacy_Policy_2021_2021_09_29_11_19_49.pdf">https://www.lanarkshireha.com/data/Privacy_Policy_2021_2021_09_29_11_19_49.pdf</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.	
<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>	Available by July 2024
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Available by July 2024
Information about regulated procurement contracts awarded (value, scope, duration)	Available by July 2024

<b>Our Procurement</b>	
Procurement Policy and procedures	<a href="https://www.lanarkshireha.com/data/Procurement Policy (2023) 2023 09 27 12 43 01.pdf">https://www.lanarkshireha.com/data/Procurement Policy (2023) 2023 09 27 12 43 01.pdf</a>
Information on how to tender for work and invitations to tender	<a href="https://www.lanarkshireha.com/data/Procurement Policy (2023) 2023 09 27 12 43 01.pdf">https://www.lanarkshireha.com/data/Procurement Policy (2023) 2023 09 27 12 43 01.pdf</a>
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Available by July 2024
Links to procurement information we publish on Public Contracts Scotland website	<a href="https://www.publiccontractsscotland.gov.uk/">https://www.publiccontractsscotland.gov.uk/</a>
Framework Agreements	Available by July 2024

<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="https://www.lanarkshireha.com/data/LHA Charter Performance Report 2022 23 2023 10 31 15 41 24.pdf">https://www.lanarkshireha.com/data/LHA Charter Performance Report 2022 23 2023 10 31 15 41 24.pdf</a>
ARC report to tenants	<a href="https://www.lanarkshireha.com/data/LHA Charter Performance Report 2022 23 2023 10 31 15 41 24.pdf">https://www.lanarkshireha.com/data/LHA Charter Performance Report 2022 23 2023 10 31 15 41 24.pdf</a>
Benchmarking information	<a href="https://www.lanarkshireha.com/data/LHA Charter Performance Report 2022 23 2023 10 31 15 41 24.pdf">https://www.lanarkshireha.com/data/LHA Charter Performance Report 2022 23 2023 10 31 15 41 24.pdf</a>
Complaints policy, guidance and forms	<a href="https://www.lanarkshireha.com/how-to-complain/">https://www.lanarkshireha.com/how-to-complain/</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	To follow

<b>Class 8 – Our commercial publications</b>
<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>Lanarkshire Housing Association Limited</b> 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 **Lanarkshire Housing Association Limited**