Lanarkshire Housing Association Ltd

Guide to Information

Full Review :

September 2025

LANARKSHIRE HOUSING ASSOCIATION LIMITED GUIDE TO INFORMATION

LAST REVIEWED: SEPTEMBER 2025

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.

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 otherwise 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

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

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 the Scottish Government and Councils –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.

Class 1 - About Lanarkshire Housing Association Limited *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*.	
Descriptions of who we are	
Mission Statement	https://www.lanarkshireha.com/mission-core-values/
Vision	https://www.lanarkshireha.com/data/VISION_STATEMENT_2015_Web_Verson_2019_11_15_17_37_00.pdf
Values	https://www.lanarkshireha.com/mission-core-values/
Corporate Objectives	https://www.lanarkshireha.com/about-us/
Area(s) of operation	https://www.lanarkshireha.com/about-us/
Key activities; strategic/corporate plan(s)	https://www.lanarkshireha.com/our-policies-publications/
Business Plan (or summary)	https://www.lanarkshireha.com/data/08._Business_Plan_2024_2026_(July_2025)___Website_2025_07_16_13_40_54.pdf

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

Customer Code/Charter	https://www.lanarkshireha.com/data/Customer_Service_Charter_(2024)_Redacted_2024_03_20_11_15_38.pdf
Location and opening arrangements	
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: enquiries@lanarkshireha.com
Opening times	9am – 5pm Monday to Friday Every Tuesday 9am - 11am Trial Office Closure for Staff Training
General contact arrangements	https://www.lanarkshireha.com/contact-us/
Contact details for making a complaint	https://www.lanarkshireha.com/how-to-complain/
Information relating to Freedom of Information	
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: enquiries@lanarkshireha.com
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
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	https://www.lanarkshireha.com/board-structure/
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	https://www.lanarkshireha.com/board-structure/ https://www.lanarkshireha.com/data/Standing_Orders_&_Committee_Administration___Website_2026_02_10_15_18_35.pdf

About our staff	
List of senior management team, including professional biography and contact details	https://www.lanarkshireha.com/staff/
Organisational structure	https://www.lanarkshireha.com/data/01._Staff__named_Grades_Jan_2026_2026_02_12_15_25_24.pdf
Governance Documents and Corporate Policies	
Rules/Articles	https://www.lanarkshireha.com/data/Rules_2020_(Website_Version)_2021_08_26_16_21_33.pdf
Standing Orders	https://www.lanarkshireha.com/data/Standing_Orders_&_Committee_Administration___Website_2026_02_10_15_18_35.pdf
Membership Policy	https://www.lanarkshireha.com/data/Membership_Policy___Website_2026_02_10_15_18_50.pdf
Code of Conduct for Employees	https://www.lanarkshireha.com/data/Code_of_Conduct___Employee_2025___Website_2025_09_24_09_42_55.pdf
Code of Conduct for Governing Body Members	https://www.lanarkshireha.com/data/Code_of_Conduct_Governing_Body_Members_2025___Website_2025_09_24_09_43_42.pdf
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.lanarkshireha.com/data/Entitlements__Payments_&_Benefits_policy_2025_Website_Redacted_2025_09_24_09_47_39.pdf
Register of Interests	Available upon request
Equalities Policy	https://www.lanarkshireha.com/data/Equality_Policy___Website_2026_02_10_15_19_04.pdf
Health and Safety Policy	https://www.lanarkshireha.com/data/Health_&_Safety_(2026)_Redacted_2026_04_29_15_38_09.pdf
Sustainability Policy	https://www.lanarkshireha.com/data/Sustainability_(Feb_2026)_Redacted_2026_02_25_10_16_14.pdf
Relationship with Regulators	**Where to Access**
Engagement plan with Scottish Housing Regulator	https://www.lanarkshireha.com/data/Engagement_Plan_2025_2025_04_23_11_10_02.pdf
Assurance Statement	https://www.lanarkshireha.com/data/Assurance_Statement_2025___Signed_Redacted_2025_10_30_14_33_30.pdf
Annual Return on Charter Submission to SHR	https://www.lanarkshireha.com/data/ARC_Submission_23_24_2024_09_04_16_14_50.pdf
Financial Returns to SHR	https://www.housingregulator.gov.scot/landlord-performance/

Charter report to tenants	https://www.lanarkshireha.com/data/Landlord_Report_2023_2024_2024_09_18_09_08_17.pdf
Internal and External Audit arrangements	https://www.azets.co.uk/ https://wbg.co.uk/
Group Details	
Details of our subsidiaries	Lanarkshire Initiatives Limited, 191 Brandon Street, Motherwell, ML1 1RS T: 01698 269119
Key Partnerships	
Strategic agreements with other organisations	Available upon 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	https://www.lanarkshireha.com/
How to report a repair	https://www.lanarkshireha.com/reporting-a-repair/
Right to Repair information	https://www.lanarkshireha.com/right-to-repair-scheme/
How to apply for a house	https://www.lanarkshireha.com/applying-for-a-home/
How to get information about tenancy support	
How to make a complaint	https://www.lanarkshireha.com/how-to-complain/
How to speak to a housing officer	01698 269119 or https://www.lanarkshireha.com/contact-us/
Policies and Procedures	
Allocations Policy	https://www.lanarkshireha.com/data/Allocations_Policy_(2024)___Redacted_2025_02_14_12_21_30.pdf
Adaptations Policy	https://www.lanarkshireha.com/data/Adaptations_Policy_2025___Website_Redacted_2025_09_23_13_56_45.pdf
Anti-Social Behaviour Policy	https://www.lanarkshireha.com/data/Anti_Social_Behaviour_(2024)_Redacted_2025_09_02_09_51_59.pdf

Asbestos Management Plan	https://www.lanarkshireha.com/data/Asbestos_Policy_2025_Redacted_2025_11_26_14_05_32.pdf
Arrears Management Policy	https://www.lanarkshireha.com/data/Arrears_Management_Policy_(2023)_(redacted)_2023_12_05_09_02_42.pdf
Asset Management Policy (including stock condition information)	https://www.lanarkshireha.com/data/Asset_Management_Strategy_(2023)_(redacted)_2023_12_05_09_03_53.pdf
Customer Care Policy	https://www.lanarkshireha.com/data/Customer_Service_Charter_(2024)_Redacted_2024_03_20_11_15_38.pdf
Data Protection Policy	https://www.lanarkshireha.com/data/Data_Protection_(Feb_2026)_Website_2026_02_25_10_15_24.pdf
Equality and Diversity Policy	https://www.lanarkshireha.com/data/Equality_Policy___Website_2026_02_10_15_19_04.pdf
Estate Management Policy	https://www.lanarkshireha.com/data/Estate_Management_(2024)_Redacted_2025_03_18_10_30_17.pdf
Health and Safety Policy	https://www.lanarkshireha.com/data/Health_&_Safety_(2026)_Redacted_2026_04_29_15_38_09.pdf
Legionnaires Inspection/Prevention Policy	https://www.lanarkshireha.com/data/Legionella_Policy_(2024)_2024_02_29_11_07_54.pdf
Procurement Policy	https://www.lanarkshireha.com/data/Procurement_(2024)___Redacted_2024_09_18_10_02_41.pdf
Risk Management Policy	https://www.lanarkshireha.com/data/Risk_Management_Policy_(2026)_2026_06_24_10_51_14.pdf
Rent Setting Policy	https://www.lanarkshireha.com/data/Rent_&_Service_Charge_Policy_2025_Redacted_2025_09_23_13_56_59.pdf
Repairs Policy	https://www.lanarkshireha.com/data/Property_Services_Policy_(2024)_Redacted_2024_03_20_11_15_32.pdf
Sustainability Policy	https://www.lanarkshireha.com/data/Sustainability_(Feb_2026)_Redacted_2026_02_25_10_16_14.pdf
Tenant Engagement Policy	https://www.lanarkshireha.com/data/Tenant_Participation_Strategy_(2024)_(redacted_for_website)_2024_06_19_09_42_55.pdf
Tenancy Sustainment Policy	https://www.lanarkshireha.com/data/Supporting_&_Sustaining_Tenanices_(2025)_Website_Redacted_2025_02_26_10_27_29.pdf

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

Consultation and Participation	
Tenant Participation Strategy	https://www.lanarkshireha.com/data/Tenant_Participation_Strategy_(2024)_(redacted_for_website)_2024_06_19_09_42_55.pdf
Recent Consultation activities with tenants/others	Office closure consultation Tenant satisfaction survey Owner satisfaction survey Rent review consultation Charter performance report Allocation Policy review
Tenant Scrutiny Panel composition	This panel currently has four core members with a recruitment exercise pending
Registered Tenant Organisations	We have no registered tenant organisations at this time.

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	The Association is mainly funded via the payment if rent, of which a portion is paid by Housing Benefit and Universal Credit. Further to this, the Association may receive funding from the Scottish Government on an ad hoc basis for projects.
Audited accounts	https://www.lanarkshireha.com/data/Lanarkshire_HA_signed_accounts_2025___redacted_2025_06_25_15_06_07.pdf
Budget policies and procedures	https://www.lanarkshireha.com/data/Financial_Regulations_(2025)_Redacted_2025_09_23_15_33_51.pdf

Budget allocation to key service areas	https://www.lanarkshireha.com/data/Lanarkshire_HA_signed_accounts_2025___redacted_2025_06_25_15_06_07.pdf
Our programme of work and projects	
Brief details of any project funding and how it's being spent	https://www.lanarkshireha.com/data/Lanarkshire_HA_signed_accounts_2025___redacted_2025_06_25_15_06_07.pdf
Capital works programme/plans information (annual programme figure)	See details on website

Spending relating to Staff and Governing Body	
Expenses policies and procedures	https://www.lanarkshireha.com/data/Payment_of_Expenses_to_Committee_Members_(2024)_Website_2024_09_18_10_00_53.pdf
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	https://www.spfo.org.uk/ https://thepeoplespension.co.uk/

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	Available upon request
Staffing structure	https://www.lanarkshireha.com/data/01._Staff__named_Grades_Jan_2026_2026_02_12_15_25_24.pdf
Human resources policies, covering: • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records	https://www.lanarkshireha.com/data/Recruitment_(2024)_website_2024_04_24_09_31_20.pdf https://www.lanarkshireha.com/data/Pensions_(2024)_website_2024_04_24_09_31_08.pdf https://www.lanarkshireha.com/data/Employee_Handbook_PDF_(2022)_2023_02_06_14_22_41.pdf https://www.lanarkshireha.com/data/Training_Policy_(2023)_2023_12_05_09_07_08.pdf
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	https://www.sfha.co.uk/ https://www.share.org.uk/ https://scotlandshousingnetwork.org/ https://www.scotlandsafetynetwork.scot/ https://pfhscotland.co.uk/ https://www.scottishprocurement.scot/
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	There are no environmental/sustainability reports.
General description of our land and property holdings	https://lanarkshireha.com/data/Asset_Management_Strategy_(2023)_(redacted)_2023_12_05_09_03_53.pdf
Estate development plans	The Associations Estate Plans are available to tenants and owners upon request.
Information Resources	
Records management policy and records management plan, including records retention schedule	https://www.lanarkshireha.com/data/Privacy_Policy_(Feb_2026)_website_2026_02_25_10_15_41.pdf https://www.lanarkshireha.com/data/Table_of_Retentions_(2024)_Website_2024_04_24_09_39_53.pdf
Data protection or privacy policy	https://www.lanarkshireha.com/data/Data_Protection_(Feb_2026)_Website_2026_02_25_10_15_24.pdf https://www.lanarkshireha.com/data/Privacy_Policy_(Feb_2026)_website_2026_02_25_10_15_41.pdf

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	See details on website.

List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://www.lanarkshireha.com/data/LHA_Contractors_2025_2025_06_25_11_23_49.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	There are presently no works contracts over the threshold.
Our Procurement	
Procurement Policy and procedures	https://www.lanarkshireha.com/data/Procurement_(2024)___Redacted_2024_09_18_10_02_41.pdf
Information on how to tender for work and invitations to tender	https://www.lanarkshireha.com/data/Procurement_(2024)___Redacted_2024_09_18_10_02_41.pdf
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.lanarkshireha.com/data/Contract_Register_2024_08_16_10_40_55.pdf
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/
Framework Agreements	https://pfhscotland.co.uk/members/ https://www.scottishprocurement.scot/

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	https://sway.cloud.microsoft/UdSwC3ftB024znYh?ref=Link&loc=play
ARC report to tenants	https://sway.cloud.microsoft/UdSwC3ftB024znYh?ref=Link&loc=play
Benchmarking information	https://sway.cloud.microsoft/UdSwC3ftB024znYh?ref=Link&loc=play
Complaints policy, guidance and forms	https://www.lanarkshireha.com/how-to-complain/
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://www.lanarkshireha.com/data/Complaints_Monitoring_Leaflet_1_Oct_25___31_Dec_25_2026_01_27_15_18_38.pdf

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 **Lanarkshire Housing Association Limited** 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**