



GUIDE TO INFORMATION

LAST REVISED: 14 JANUARY 2025

At a glance – terms used in this document

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

Southside Housing Association – Who We Are and What We Do

We are a community-controlled housing association operating across a number of neighbourhoods throughout the south side of Glasgow. We employ approximately 70 largely office-based members of staff, and a further 30 staff members who work in our communities in concierge, housing support and direct labour roles.

Since we were established back in 1971, we have built up our current stock of housing homes through tenement rehabilitation, new build housing programmes and stock transfers. We now have around 2260 units for social rent, and just over 200 for mid-market rental in the areas where we operate. In addition, we provide property factoring services 880 privately owned properties.



St. Andrew's Drive new build development

Our main geographical areas which we operate in as a landlord are in Pollokshields (including parts of Kingston and Tradeston), Cardonald and Halfway. These areas account for 90% of our housing stock, while we also own housing in Shawlands, Strathbungo, Ibrox, Kinning Park, Langside and Mount Florida.

The Association delivers a comprehensive range of services, all focused on the needs of our customers and communities. These services include tenancy and neighbourhood management; repairs and property management; property development; asset management; housing support services; concierge; environmental works; income advice; and community development and support. We work closely with our subsidiary company, Southside Lettings (Scotland) Ltd which provides letting services for a significant portfolio of Mid-Market Rent housing.

Our Mission Statement	Our Vision	Our Values
<p>At Southside Housing our mission is to provide quality, affordable homes for those in housing need and to work with communities and partners to maintain safe and popular neighbourhoods.</p>	<p>At Southside Housing Association our Vision is: <i>Impacting and Improving people's lives in a positive way</i></p>	<p><u>Respect</u></p> <p>We will put people first, prioritise relationships, be kind and helpful and treat others as we would want to be treated.</p> <p><u>Integrity</u></p> <p>We will conduct ourselves with honesty and transparency.</p> <p><u>Positivity</u></p> <p>We strive for positive outcomes and focus on the solutions that will deliver them.</p> <p><u>Responsibility</u></p> <p>We will be dependable, professional, reliable and consistent.</p>

How we are Governed

Our Management Committee acts as our governing body and is responsible for setting the Association's strategic direction, aims and objectives and monitoring our progress in achieving them. Our Management Committee currently has 10 members. Management Committee meetings are held at least ten times annually to:

- Set short and longer term objectives for the Association;
- Discuss the overall operation of the Association in its use of resources, achievement of aims and objectives, financial viability and service delivery for tenants and service users; and,
- Ensure that the Association meets its legal and regulatory obligations.

You can access a full archive of approved minutes of Management Committee meetings [Here](#)



Queensland Gardens Community Park

Our Organisational Structure

Although our Management Committee is our governing body, its work is supported by two sub-committees, the Finance and Corporate Services sub-committee and the Operations sub-committee. Our subsidiary, Southside Lettings (Scotland) Ltd. also has its own Board of Management which also forms a part of the Associations' governance structure.

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.

Southside Housing Association has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme](#), and this Guide has been approved by the SIC.

The purpose of this Guide to Information is to:

- Allow the public to see what information is available (and what is not currently available);
- Provide advice on what charges we may apply for providing you with information;
- Explain how to find the information easily;
- Provide contact details for enquiries and to get help with access to the information; and,
- Explain how to request information that has not been published

Environmental Information

Although the Association is a newly designated Scottish public authority for the purposes of FOISA from 11 November, in terms of providing environmental information we have been a designated public authority for the purposes of the Environmental Information (Scotland) Regulations 2004 (EIR) since 2014. The EIR provides a separate right of access for the public to environmental information that we hold. The definition of 'environmental information' within the EIR is a very broad one and can cover a wide range of activities that the Association are involved in as a registered social landlord. This Guide to Information also contains details of the environmental information that we routinely make available.

The Model Publication Scheme Principles

The Model Publication Scheme sets out six principles which govern the way that we must make our information available through this Guide to Information:

- Principle One: Availability and Formats
- Principle Two: Exempt Information
- Principle Three: Copyright and Re-use
- Principle Four: Charges
- Principle Five: Advice and Assistance
- Principle Six: Duration

Principle 1: Availability and Formats

All of the information published in our Guide to Information 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 we can arrange to do that, we may however have to charge a small fee to provide this. We explain more about this at Principle Four: Charges). 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.

If you have any difficulty identifying the information you want to access, then please contact us directly and we will try to assist you. Our contact details are

Corporate Compliance Officer
Southside Housing Association
Southside House
135 Fifty Pitches Road
Glasgow
G51 4EB

Tel: 0141 422 1112
Email: CSD@southside-ha.co.uk

Principle 2: Exempt Information

We will publish all the information we hold that falls within the classes of information. If a document contains information that is exempt under FOISA, the EIR or the UKGDPR (for example sensitive personal information or a trade secret), we will remove or redact the information before publication and explain why.

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 Management 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.

Principle 3: Copyright and Re-Use

Where the Association holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied or reproduced accurately;
- It is not used in a misleading context; and,
- The source of the material is identified

Where the Association does not hold copyright in the information we publish, we will make this clear.



Darnley Street

Principle 4: Charges

This section of our Guide to Information sets out when we may make a charge for providing information and how our charges are calculated. When we do charge, we will not charge you any more than it costs us to do so, and we will always tell you what we intend to charge before we provide the information to you.

Our charges for providing any information detailed in this guide are summarised below:

Format	Charge
Online	Free
View at our office	Free
Printing	
A4 Black & White, single sided	10p per sheet
A4 Black & White, double sided	20p per sheet
A3 Black & White, single sided	20p per sheet
A3 Black & White, double sided	40p per sheet
A4 Colour, single sided	20p per sheet
A4 Colour, double sided	40p per sheet
A3 Colour, single sided	50p per sheet
A4 Colour, double sided	£1.00 per sheet
Different Formats	
CD	£1.00
DVD	£1.00
Postage	
Letter/Paper format	Charge as made by Royal Mail for First Class postage or recorded delivery
Email attachment	Free
Posted CD/DVD	Cost of postage incurred

The Association will make no charge to view information through the Southside Housing Association website, or at the Association's premises. We may however charge if a printed copy of the information which has been viewed is subsequently requested. 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:

Corporate Compliance Officer

Southside Housing Association
135 Fifty Pitches Road
Glasgow, G51 4EB

Tel: 0141 422 1112

Email: CSD@southside-ha.co.uk

Charges for information which is not available under our Publication Scheme

If you make a request to us for information which is not currently available within the Guide the overall charges we make will be based on the following thresholds:

Requests Made Under FOISA

- We will make no charge for requests for information requests which cost us £100.00 or less to provide;
- Where information costs us between £100.00 and £600.00 to provide you may be asked to pay 10% of the costs over the initial £100.00. For example, if the information you request will cost us £600.00 to provide, you would be asked to pay £50.00 calculated on the basis of a waiver for the initial £100.00, and a charge based on 10% of the remaining £500.00;
- We are not legally obliged to respond to FOISA requests which will cost us over £600.00 to provide;
- In calculating the charge we may make, staff time involved in processing the request will be calculated at the actual cost of the staff member's hourly salary rate up to a maximum of £15.00 per hour;
- We will not charge for the time which we take to determine whether we hold the information requested, nor for the time it take to decide whether the information can be released. We may charge for locating, retrieving and providing information to you; and,
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) which will tell you how we have calculated our charge. As a requester you will have three months from the date of issue of a fees notice within which to decide whether to pay the charge. The information will be provided to you on receipt of payment. If a requester decides not to proceed with their request, we will make no charge.

Requests Made for Environmental Information

Environmental information is provided under the EIR rather than FOISA. The charging regulations for providing information under the EIR are different from those under FOISA:

- There is no upper or lower charging threshold for providing environmental information under the EIR, however we may make a 'reasonable' charge for providing you with the environmental information you have requested. Any fee we charge will not exceed the amount it has cost us to make the information available;

- We will however make no charge for requests for information requests which cost us £100.00 or less to provide;
- Where information costs us between £100.00 and £600.00 to provide you may be asked to pay 10% of the costs over the initial £100.00. For example, if the information you request will cost us £600.00 to provide, you would be asked to pay £50.00 calculated on the basis of a waiver for the initial £100.00, and a charge based on 10% of the remaining £500.00;
- Where information will cost more than £600.00 to provide however, we will ask a requester to pay the full cost of providing the information with no waiver for any portion of the cost;
- In calculating the charge we may make, staff time involved in processing the request will be calculated at the actual cost of the staff member's hourly salary rate up to a maximum of £15.00 per hour.

Charges for requesting your own personal data

There is no charge for requesting your own personal data under the UK General Data Protection Regulation (GDPR). This is called making a Subject Access Request.

We must provide a copy of the information free of charge to you. However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent Subject Access Requests.

The fee must be based on the administrative cost of providing the personal information requested in the Subject Access Request.

Further information on the GDPR and Data Protection Act 2018 can be found on the Information Commissioner's Office [website](#) .

Principle 5: Advice and Assistance

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:

Corporate Compliance Officer

Southside Housing Association
135 Fifty Pitches Road
Glasgow, G51 4EB

Email: CSD@southside-ha.co.uk

Tel: 0141 422 1112

Principle 6: Duration

Once published through this Guide to Information, the Information will be available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available (previous version may be requested from the Association under section 1(1) of FOISA.

Our Guide to Information will have a 'last reviewed' date showing when the document was last reviewed, to ensure it contains the most up to date information.

Classes of Information

The classes of information that we publish

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 classes of information we publish are:

- Class 1: About Southside Housing Association.
- Class 2: How we deliver our functions and services.
- Class 3: How we take decisions and what we have decided.
- Class 4: What we spend and how we spend it.
- Class 5: How we manage our human, physical and information resources.
- Class 6: How we procure goods and services from external providers.
- Class 7: How we are performing.
- Class 8: Our commercial publications.
- Class 9: Our open data

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 it
Class 1 - About Southside Housing Association	
Information about the Association, who we are, where to find us, how to contact us, how we are managed and our external relations.	

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

Information	Where to access it
Descriptions of who we are	
Mission Statement	SHA Mission Statement
Vision	SHA Vision
Values	SHA Values
Strategic Objectives	SHA Corporate plan 2024 - 2029
Area(s) of operation	Our main geographical areas which we operate in as a landlord are: Cardonald Halfway Ibrox Kinning Park Langside Mount Florida Penilee Shawlands Strathbungo,
Business Plan (or summary)	Online Our Corporate Plan 2024 - 2029 Our Corporate Plan 2024 - 2029 Summary Document
Location and opening arrangements	
Address	Southside Housing Association (Cardonald Office) Southside House 135 Fifty Pitches Road Glasgow G51 4EB and; Southside Housing Association (Pollokshields Office) 435 Shields Road Glasgow G41 1NP
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	Tel 0141 422 1112 Email: CSD@southside-ha.co.uk

Information	Where to access it
Opening times	Cardonald Office: Monday 0900hrs – 1700hrs Tuesday 0900hrs – 1700hrs Wednesday 0900hrs – 1700hrs Thursday 0900hrs – 1700hrs Friday 0900hrs – 1700hrs Pollokshields Office: Monday 0900hrs – 1700hrs Tuesday Closed Wednesday Closed Thursday 0900hrs – 1700hrs Friday 0900hrs – 1700hrs
General contact arrangements	Online Contact Us
Contact details for making a complaint	Online How to make a complaint Our SHA Complaints Handling booklet
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This Document
Charging Schedule for Published Information	THIS Document (See Page 7-8)
Contact details and advice on making an FOI request	Making a Freedom of Information (Scotland) Act 2002 Request
Freedom of Information policies and procedures	SHA Freedom of Information & Environmental Information Policy
Charging Schedule for environmental information provided in response to requests made under EIRs	Online Our charging schedule for Environmental information
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 	Online SHA Management Committee Members and Sub-Committee Members
Description of the role of the Governing Body <ul style="list-style-type: none"> • governance structure chart (including sub-committees and working groups); 	About our Governance Structure SHA Governing Body Standing Orders

Information	Where to access it
<ul style="list-style-type: none"> remits for governing body and any sub-committees 	SHA Committee Terms of Reference and Committee Remits SHA Committee Member Role Descriptions
How to become part of the governing body	How to become a shareholding member of SHA Becoming a Member of the SHA Governing Body (Pages 9 - 13)
Induction Policy for Management Committee Members	Online
About our staff	
List of senior management team, including professional biography and contact details	SHA Leadership and Management Team
Organisational structure	In Development
Governance Documents and Corporate Policies	
Rules/Articles	Southside Housing Association Constitution
Standing Orders	SHA Governing Body Standing Orders
Membership Policy	SHA Membership Policy
Code of Conduct for Staff	SHA Staff Code of Conduct
Code of Conduct for Governing Body Members	SHA Code of Conduct for Governing Body Members
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	SHA Group Policy on Entitlements, Payments and Benefits
Scheme of Delegation	SHA Scheme of Delegated Authority
Financial Regulations	SHA Financial Regulations
Anti-Bribery Policy	SHA Anti-Bribery Policy
Anti-Fraud Policy	SHA Anti-Fraud Policy
Declaration of Interests Policy	SHA Declaration of Interests Policy
Donations Policy	SHA Donations Policy
Equalities Policy	SHA Equality, Diversity & Inclusion Policy
Health and Safety Policy	

Information	Where to access it
Privacy Policy	SHA Privacy Policy
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Our Regulatory Status and Engagement Plans
Assurance Statement	Our Annual Assurance Statements
Annual Return on Charter Submission to SHR	Our Annual Return on the Charter Submissions to the SHR
Financial Returns to SHR	Our Annual Audited Reports and Financial Statements
Charter report to tenants	Our Annual Reports and Annual Landlord Reports for Tenants
Internal and External Audit arrangements	Internal Auditors – wbg (formerly Wylie Bisset) https://wbg.co.uk/ External Auditors – Alexander Sloan https://www.alexandersloan.co.uk/
Group Details	
Details of our subsidiaries/parent organisation	Southside Lettings (Scotland) Ltd. is a wholly owned subsidiary of the charitable parent Southside Housing Association. Southside Lettings manages Mid-Market Rent housing Online Southside Lettings
Key Partnerships	
Strategic agreements with other organisations	
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 we provide	Provider of housing for social rent

Information	Where to access it
	Property Factor services for Homeowners Homelessness Prevention and Advice Financial Inclusion Advice services Community Initiatives, Activities and Events Concierge and Facilities Management services Bulk Uplift service Medical Adaptations Property repairs and maintenance services Glasgow Care & Repair Small Repairs Handyperson Service Home and Hospital Service Advice and Information Service
How to report a repair	How to report a repair
Right to Repair information	Your Right to Repair
How to apply for a house	Applying for a Home with SHA or Southside Lettings
How to get information about tenancy support	Tenancy support, advice and information
How to make a complaint	How to make a complaint Our SHA Complaints Handling booklet
How we consult with tenants and other customers to inform and improve service delivery and develop new services	EDI Strategy Consultation Allocations Policy Consultation Tenant Satisfaction Annual Complaints Report
Policies and Procedures	
Abandonment Policy	Abandonment Policy
Allocations Policy	Allocations Policy

Information	Where to access it
	Allocations Policy Appendix 1 - Points Award System
Allocations Policy – Mid-Market Rent	Allocations Policy - MMR
Adult Protection Policy	Adult Protection Policy
Anti-Social Behaviour Policy	Anti-Social Behaviour Policy
Asbestos Management Policy	Asbestos Policy and Management Plan
Asset Management	Asset Management Strategy
Child Protection Policy	Child Protection Policy
Complaints Handling Procedure	Complaint Handling Procedure
Contractor Liquidation and Receivership Policy	Contractor and Consultant Liquidation and Receivership Policy
Dampness and Mould Policy	Dampness and Mould Policy
Disturbance Payments Policy	Disturbance Payments and Allowances Policy
Electrical Safety Policy	Electrical Safety Policy
Former Tenant Arrears Write Off Policy	Former Tenant Arrears Write-Off Policy
Freedom of Information and Environmental Information Regulations Policy	Freedom of Information and Environmental Information Policy
Gas Safety and Management Policy	Gas Safety and Management Policy
Legionella Inspection/Prevention Policy	Water Quality and Legionella Management Policy
Managing Unacceptable Actions Policy	Managing Unacceptable Actions Policy
Medical Adaptations Policy	Stage Three Medical Adaptations Policy
Notifiable Events Policy	Notifiable Events Policy
Planned & Cyclical Maintenance Policy	Planned and Cyclical Maintenance Policy
Procurement Policy	Procurement Policy
Rechargeable Repairs Policy	Rechargeable Repairs Policy
Remote & Hybrid Working Policy	Remote & Hybrid Working Policy
Rent Management Policy	Rent Management Policy

Information	Where to access it
Rent Setting Policy	Rent Setting Policy Southside Lettings Mid-Market Rent Setting Policy
Repairs Policy	Repairs & Maintenance Policy
SHA Staff Delegated Authority Policy	Staff Delegated Authority Policy
Treasury Management Policy	Treasury Management Policy
Void Management Policy	Void Management Policy
Void Management – Lettable Standard	SHA Minimum Lettable Standard
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	Approved Minutes of SHA Management Committee Meetings
Consultation and Participation	
Tenant Participation Strategy	Community Involvement and Engagement Strategy
Consultation reports	Consultations Area
Registered Tenant Organisations	The Association currently has no registered tenant organisations.
Class 4 – What we spend and how we spend it Information about our strategy for, and management of, financial resources.	
Information about our accounts and budgets	
Description of funding sources	The Association’s funding sources are set out in our Audited Annual Accounts. Our main grant funders are the Scottish Government via Affordable Housing Supply Grant administered by Glasgow City Council. Glasgow Health and Social Care Partnership also provide grant funding for the Glasgow Care & Repair Service managed by SHA. A range of other grant award bodies help to fund a range of the Association’s wider role and community initiatives programme.

Information	Where to access it
	The Association also have private finance arrangements in place with lenders, our main source of private finance is a £25 million revolving credit facility with Handelsbanken.
Audited accounts	SHA Audited Annual Accounts
Our programme of work and projects	
Details of any project funding and how it's being spent	Coming Soon
Capital works programme/plans information (annual programme figure)	Coming Soon
Spending relating to Staff and Governing Body	
Expenses policies and procedures	Expenses Policy
Pay and grading structure (levels of pay rather than individual salaries)	SHA Employee Salary Scales 2024-25
General information about staff pension scheme	The Association currently offers two staff pensions schemes to qualifying employees. Scottish Housing Associations Pension Scheme Strathclyde Pension Fund
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	Coming Soon
Staffing structure	Coming Soon

Information	Where to access it
<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>Flexi-Time and TOIL Policy</p> <p>Flexible Working Policy</p> <p>Lone Working Policy</p> <p>Procedure for Handling a Serious Complaint against the Senior Officer</p> <p>Recruitment & Selection Policy</p> <p>Remote & Hybrid Working Policy</p> <p>Settlement Agreement Policy</p> <p>Training and Development Policy</p> <p>Whistleblowing Policy</p>
<p>Trade Union information</p>	<p>Unite the Union are recognised by the Association for the purposes of collective bargaining.</p> <p>https://www.unitetheunion.org/</p>
<p>Summary of professional organisations/trade bodies of which we are a member</p>	<p>Scottish Federation of Housing Associations</p> <p>Glasgow and West of Scotland Forum of Housing Associations</p> <p>Employers in Voluntary Housing</p> <p>Scotland's Housing Network</p>
<p>Information Resources</p>	
<p>Records management policy and records management plan, including records retention schedule</p>	<p>Our Records Retention Schedule</p>
<p>Data protection or privacy policy</p>	<p>Our SHA Privacy Policy</p>
<p>Fair Processing Notices</p>	<p>SHA Fair Processing Notice</p> <p>SHA Governing Body Member Fair Processing Notice</p> <p>Applicant for Housing Fair Processing Notice</p> <p>SHA Employee Fair Processing Notice</p>

Information	Where to access it
	Welfare Rights and Money and Debt Advice Fair Processing Notice Glasgow Care and Repair Fair Processing Notice
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: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	Coming Soon
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	Coming Soon
Information about regulated procurement contracts awarded (value, scope, duration)	Southside Housing Association on Public Contract Scotland
Our Procurement	
Procurement Policy and procedures	SHA Procurement Policy Our Procurement Strategy 2024-25
Information on how to tender for work and invitations to tender	Southside Housing Association on Public Contract Scotland
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	Coming Soon
Links to procurement information we publish on Public Contracts Scotland website	Southside Housing Association on Public Contract Scotland
Framework Agreements	Coming Soon
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 and ARC Landlord Report for tenants	Our Annual Reports
Complaints policy, guidance and forms	SHA Complaint Handling Procedure Making a Complaint

Information	Where to access it
	Our SHA Complaints Booklet
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	Our Annual Complaints Report 2023/24 Our Annual Complaints Report 2023-24 - Summary Video
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 Southside 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 Southside Housing Association	Not applicable



SOUTHSIDE
housing association

