NEW GORBALS HOUSING ASSOCIATION GUIDE TO INFORMATION

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.

NEW Gorbals Housing Association has adopted the Scottish Information Commissioner's (SIC) Model Publication Scheme (MPS).

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).

If you would like a printed copy of any of the information listed, unfortunately 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.

Our charges for providing any information can be found in our Freedom of Information & EIR Charging Schedule here https://www.newgorbalsha.org.uk/media/297120/foi-eir-charging-schedule.pdf

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:

Chris Rothnie

200 Crown Street, Glasgow, G5 9AY

0141 429 3900

christine@newgorbalsha.org.uk

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?

Once information is published we will continue to make it available for the current and previous two financial years. Where information has been updated we will only publish the current version. If you would like to see previous versions you may make a request for that information.

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

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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:

Chris Rothnie

200 Crown Street, Gorbals, Glasgow, G5 9AY

christine@newgorbalsha.org.uk

0141 429 3900

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.[1]

Details of information we publish 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
Class 1 - About New Gorbals 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*.	
Descriptions of who we are	
Overview of NGHA – our role and structure	https://newgorbalsha.org.uk/about-ngha/
Vision	https://www.newgorbalsha.org.uk/about-us/our-vision-values-and-objectives
Values	https://www.newgorbalsha.org.uk/about-us/our-vision-values-and-objectives
Corporate Objectives	https://www.newgorbalsha.org.uk/about-us/our-vision-values-and-objectives
Area(s) of operation	https://newgorbalsha.org.uk/about-ngha/
Key activities	https://newgorbalsha.org.uk/about-ngha/
Business Plan	https://www.newgorbalsha.org.uk/about-us/our-vision-values-and-objectives
Location and opening arrangements	
Address	https://www.newgorbalsha.org.uk/about-us/contact-us
Telephone number and e-mail address for general enquiries	https://www.newgorbalsha.org.uk/about-us/contact-us
Opening times	https://www.newgorbalsha.org.uk/about-us/contact-us
General contact arrangements	https://www.newgorbalsha.org.uk/about-us/contact-us
Local/area office contact details	https://www.newgorbalsha.org.uk/about-us/contact-us

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

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Information	Where to access
Contact details for making a complaint	https://www.newgorbalsha.org.uk/about-us/contact-us
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	https://www.newgorbalsha.org.uk/about-us/access-to-information
Charging Schedule for Published Information	https://www.newgorbalsha.org.uk/about-us/access-to-information
Contact details and advice on making an FOI request	https://www.newgorbalsha.org.uk/about-us/access-to-information
Freedom of Information Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/04/03152103/foi-and-eir-policy-reviewed-2024.pdf
Charging Schedule for information provided in response to requests made under EIRs	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/04/02151740/foi-eir-charging-schedule.pdf
About our Governing Body	
List of Governing Body Members • Names • when they became a governing body member • office-bearing responsibilities • when they became an office-bearer	https://www.newgorbalsha.org.uk/about-us/our-management-committee
Description of the role of the Governing Body • governance structure chart (including sub-committee	https://www.newgorbalsha.org.uk/about-us/our-governance-structures

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Information	Where to access
s and subsidiary company); • remit for governing body	
How to become part of the governing body	https://www.newgorbalsha.org.uk/about-us/our-members
About our staff	
List of senior management team and contact details	https://www.newgorbalsha.org.uk/about-us/our-staff
Organisational structure	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/21141127/NGHA-Staff-Structure-2024.docx https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/06/03161321/Maintenance-Staff-Structure-2025-4.pdf
Governance Documents and Corporate Policies	
Rules	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/04/02105659/ngha-rules-2015-_redacted.pdf
Membership Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153518/Membership-Policy-June-2022.pdf
Code of Conduct for Staff	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153606/Staff-Code-of-Conduct.pdf
Code of Conduct for Governing Body Members	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153435/Code-of-Conduct-for-GB-Mbrs-reviewed-May-2019.pdf
Equalities Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153459/Equality-Diversity-and-Inclusion-Policy.pdf
Health and Safety at Work Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153536/NGHA-Health-and-Safety-at-Work-Policy_Mar-2023.pdf
Health and Safety Statement of Intent	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153516/HSCM-HS-Statement-of-Intent-2023_24_Signed.pdf
Relationship with Regulators	
Engagement Plan with Scottish Housing Regulator	https://d1ssu070pg2v9i.cloudfront.net/ngha/2026/04/23133949/NGHA-Engagement-Plan-202627.pdf
Assurance Statement	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/10/30155921/NGHA-Unsigned-AAS-271025.pdf
Annual Return on Charter Submission to SHR	https://d1ssu070pg2v9i.cloudfront.net/ngha/2026/09/18092528/Annual-Return-on-Charter-2025_26_Web.pdf
Charter Reports to tenants	https://d1ssu070pg2v9i.cloudfront.net/ngha/2026/10/07090502/202526-NGHA-Performance-report-WEB.pdf

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Information	Where to access
Internal and External Audit arrangements	https://www.newgorbalsha.org.uk/about-us/our-performance
Group Details	
Details of our subsidiary company	https://newgorbalsha.org.uk/find-a-home/?rent-type=mid-market-rent
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	To follow
How to report a repair	https://www.newgorbalsha.org.uk/tenants/repairs
Right to Repair information	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/03/06144203/Right-to-repair-leaflet-2024.pdf
How to apply for a house	https://newgorbalsha.org.uk/find-a-home/
How to get information about tenancy support	https://newgorbalsha.org.uk/my-ngha-home/
How to make a complaint	https://www.newgorbalsha.org.uk/about-us/contact-us
How to speak to a housing officer	https://www.newgorbalsha.org.uk/about-us/contact-us
Policies and Procedures	
Abandonment Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153415/Abandonment-Policy-February-2019.pdf
Allocations Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153421/Allocation-Policy-April-2025-Updated-Letting-Plan-2024-25.pdf
Anti-Social Behaviour Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153424/Antisocial-Behaviour-Policy-2024-27.pdf
Asbestos Management Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153654/Asbestos-Management-Policy-2023.pdf
Rent Management Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153553/Rent-Management-Policy-August-2023.pdf
Privacy Policy	https://www.newgorbalsha.org.uk/privacy-policy
Death of a Tenant Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153444/Death-of-a-tenant-policy-Nov-2018.pdf
Decant Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/08/14150614/Decant-Policy-.pdf
Domestic Abuse Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2026/08/12142301/Domestic-Abuse-Policy.pdf
Empty Property Management Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153623/Void-Management-Policy.pdf

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Information	Where to access
Estate Management Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153501/Estate-Management-Policy-August-2023.pdf
Repairs & Maintenance Policy	Under review
Tenant Allowance and Compensation Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153609/Tenant-allowance-and-compensation-policy-June-2021.pdf
Tenants' Rights Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153616/Tenants-Rights-Policy.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.newgorbalsha.org.uk/about-us/management-committee-minutes
Consultation and Participation	
Tenant Engagement and Participation Strategy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/31153611/tenant-engagement-and-participation-strategy.pdf
Consultation reports noting the outcome of any recent consultations with tenants/others	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/10/31140303/8.-Rent-Increase-Proposal-2026-2027-F.pdf
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	To follow
Audited accounts	https://d1ssu070pg2v9i.cloudfront.net/ngha/2026/09/15081354/NGHA-Annual-Accounts-redacted-2025-26.pdf
Budget allocation to key service areas	To follow
Our programme of work and projects	
Brief details of project funding and how it is spent	To follow
Capital works programme/plans information	To follow
Spending relating to Staff and Governing Body	

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Information	Where to access
Governing body Expenses Policy	https://d1ssu070pg2v9i.cloudfront.net/ngha/2026/09/17093955/Committee-Members-Expense-Policy-April-26.pdf
Governing body member expenses	To follow
Board member remuneration other than expenses	Not applicable. Board Members are unpaid
Pay and grading structure	NGHA applies EVH salary scales
Staff Expenses Policy	NGHA applies EVH Terms and Conditions
General information about staff pension scheme	https://d1ssu070pg2v9i.cloudfront.net/ngha/2026/09/15081354/NGHA-Annual-Accounts-redacted-2025-26.pdf
Class 5 – How we manage our resources *Information about how we manage our human, physical and information resources*	
Human resources	
Staffing structure	https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/01/21141127/NGHA-Staff-Structure-2024.docx https://d1ssu070pg2v9i.cloudfront.net/ngha/2025/06/03161321/Maintenance-Staff-Structure-2025-4.pdf
Human resources policies	NGHA applies EVH model HR policies
Summary of professional organisations/trade bodies	To follow
Physical Resources	
General description of our land /property holdings	To follow
Information Resources	
Privacy Policy	https://www.newgorbalsha.org.uk/privacy-policy
Class 6 - How we procure goods and services from external providers *Information about how we procure works, goods and services, and contracts*	
Our Contractors and suppliers	

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Information about our key service delivery contractors who carry out: • responsive repairs • landscape maintenance	To follow

Information	Where to access
• planned/ cyclical maintenance	
List of suppliers and contractors used by organisation	To follow
Information about regulated procurement contracts awarded	To follow
Our Procurement	
Procurement Policy	Available on request Annual Procurement Report: https://d1ssu070pg2v9i.cloudfront.net/ngha/2026/11/05123004/Annual-Procurement-Report-2025.26-FINAL.pdf Annual Procurement Strategy: https://d1ssu070pg2v9i.cloudfront.net/ngha/2026/11/05122227/Annual-Procurement-Strategy-2026-27-FINAL.pdf
Information on how to tender for work and invitations to tender	To follow
Register of contracts awarded via formal tendering, including name of supplier, contract period and value	To follow
Links to procurement information we publish on Public Contracts Scotland website	To follow
Framework Agreements	To follow
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://d1ssu070pg2v9i.cloudfront.net/ngha/2026/08/13135050/New-Gorbals-Housing-Association_Annual-Report_2526_web-version.pdf
ARC report to tenants	https://d1ssu070pg2v9i.cloudfront.net/ngha/2026/10/07090502/202526-NGHA-Performance-report-WEB.pdf

Complaints policy, guidance and forms	https://www.newgorbalsha.org.uk/tenants/complaints
Complaints reports to show how complaints are handled and influence service delivery	NGHA-Annual-Complaints-Report-2024_25.pdf
Class 8 – Our commercial publications	

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Information	Where to access
Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal	
This class does not apply to NGHA	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 NGHA	Not applicable