

## **INFORMATION REQUEST: CHARGING SCHEDULE**

**Classification: Key Document**

**Status: Approved**

<b>Policy Lead:</b>	Chief Executive Officer
<b>Date Approved:</b>	November 2019
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<b>Review Due Date:</b>	November 2022
<b>Review Period:</b>	3 years unless required earlier due to changes in the law, regulation, best practice or requirement of the Association

This document explains when we may charge for our publications and how we will calculate any charges. 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 you 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 photocopying charge per side of paper is shown in the tables below:

### **Black and white photocopying**

<b>Size of Paper</b>	<b>Pence per sheet</b>
A4	5p
A3	8p

### **Colour photocopying**

<b>Size of Paper</b>	<b>Pence per sheet</b>
A4	11p
A3	14p

### **Alternative Formats**

<b>Format</b>	<b>Charge</b>
Computer Discs	£1
USB	£3

### **Postage Costs**

Postage may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run. We do not pass on any other costs to you in relation to our published information.

## **Charges for information which is not available under the scheme**

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

### **General Information Requests:**

- There will be no charge for information requests which cost us £100 or less to process
- Where information costs between £100 and £600 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 to provide, you would be asked to pay £50 calculated based on a waiver for the first £100 and 10% of the remaining £500
- We are not obliged to respond to any requests which will cost us over £600 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 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 information to you
- In the event that we decide to impose a charge we will issue you with notification of the charge (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

Environmental Information is provided to you under the Environmental Information (Scotland) Regulations 2004 (EIRs) rather than FOISA. The rules for charging for EIRs 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 the 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 are calculated based on the actual cost to Eildon of providing the information:

- Photocopying is charged at 5p per A4 sheet for black and white copying and 11p 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 per person per hour
- The first £100 worth of information will be provided to you without charge.
- Where information costs between £100 and £600 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 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- Where it would cost more than £600 to provide the information to you will be asked to pay the full cost of providing the information, with no waiver for any portion of the charge.

## **Charges for requesting own personal data**

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

However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if its 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 access requests. The fee must be based on an administrative cost of providing the information.

## **Further Information**

If you have any queries about anything contained within this Charging Schedule, or if you have a request for information, please contact:

Data & Information Officer  
Eildon Housing Association  
The Weaving Shed  
Dunsdale Road  
Selkirk  
TD7 5EB

or [InfoRequests@eildon.org.uk](mailto:InfoRequests@eildon.org.uk)