YOKER HOUSING ASSOCIATION LIMITED

GUIDE TO INFORMATION

LAST REVIEWED: 27 AUGUST 2026

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).*

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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.

Yoker Housing Association Limited has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS), 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 for Yoker Housing Association Limited in relation to each class in the Model Publication Scheme;
- State what charges may be applied;
- Explain how to find information easily;
- Provide contact details for enquiries and to get help with access to information; and
- Explain how to request information that has not been published.

The Model Publication Scheme Principles

The MPS imposes the following six principles which govern the way we must make our information available through our Guide to Information:

- Principle 1: Availability and formats
- Principle 2: Exempt information
- Principle 3: Copyright and re-use
- Principle 4: Charges
- Principle 5: Advice and assistance
- Principle 6: Duration

Principle 1 - Availability and Formats

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).

If you would like a printed copy of any of the information listed, we may have to charge a small fee to provide this. 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 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 us at:

Yoker Housing Association Limited
2310 Dumbarton Road
Yoker
Glasgow
G14 0JS

Telephone: 0141 950 9052
Email: housing@yokerha.org.uk

Principle 2 - Exempt Information

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 we hold the copyright on our 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 Yoker Housing Association Limited does not hold copyright in information we publish, we will make this clear.

Principle 4 - Charges

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises.

We may charge for providing information to you, but we will charge no more than it costs us to do so. We will always tell you what the cost is before providing 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
Print in black and white	10p per A4 sheet
Print in colour	20p per A4 sheet
Optical Media (e.g. CD / DVD)	50p per Disc
USB Drive	Cost of Drive
Posted document (including CD / DVD / USB Drive)	Cost of postage incurred (Royal Mail First Class)

Charges for information that is not available under the scheme

If you submit a request to us for information which is not available in the Guide the charges will be based on the following calculations:

General information requests

- There will be no charge for information request which cost us £100.00 or less to process.
- Where information costs between £100.00 and £600.00 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that costs us £600.00 to provide, you will be asked to pay £50.00 calculated on the basis of a waiver for the first £100.00 and 10% of the remaining £500.00.
- We are not obliged to respond to requests which will cost us over £600.00 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15.00 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing you information. In the event that we decide to impose a charge we will issue you with notification of the charge (i.e. a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for Environmental Information that is provided under the EIRs rather than FOISA.

The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you (e.g. photocopying and postage). If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you. Charges will be based on the following calculations:

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15.00 per person per hour.

The first £100.00 worth of information will be provided to you without charge.

Where information costs between £100.00 and £600.00 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600.00 to provide, you would be asked to pay £50.00, calculated on the basis of a waiver for the first £100.00 and 10% of the remaining £500.00.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charges for requesting for your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request. We must provide a copy of the information free of charge.

Further information on GDPR can be found on the Information Commissioner's Office website. Click here to access.

Principle 5 - Advice and Assistance

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 us at:

Yoker Housing Association Limited
2310 Dumbarton Road
Yoker
Glasgow
G14 0JS

Telephone: 0141 950 9052
Email: housing@yokerha.org.uk

We will also advise you how to ask for information that we do not publish.

Principle 6 - Duration

We aim, where possible, to publish information for at least the current and the previous two financial years. When we review any document such as our policies, we will only publish the current version once it has been updated in order to avoid confusion.

The Information that we make available to you

Under the Model Publication Scheme (MPS), the information we provide must be listed under certain "classes" of information. These are the categories of information that are detailed below. Freedom of Information applies to other bodies and sectors across Scotland, such as Scottish Government and Councils, which means that not all of the information categories in the MPS apply to housing associations and co-operatives.

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 the information
Class 1 – About Yoker Housing Association Limited *Information about Yoker 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.yokerha.org.uk/our-vision-mission-statement-values
Vision	https://www.yokerha.org.uk/our-vision-mission-statement-values
Values	https://www.yokerha.org.uk/our-vision-mission-statement-values
Corporate Objectives	The Association's Corporate Objectives are detailed in section 7 of the Business Plan which can be accessed at: https://www.yokerha.org.uk/upload/download_document/939f8ce6-7ce7-11f0-a233-005056a3/file.pdf
Area of operation	https://www.yokerha.org.uk/data/Property_Register_2026_11_02_15_30_57.pdf
Key activities; strategic / corporate plan(s)	The Association's corporate plans are detailed in section 15 of the Business Plan which can be accessed at: https://www.yokerha.org.uk/upload/download_document/939f8ce6-7ce7-11f0-a233-005056a3/file.pdf
Business Plan	https://www.yokerha.org.uk/upload/download_document/939f8ce6-7ce7-11f0-a233-005056a3/file.pdf
Location and opening arrangements	
Address	https://www.yokerha.org.uk/contact
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://www.yokerha.org.uk/contact
Opening times	https://www.yokerha.org.uk/contact
General contact arrangements	https://www.yokerha.org.uk/contact

Information	Where to access the information
Local / area office contact details	https://www.yokerha.org.uk/contact
Contact details for making a complaint	https://www.yokerha.org.uk/data/Customer_Complaints_Procedure_2023_10_12_21_07_35.pdf
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	This Document
Charging Schedule for Published Information	This Document (See Pages 4-5)
Contact details and advice on making an FOI request	https://www.yokerha.org.uk/freedom-of-information
Freedom of Information policies and procedures	The Freedom of Information Policy can be accessed at: https://www.yokerha.org.uk/data/FOI_Policy_2026_09_29_17_09_14.pdf The Freedom of Information Procedures can be accessed at: https://www.yokerha.org.uk/data/FOI_Procedures_2026_09_29_17_06_37.pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	This Document (See Pages 4-5)
About our Governing Body	
List of Governing Body Members	
• Names	https://www.yokerha.org.uk/data/Governing_Body_Member_Register_2026_09_29_16_26_23.pdf
• When they became a governing body member	https://www.yokerha.org.uk/data/Governing_Body_Member_Register_2026_09_29_16_26_23.pdf
• Professional biographical details	https://www.yokerha.org.uk/data/Governing_Body_Member_Register_2026_09_29_16_26_23.pdf
• Office-bearing responsibilities	https://www.yokerha.org.uk/data/Governing_Body_Member_Register_2026_09_29_16_26_23.pdf
• When they became an office-bearer	https://www.yokerha.org.uk/data/Governing_Body_Member_Register_2026_09_29_16_26_23.pdf
Description of the role of the Governing Body	https://www.yokerha.org.uk/data/Management_Committee_and_Office_Bearers_Remit_2026_10_19_12_06_18.pdf

Information	Where to access the information
• Governance structure chart (including sub-committees and working groups) • Remits for governing body and any sub-committees	https://www.yokerha.org.uk/data/Organisation_Structure_2026_09_29_16_12_36.pdf https://www.yokerha.org.uk/role-and-remit/
How to become part of the governing body	https://www.yokerha.org.uk/management-committee/
About our staff	
List of senior management team, including professional biography and contact details	Biographical information for senior staff is detailed in section 2 of the Association's Business Plan which can be accessed at: https://www.yokerha.org.uk/upload/download_document/939f8ce6-7ce7-11f0-a233-005056a3/file.pdf Contact details for senior staff can be accessed at: https://www.yokerha.org.uk/data/Organisation_Structure_2026_09_29_16_12_36.pdf
Organisational structure	https://www.yokerha.org.uk/data/Organisation_Structure_2026_09_29_16_12_36.pdf
Governance Documents and Corporate Policies	
Rules / Articles	https://www.yokerha.org.uk/data/00RulesofYokerHousingAssociationLimitedNoSig_2023_06_26_17_21_00.pdf
Standing Orders	https://www.yokerha.org.uk/data/Standing_Orders_2025_08_25_10_17_29.pdf
Membership Policy	https://www.yokerha.org.uk/data/Membership_Policy_2025_07_02_11_53_49.pdf
Code of Conduct for Staff	https://www.yokerha.org.uk/data/Code_of_Conduct_for_Staff_Members_2025_10_31_11_46_56.pdf
Code of Conduct for Governing Body Members	https://www.yokerha.org.uk/data/Code_of_Conduct_for_Committee_Members_2025_10_31_11_43_48.pdf
Entitlements, Payments and Benefits Policy	https://www.yokerha.org.uk/data/Entitlements__Payments_&_Benefits_Policy_2025_10_31_12_02_38.pdf
Register of Interests	https://www.yokerha.org.uk/data/Management_Committee_Register_of_Interests_2026_02_20_14_32_59.pdf
Equality & Diversity Policy	https://www.yokerha.org.uk/data/Equality&DiversityPolicy_2023_06_27_14_39_46.pdf
Health and Safety Policy	https://www.yokerha.org.uk/upload/download_document/9dc3f711-1647-11f1-a64a-005056a3/file.pdf
Sustainability Policy	https://www.yokerha.org.uk/upload/download_document/717a0abc-9e07-11f0-8313-005056a3/file.pdf

Information	Where to access the information
Relationship with Regulators	
Engagement Plan with Scottish Housing Regulator (SHR)	The most recent Engagement Plan can be accessed at: https://www.housingregulator.gov.scot/landlord-performance/landlords/yoker-housing-association-ltd/engagement-plan-from-1-april-2026-to-31-march-2027/ Previous Regulation and Engagement Plans can be accessed at: https://www.yokerha.org.uk/regulation/
Assurance Statement	The current Annual Assurance Statement can be accessed at: https://www.yokerha.org.uk/upload/download_document/36a10c47-d44f-11f1-a352-005056a3/file.pdf Previous Assurance Statements can be accessed at: https://www.yokerha.org.uk/performance/
Annual Return on the Charter Submission to the SHR	The current Annual Return on the Charter Submissions can be accessed at: https://www.yokerha.org.uk/upload/download_document/89401ffd-5e67-11f1-9cde-005056a3/file.pdf Previous Return on the Charter Submissions can be accessed at: https://www.yokerha.org.uk/performance/
Financial Returns to the SHR	The most recent Financial Returns can be accessed at: https://www.yokerha.org.uk/upload/download_document/94a462e8-4960-11f1-9cde-005056a3/file.pdf Previous Financial returns can be accessed at: https://www.yokerha.org.uk/our-finances/
Charter Report to tenants	The latest Report can be accessed at: https://www.yokerha.org.uk/upload/download_document/5705f05f-d44e-11f1-a352-005056a3/file.pdf Earlier reports can be accessed at: https://www.yokerha.org.uk/performance/
Internal and External Audit Arrangements	The Association's internal and external audit arrangements can be accessed at https://www.yokerha.org.uk/regulation The Association's Audit Policy can be accessed at: https://www.yokerha.org.uk/data/Audit_Policy_2025_08_29_12_58_49.pdf
Group Details	
Details of our subsidiaries / parent organisation	Not Applicable
Key Partnerships	
Strategic agreements with other organisations	https://www.yokerha.org.uk/about-us/

Information	Where to access the information
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.yokerha.org.uk/about-us/
How to report a repair	https://www.yokerha.org.uk/reporting-a-repair/
Right to Repair information	https://www.yokerha.org.uk/data/RepairResponseTimesandCategories_2023_06_22_22_11_36.pdf
How to apply for a house	https://www.yokerha.org.uk/ways-to-apply/
How to get information about tenancy support	https://www.yokerha.org.uk/financial-assistance/
How to make a complaint	https://www.yokerha.org.uk/making-a-complaint/
How to speak to a housing officer	https://www.yokerha.org.uk/contact/
How we consult with tenants and other customers to improve service delivery and develop new services.	https://www.yokerha.org.uk/data/Tenant_Participation_Strategy_2024_10_08_09_43_22.pdf
Policies and Procedures	
Abandonment Policy	https://www.yokerha.org.uk/data/Abandonment_Policy_2025_09_01_11_15_43.pdf
Abandonment Procedures	https://www.yokerha.org.uk/data/Abandonment_Procedures_2025_09_01_11_15_53.pdf
Allocations to Governing Body / Staff Members Policy	https://www.yokerha.org.uk/data/Gov_Body_Allocations_Policy_2025_09_30_16_29_21.pdf
Allocations to Governing Body / Staff Members Procedures	https://www.yokerha.org.uk/data/Gov_Body_Allocation_Procedures_2025_09_30_16_29_32.pdf
Alterations and Improvements Policy	https://www.yokerha.org.uk/upload/download_document/84078051-0ed2-11ef-a413-005056a3/file.pdf
Annual Gas Safety / Service Policy	https://www.yokerha.org.uk/data/Annual_Gas_Safety_Check_Policy_2025_04_24_15_27_03.pdf
Annual Gas Safety / Service Procedures	https://www.yokerha.org.uk/data/Annual_Gas_Safety_Service_Procedures_2025_04_24_15_27_43.pdf

Information	Where to access the information
Anti-social Behaviour & Neighbour Nuisance Policy	https://www.yokerha.org.uk/data/Anti_social_Behaviour_Policy_2025_04_29_10_12_24.pdf
Anti-social Behaviour & Neighbour Nuisance Procedures	https://www.yokerh.org.uk/data/Antisocial_Behaviour_Procedures_2025_04_29_10_12_38.pdf
Approved List of Development Consultants	https://www.yokerha.org.uk/upload/download_document/0ccd0f75-49fb-11f1-9cde-005056a3/file.pdf
Approved List of Maintenance Contractors	https://www.yokerha.org.uk/upload/download_document/38a4f3e7-5e68-11f1-9cde-005056a3/file.pdf
Arrears Management Policy	https://www.yokerha.org.uk/data/Rent_Arrears_Policy_2024_10_29_16_32_22.pdf
Arrears Management Procedures	https://www.yokerha.org.uk/data/Rent_Arrears_Procedures_2024_10_29_14_47_53.pdf
Asbestos Management Policy	https://www.yokerha.org.uk/data/Asbestos_Management_Policy_2026_03_02_14_46_02.pdf
Asset Management Strategy (including stock condition information)	https://www.yokerha.org.uk/upload/download_document/b7acaf57-7f4a-11f0-a233-005056a3/file.pdf
Assignation Policy	https://www.yokerha.org.uk/data/Assignation_Policy_2025_10_31_12_26_05.pdf
Assignation Procedures	https://www.yokerha.org.uk/data/Assignation_Procedures_2025_10_31_12_26_15.pdf
Compensation for Improvements Policy	https://www.yokerha.org.uk/upload/download_document/ab918505-9e0b-11f0-8313-005056a3/file.pdf
Complaints Policy	https://www.yokerha.org.uk/data/CHP_Policy_2024_10_29_14_39_07.pdf
Complaints Handling Procedure	https://www.yokerha.org.uk/data/FullComplaintsHandlingProcedure_(1)_2023_06_30_14_10_25.pdf
Contractor Insolvency Policy	https://www.yokerha.org.uk/upload/download_document/1a669e58-0e69-11f1-a64a-005056a3/file.pdf
Contractors Selection and Performance Policy	https://www.yokerha.org.uk/upload/download_document/3d301c8e-5e68-11f1-9cde-005056a3/file.pdf
Damp, Mould & Condensation Policy	https://www.yokerha.org.uk/data/Damp__Mould_&_Condensation_Policy_2026_09_29_16_51_35.pdf
Death of a Tenant Policy	https://www.yokerha.org.uk/data/Death_of_a_Tenant_Policy_2025_07_15_12_33_34.pdf
Death of a Tenant Procedures	https://www.yokerha.org.uk/data/Death_of_Tenant_Procedures_2025_07_15_12_33_51.pdf
Decoration Allowance for Void Properties Policy	https://www.yokerha.org.uk/upload/download_document/714d410e-2ea3-11f1-a385-005056a3/file.pdf

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Information	Where to access the information
Decoration Allowance Procedures	https://www.yokerha.org.uk/upload/download_document/75e0f6a2-2ea3-11f1-a385-005056a3/file.pdf
Defects Policy	https://www.yokerha.org.uk/upload/download_document/86f2ca3b-b651-11f0-8313-005056a3/file.pdf
Development Policy	https://www.yokerha.org.uk/upload/download_document/59172431-9e07-11f0-8313-005056a3/file.pdf
Development Contract Control Policy	https://www.yokerha.org.uk/upload/download_document/e9c743e6-2ea6-11f1-a385-005056a3/file.pdf
Domestic Abuse Policy	https://www.yokerha.org.uk/data/Domestic_Abuse_Policy_2026_09_29_16_58_13.pdf
Electrical Safety Policy	https://www.yokerha.org.uk/data/Electrical_Safety_Policy_2025_07_15_12_38_20.pdf
Emergency Policy and Procedures	https://www.yokerha.org.uk/upload/download_document/2bd40ec3-d691-11f0-a651-005056a3/file.pdf
Equality & Diversity Policy	https://www.yokerha.org.uk/data/Equality&DiversityPolicy_2023_06_27_14_39_46.pdf
Estate Management Policy	https://www.yokerha.org.uk/data/Estate_Management_Policy_2024_11_29_12_18_48.pdf
Estate Management Procedures	https://www.yokerha.org.uk/data/Estate_Management_Procedures_2024_11_29_12_18_59.pdf
Fire Safety Policy	https://www.yokerha.org.uk/data/Fire_Safety_Policy_2025_05_08_12_25_36.pdf
Gas Safety Management System	https://www.yokerha.org.uk/data/Gas_Safety_Management_System_2025_04_24_15_27_16.pdf
Greening Our Workplace Policy	https://www.yokerha.org.uk/upload/download_document/5eddf479-9e07-11f0-8313-005056a3/file.pdf
Harassment Policy	https://www.yokerha.org.uk/data/Harassment_Policy_2025_04_29_10_12_57.pdf
Health and Safety Employee Handbook	https://www.yokerha.org.uk/upload/download_document/0a0e6f86-113c-11ee-a71e-005056a3/file.pdf
Health and Safety Policy	https://www.yokerha.org.uk/upload/download_document/9dc3f711-1647-11f1-a64a-005056a3/file.pdf
Home Loss and Disturbance Payment Policy	https://www.yokerha.org.uk/upload/download_document/6540b0e5-9e07-11f0-8313-005056a3/file.pdf
Home Working Policy	https://www.yokerha.org.uk/upload/download_document/462b5a65-871f-11f0-a233-005056a3/file.pdf
Housing Application Suspension & Cancellation Policy	https://www.yokerha.org.uk/data/Housing_Application_Suspension_and_Cancellation_Policy_2025_05_08_12_55_15.pdf

Information	Where to access the information
Housing Application Suspension & Cancellation Procedures	https://www.yokerha.org.uk/data/Housing_Application_Suspension_&_Cancellation_Procedures_2025_05_08_12_55_24.pdf
Housing Renewal Area Policy	https://www.yokerha.org.uk/upload/download_document/1ecc65d0-80af-11ef-a695-005056a3/file.pdf
Joint Tenancy Policy	https://www.yokerha.org.uk/data/Joint_Tenancy_Policy_2025_10_31_13_05_06.pdf
Joint Tenancy Procedures	https://www.yokerha.org.uk/data/Joint_Tenancy_Procedures_2025_10_31_12_50_04.pdf
Legionella Management Policy	https://www.yokerha.org.uk/data/Legionella_Management_Policy_2025_12_11_12_59_11.pdf
Letting Policy	https://www.yokerha.org.uk/data/202505_Letting_Policy_202804_2025_05_08_15_38_53.pdf
Letting Procedures	https://www.yokerha.org.uk/data/Letting_Procedures_2025_05_08_15_53_19.pdf
Lodger Policy	https://www.yokerha.org.uk/data/Lodger_Policy_2024_01_05_16_31_14.pdf
Lodger Procedures	https://www.yokerha.org.uk/data/Lodger_Procedures_2024_01_05_16_31_24.pdf
Lone Working Policy	https://www.yokerha.org.uk/upload/download_document/293d6c7d-8720-11f0-a233-005056a3/file.pdf
Maintenance Policy	https://www.yokerha.org.uk/upload/download_document/1e370992-0e69-11f1-a64a-005056a3/file.pdf
Managing Contact Policy	https://www.yokerha.org.uk/upload/download_document/82b0896e-8721-11f0-a233-005056a3/file.pdf
Minimal Lettable Standards Policy	https://www.yokerha.org.uk/upload/download_document/ff859359-2433-11f0-a695-005056a3/file.pdf
Mutual Exchange Policy	https://www.yokerha.org.uk/data/Mutual_Exchange_Policy_2024_10_02_11_48_18.pdf
Mutual Exchange Procedures	https://www.yokerha.org.uk/data/Mutual_Exchange_Procedures_2024_10_29_14_44_57.pdf
Particular Needs Policy	https://www.yokerha.org.uk/upload/download_document/294bbe4b-80af-11ef-a695-005056a3/file.pdf
Pest Control Policy	https://www.yokerha.org.uk/upload/download_document/b0af520b-2d6b-11ef-a413-005056a3/file.pdf
Planned Maintenance Policy	https://www.yokerha.org.uk/upload/download_document/8df15daa-80aa-11ef-a695-005056a3/file.pdf
Policy on Recovery of Other Owners' Costs	https://www.yokerha.org.uk/upload/download_document/6c4496aa-9e07-11f0-8313-005056a3/file.pdf
Policy to Comply with CDM Regulations	https://www.yokerha.org.uk/upload/download_document/e1ec1b7c-bc16-11f1-9cc8-005056a3/file.pdf

Information	Where to access the information
Privacy Policy	https://www.yokerha.org.uk/data/Privacy_Policy_2026_06_02_10_37_09.pdf
Reactive Repairs Policy	https://www.yokerha.org.uk/uploperfoad/download_document/c63b8a99-2ea3-11f1-a385-005056a3/file.pdf
Rechargeable Repairs Policy	https://www.yokerha.org.uk/upload/download_document/cb4feeaf-2ea3-11f1-a385-005056a3/file.pdf
Rent Setting Policy	https://www.yokerha.org.uk/data/Rent_Setting_Policy_2026_04_02_15_56_01.pdf
Repair Response Times and Categories	https://www.yokerha.org.uk/upload/download_document/eba6804c-2434-11f0-a695-005056a3/file.pdf
Repair Standards to Unimproved & Decant Properties Policy	https://www.yokerha.org.uk/upload/download_document/b8162b8d-2d6b-11ef-a413-005056a3/file.pdf
Resident Handbook	https://www.yokerha.org.uk/data/Residents_Handbook_2025_04_29_10_23_40.pdf
Risk Management Policy	https://www.yokerha.org.uk/upload/download_document/f0ce18f9-2ea0-11f1-a385-005056a3/file.pdf
Standard Housing Brief for Technical Consultants	https://www.yokerha.org.uk/upload/download_document/8738bb12-113d-11ee-a71e-005056a3/file.pdf
Stage 3 Adaptations Policy	https://www.yokerha.org.uk/data/Stage_3_Adaptation_Policy_2025_04_24_15_17_13.pdf
Stress Management Policy	https://www.yokerha.org.uk/upload/download_document/3f2ae0cd-871e-11f0-a233-005056a3/file.pdf
Sub-Letting Policy	https://www.yokerha.org.uk/data/Sub_Letting_Policy_2025_10_31_12_46_12.pdf
Sub-Letting Procedures	https://www.yokerha.org.uk/data/Sub_Letting_Procedures_2025_10_31_13_13_05.pdf
Succession Policy	https://www.yokerha.org.uk/data/Succession_Policy_2026_09_29_17_17_44.pdf
Succession Procedures	https://www.yokerha.org.uk/data/Succession_Procedures_2026_09_29_17_18_04.pdf
Summary Letting Policy	https://www.yokerha.org.uk/data/202505_Summary_Letting_Policy_202804_2025_05_08_15_38_31.pdf
Sustainability Policy	https://www.yokerha.org.uk/upload/download_document/717a0abc-9e07-11f0-8313-005056a3/file.pdf
Sustainable Housing Design Guide	https://www.yokerha.org.uk/upload/download_document/76dcf9bf-9e07-11f0-8313-005056a3/file.pdf
Tenant Mobility Policy	https://www.yokerha.org.uk/upload/download_document/34dca951-80af-11ef-a695-005056a3/file.pdf
Tenant Participation Strategy	https://www.yokerha.org.uk/data/Tenant_Participation_Strategy_2024_10_08_09_43_22.pdf

Information	Where to access the information
Tenant Reward Policy	https://www.yokerha.org.uk/upload/download_document/228d4c7a-0e69-11f1-a64a-005056a3/file.pdf
Void Management Policy	https://www.yokerha.org.uk/data/Void_Management_Policy_2025_08_29_12_51_39.pdf
Void Management Procedures	https://www.yokerha.org.uk/data/Void_Management_Procedures_2025_08_29_12_51_47.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.yokerha.org.uk/agenda-minutes/
Governing Body meeting reports / papers	https://www.yokerha.org.uk/agenda-minutes/
Governing Body agendas	https://www.yokerha.org.uk/agenda-minutes/
Consultation and Participation	
Tenant Participation Strategy	https://www.yokerha.org.uk/data/Tenant_Participation_Strategy_2024_10_08_09_43_22.pdf
Consultation reports noting the outcome of any recent consultations with tenants / others	A range of consultation reports can be accessed at: https://www.yokerha.org.uk/tenant-participation (Section 'Recent Consultations')
Registered Tenant Organisations	https://www.yokerha.org.uk/data/02RegisterofTenantOrganisations_2023_07_03_15_55_37.pdf
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	https://www.yokerha.org.uk/our-finances/
Audited accounts	The most recent accounts can be accessed at: https://www.yokerha.org.uk/upload/download_document/a693c1ca-14df-11ee-a71e-005056a3/file.pdf Previous accounts can be accessed at: https://www.yokerha.org.uk/our-finances/
Budget allocation to key service areas	https://www.yokerha.org.uk/data/Budget_Report_2026_2027_2026_04_02_15_31_05.pdf

Information	Where to access the information
Our programme of works and projects	
Brief details of any project funding and how it is being spent	Details of project funding can be viewed in the Association's Strategy & Development Funding Plan which can be accessed at: https://www.yokerha.org.uk/data/Strategy&DevFundingPlan_2023_06_27_15_07_12.pdf Details of individual projects can be accessed at: https://www.yokerha.org.uk/procurement/
Capital works programme / plans information (annual programme figure)	https://www.yokerha.org.uk/data/Strategy&DevFundingPlan_2023_06_27_15_07_12.pdf
Spending relating to Staff and Governing Body	
Management Committee Expenses Policy	https://www.yokerha.org.uk/data/Committee_Members_Expenses_Policy_2026_04_02_16_00_09.pdf
Senior staff / governing body member expenses at category level (e.g. travel, subsistence, accommodation)	Details of Governing Body expenses can be accessed at: https://www.yokerha.org.uk/data/Management_Committee_Expenses_Register_2026_05_07_10_53_34.pdf Details of senior staff expenses can be accessed at: https://www.yokerha.org.uk/data/Staff_Expenses_Register_2026_05_07_10_53_42.pdf
Board member remuneration other than expenses	Details of Governing Body remuneration other than expenses can be accessed at: https://www.yokerha.org.uk/management-committee/
Pay and grading structure	https://www.yokerha.org.uk/data/Salary_Scales_2026_02_20_14_45_05.pdf
General information about staff pension scheme	Details of the staff pension scheme can be accessed at: https://www.yokerha.org.uk/staff (Section 'Pensions')
Class 5 – How we manage our resources *Information about how we manage our human, physical and information resources*	
Human Resources	
Staffing structure	https://www.yokerha.org.uk/data/Organisation_Structure_2026_09_29_16_12_36.pdf
Human resources policies covering: • Salary and grading • Promotion • Pensions • Discipline • Grievance • Staff development	Human resource information is detailed in the staff terms and conditions: https://www.yokerha.org.uk/data/Salary_Scales_2026_02_20_14_45_05.pdf https://www.yokerha.org.uk/data/Terms&Conditions_2023_06_26_18_03_21.pdf (Section B04) https://www.yokerha.org.uk/data/Terms&Conditions_2023_06_26_18_03_21.pdf (Section A16) https://www.yokerha.org.uk/data/Terms&Conditions_2023_06_26_18_03_21.pdf (Section A14) https://www.yokerha.org.uk/data/Terms&Conditions_2023_06_26_18_03_21.pdf (Section A15) https://www.yokerha.org.uk/data/Terms&Conditions_2023_06_26_18_03_21.pdf (Section B04)

Information	Where to access the information
• Maintenance and retention of staff records	https://www.yokerha.org.uk/data/Data_Retention_Schedule_2024_04_04_13_25_02.pdf
Trade Union information	Details of the staff pension scheme can be accessed at: https://www.yokerha.org.uk/staff (Section "Trade Union')
Summary of professional organisations / trade bodies of which we are a member	https://www.yokerha.org.uk/about-us
Physical Resources	
Management of our land and property assets	https://www.yokerha.org.uk/upload/download_document/b7acaf57-7f4a-11f0-a233-005056a3/file.pdf
General description of our land and property holdings	General information about the Association's properties can be viewed at: https://www.yokerha.org.uk/properties/ Detailed information about the location of the Association's properties can be viewed at: https://www.yokerha.org.uk/data/Property_Register_2026_11_02_15_30_57.pdf
Estate development plans	Details of project funding can be viewed at: https://www.yokerha.org.uk/data/Strategy&DevFundingPlan_2023_06_27_15_07_12.pdf Details of individual projects can be accessed at: https://www.yokerha.org.uk/procurement/ (Section 'New and Proposed Developments')
Information Resources	
Records Management policy and records management plan, including records retention schedule	https://www.yokerha.org.uk/data/Data_Retention_Schedule_2024_04_04_13_25_02.pdf
Data Protection or Privacy Policy	https://www.yokerha.org.uk/data/Privacy_Policy_2026_06_02_10_37_09.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	https://www.yokerha.org.uk/upload/download_document/38a4f3e7-5e68-11f1-9cde-005056a3/file.pdf https://www.yokerha.org.uk/upload/download_document/38a4f3e7-5e68-11f1-9cde-005056a3/file.pdf

Information	Where to access the information
• Planned / cyclical maintenance	https://www.yokerha.org.uk/data/Contract_Register_2026_09_29_16_39_59.pdf
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	The list suppliers and contractors used by the organisation is detailed in Appendix B of the Association's Entitlements, Payments and Benefits Policy which can be accessed at: https://www.yokerha.org.uk/data/Entitlements__Payments_&_Benefits_Policy_2025_10_31_12_02_38.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	https://www.yokerha.org.uk/data/Contract_Register_2026_09_29_16_39_59.pdf
Our Procurement	
Procurement Policy	https://www.yokerha.org.uk/data/Procurement_Policy_2026_09_29_16_45_52.pdf
Information on how to tender for work and invitations to tender	https://www.yokerha.org.uk/procurement/
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.yokerha.org.uk/data/Contract_Register_2026_09_29_16_39_59.pdf
Links to procurement information we publish on Public Contracts Scotland website	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA24063
Framework Agreements	https://www.publiccontractsscotland.gov.uk/search/show/search_view.aspx?ID=AUG328479
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	The current annual report can be accessed at: https://www.yokerha.org.uk/upload/download_document/3da242c5-7737-11ee-a71e-005056a3/file.pdf Previous annual reports can be accessed at: https://www.yokerha.org.uk/performance/
Annual Report on the Charter (ARC) Report to tenants	The current ARC Return can be accessed at: https://www.yokerha.org.uk/upload/download_document/5705f05f-d44e-11f1-a352-005056a3/file.pdf Previous ARC Returns can be accessed at: https://www.yokerha.org.uk/performance/
Performance Standards / Indicators	The Association's Performance Indicators are detailed in section 8 the Business Plan which can be accessed at:

Information	Where to access the information
	https://www.yokerha.org.uk/upload/download_document/939f8ce6-7ce7-11f0-a233-005056a3/file.pdf
Benchmarking information	The Association's Benchmarking information is detailed in section 9 of the Business Plan which can be accessed at: https://www.yokerha.org.uk/upload/download_document/939f8ce6-7ce7-11f0-a233-005056a3/file.pdf
Complaints Policy, guidance and forms	https://www.yokerha.org.uk/data/Customer_Complaints_Procedure_2023_10_12_21_07_35.pdf https://www.yokerha.org.uk/data/Complaints_Form_2023_06_30_14_29_11.pdf
Complaints reports or equivalent to show how complaints are handled and influence service delivery	https://www.yokerha.org.uk/complaint-reporting/
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 Yoker Housing Association Limited 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 Yoker Housing Association Limited.	Not Applicable