PUBLICATION SCHEME & GUIDE TO INFORMATION

Last Reviewed: September 2024

GLOSSARY

TERM:	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	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 held)
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 held)

BACKGROUND

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all Housing Associations in Scotland must produce and maintain a publication scheme. This must detail all 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 the information listed online.

Eildon Housing Association have adopted the Scottish Information Commissioners (SIC) Model Publication Scheme which can be viewed **here** or on the Scottish Information Commissioner's website – **http://www.itspublicknowledge.info**.

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 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 of any costs before we send this 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 (A4)	5p per sheet
Print in colour (A4)	11p per sheet
Print in black and white (A3)	8p per sheet
Print in colour (A3)	14p per sheet
CD Rom	£1
USB	£3
Posted document	Cost of postage incurred

If you would like to request information that we publish in a format other than that online, or would like to arrange a visit to our office to view information, please contact:

Data Protection & Information Officer   or   InfoRequests@eildon.org.uk
Eildon Housing Association
The Weaving Shed
Dunsdale Road
Selkirk
TD7 5EB

Charges for Information not available in this document

Please see the 'Charging Schedule' for details on charges for information that is not contained within this document.

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. If this is the case, we will inform you as soon as possible. If you are unhappy with our decision, or with the way we have dealt with your request, you can ask us to review your decision.

If you do not agree with the outcome of the review, you can ask the **Scottish information Commissioner** to investigate.

HOW LONG INFORMATION WILL BE PUBLISHED

We aim, where possible, to publish information for at least the current and previous two financial years. When we review any documents – e.g. policies – to avoid confusion we will only publish the current version once it has been approved.

Information that is no longer published may still be available for you to access – this will be subject to our Information Retention and Disposal Policy.

COPYRIGHT AND RE-USE

Where we hold 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 you have a request for information, please contact:

Data Protection & Information Officer   or   InfoRequests@eildon.org.uk
Eildon Housing Association
The Weaving Shed
Dunsdale Road
Selkirk
TD7 5EB

If you have any questions or require a copy of this document in a different format, please contact us on the details above.

INFORMATION THAT WE MAKE AVAILABLE TO YOU

Under the Model Publication Scheme (MPS), the information that 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.

The details of the information we hold under each of the classes that apply to us, and hyperlinks to access this information when available online, are outlined below.

Class 1: About Eildon Housing Association		
Information about us: who we are, where to find us, how to contact us, how we are managed and our external relations		
Description of who we are		
Mission Statement	'About Us' webpage	https://www.eildon.org.uk/about-us/
Our vision	5 Year Strategy	https://www.eildon.org.uk/about-us/our-five-year-strategy/
Our values	'About Us' webpage	https://www.eildon.org.uk/about-us/
Corporate Objectives	5 Year Strategy	https://www.eildon.org.uk/about-us/our-five-year-strategy/
Area(s) of Operation	5 Year Strategy	https://www.eildon.org.uk/about-us/our-five-year-strategy/
Key activities; strategic / corporate plan(s)	5 Year Strategy	https://www.eildon.org.uk/about-us/our-five-year-strategy/
5 Year Strategy	5 Year Strategy	https://www.eildon.org.uk/about-us/our-five-year-strategy/
Customer Standards Guide	Customer Standards Guide	https://www.eildon.org.uk/wp-content/uploads/2023/07/Customer-Standards-Guide.pdf

Location and Opening Arrangements

Our address	'Contact Us' Webpage	https://www.eildon.org.uk/contact-us/
General enquiry contact details	'Contact Us' Webpage	https://www.eildon.org.uk/contact-us/
Opening Times	'Contact Us' Webpage	https://www.eildon.org.uk/contact-us/
Office contact details	'Contact Us' Webpage	https://www.eildon.org.uk/contact-us/
Contact details for making a complaint	'Contact Us' Webpage	https://www.eildon.org.uk/contact-us/

Information relating to Freedom of Information

Publication Scheme & Guide to Information	Guide to Information	https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/
Charging schedule for Published Information	Charging Schedule	https://www.eildon.org.uk/wp-content/uploads/2023/05/Charging-Schedule.pdf
Contact details and advice on making an FOI request	Access to Information	https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/
Freedom of Information & Environmental Information Policy	Freedom of Information & Environmental Information Policy	https://www.eildon.org.uk/wp-content/uploads/2023/06/Freedom-of-Information-and-Environmental-Information-Policy.pdf -

About our Governing Body

List of Board Members	'Meet our Board' Webpage	https://www.eildon.org.uk/about-us/board-of-directors/
Role of the Board	Annual Accounts 2023 – 24	https://www.eildon.org.uk/about-us/annual-accounts-reports/
How to become part of the Board	'Join the Board' webpage	https://www.eildon.org.uk/about-us/join-the-board/

About our Staff

Executive Team	'Eildon Executive Team' webpage	https://www.eildon.org.uk/about-us/exec-board/
Operational Managers	'Leadership Team webpage	https://www.eildon.org.uk/about-us/leadership-team/
Organisational Structure	Organisational Structure	https://www.eildon.org.uk/wp-content/uploads/2024/06/Organisation-Chart.pdf
People Strategy	People Strategy	https://www.eildon.org.uk/wp-content/uploads/2024/10/Eildon-people-strategy.pdf

Governance Documents and Corporate Policies

Rules	Our Rules	https://www.eildon.org.uk/wp-content/uploads/2023/04/Rules-2021.pdf
Standing Orders	Standing Orders	https://www.eildon.org.uk/wp-content/uploads/2023/04/Standing-Orders.pdf
Membership of the Association Policy	Membership Policy	https://www.eildon.org.uk/wp-content/uploads/2023/04/Membership-of-the-Association-Policy.pdf
Health & Safety Policy	Health & Safety Policy Statement of Intent	https://www.eildon.org.uk/wp-content/uploads/2023/04/Health-and-Safety-Statement-of-Intent-June-2021.pdf
Sustainability Strategy	Sustainability Strategy	https://www.eildon.org.uk/wp-content/uploads/2024/07/Sustainability-Strategy.pdf

Relationship with Regulators		
Engagement plan with Scottish Housing Regulator	SHR website	https://www.housingregulator.gov.scot/landlord-performance/landlords/eildon-housing-association-ltd#panel-4
Annual Assurance Statement	Assurance Statement	https://www.housingregulator.gov.scot/landlord-performance/landlords/eildon-housing-association-ltd#panel-4
Annual Return on Charter Submission to SHR	Annual Return	https://www.housingregulator.gov.scot/landlord-performance/landlords/eildon-housing-association-ltd/
Performance Report	Performance Report	https://www.eildon.org.uk/about-us/annual-accounts-reports/
Internal \ External Audit Arrangements	Annual Accounts (Page 6)	https://www.eildon.org.uk/about-us/annual-accounts-reports/
Care Inspectorate Report: Sheltered and Very Sheltered Housing	Care Inspectorate Website	https://www.careinspectorate.com/index.php/care-services?detail=CS2004056796
Care Inspectorate: Station Avenue Outreach	Care Inspectorate Website	https://www.careinspectorate.com/index.php/care-services?detail=CS2004056798
Care Inspectorate: Station Avenue Outreach – Care at Home	Care Inspectorate Website	https://www.careinspectorate.com/index.php/care-services?detail=CS2004081135
Care Inspectorate: Care and Support West	Care Inspectorate Website	https://www.careinspectorate.com/index.php/care-services?detail=CS2021000236&q=Eildon&fq=!(ServiceStatus:$Cancelled$)&sort=&startr=0&message=%3Cb%3EResults%20for:%3C/b%3E%20&sCondition=null
Care Inspectorate: Poynder Apartments	Care Inspectorate Website	https://www.careinspectorate.com/index.php/care-services?detail=CS2023000407&q=Eildon&fq=!(ServiceStatus:$Cancelled$)&sort=&startr=0&message=%3Cb%3EResults%20for:%3C/b%3E%20&sCondition=null
Duty of Candour Report	Supported Living Webpage	https://www.eildon.org.uk/supported-living /

Group Details		
Details of Subsidiaries	Annual Accounts (Page 7)	https://www.eildon.org.uk/about-us/annual-accounts-reports/

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

Tenant Handbook	Tenant Handbook	https://www.eildon.org.uk/wp-content/uploads/2023/03/Eildon-Tenant-Handbook-1.pdf
How to report a repair	'Report a Repair' webpage	https://www.eildon.org.uk/manage-my-home/repairs-maintenance/
Right to Repair information	Repairs & Maintenance Policy	https://www.eildon.org.uk/wp-content/uploads/2023/04/Repairs-and-Maintenance-Policy-1.pdf
How to apply for a house	Find a Home Webpage	https://www.eildon.org.uk/find-a-home/
How to get information about tenancy support	'Benefit information and advice'' webpage	https://www.eildon.org.uk/manage-my-home/payments/managing-your-money/benefitsinformation-and-advice/
How to get in touch or make a complaint	'Contact Us' webpage	https://www.eildon.org.uk/contact-us/
Contact your Housing Officer & Maintenance Officer	'Your Housing Contacts' webpage	https://www.eildon.org.uk/manage-my-home/your-housing-contacts/
How we consult with Customers	'Get Involved' webpage	https://www.eildon.org.uk/your-community/get-involved/
Heating and Photo Voltaic Panels	Heating and Photo Voltaic Panels	https://www.eildon.org.uk/wp-content/uploads/2023/04/Heating-Photo-Voltaic-Panels.pdf
Heating Air Source Heat Pump	Heating Air Source Heat Pump	https://www.eildon.org.uk/wp-content/uploads/2023/04/Heating-Air-Source-Heat-Pumps.pdf

Policies & Procedures

Allocations Policy	Allocations Policy	https://www.eildon.org.uk/wp-content/uploads/2024/08/Allocations-Policy.pdf
Asbestos Safety Information	Asbestos Safety Information	https://www.eildon.org.uk/wp-content/uploads/2023/04/Asbestos-Safety-Information.pdf
Board Member Recruitment Policy	Board Member Recruitment Policy	https://www.eildon.org.uk/wp-content/uploads/2024/05/Board-Member-Recruitment-Policy.pdf
Borders Housing Network Domestic Abuse Policy	BHN Domestic Abuse Policy	https://www.eildon.org.uk/wp-content/uploads/2023/10/BHN-Domestic-Abuse-Policy.pdf
CCTV and Surveillance Policy	CCTV and Surveillance Policy	https://www.eildon.org.uk/wp-content/uploads/2024/08/CCTV-Surveillance-Policy.pdf
Community Benefits Policy	Community Benefits	https://www.eildon.org.uk/wp-content/uploads/2024/08/Community-Benefits-Policy.pdf
Complaints and Serious Concerns Information for Tenants and Service Users of Social Landlords	Complaints and Serious Concerns Information for Tenants and Service Users of Social Landlords	https://www.eildon.org.uk/wp-content/uploads/2024/04/Complaints-and-Serious-Concerns-Information-April-2024.pdf
Customer Contact Unacceptable Actions	Customer Contact Unacceptable Actions	https://www.eildon.org.uk/wp-content/uploads/2023/05/Customer-Contact-Unacceptable-Actions-Policy.pdf
Customer Voice Strategy	Customer Voice Strategy 2022-2025	https://www.eildon.org.uk/wp-content/uploads/2024/06/Customer-Voice-Strategy-2022-2025.pdf
Data Protection Policy	Data Protection Policy	https://www.eildon.org.uk/wp-content/uploads/2023/05/Data-Protection-Policy.pdf
Decant, Home Loss and Disturbance Policy	Decant, Home Loss and Disturbance Policy	https://www.eildon.org.uk/wp-content/uploads/2024/08/Decant-Home-Loss-Disturbance-Policy.pdf
Development Policy	Development Policy	https://www.eildon.org.uk/wp-content/uploads/2024/08/Development-Policy.pdf
Domestic CCTV – Customer Information	Domestic CCTV – Customer Information	https://www.eildon.org.uk/wp-content/uploads/2023/06/Domestic-CCTV-Customer-Information.pdf
Donations Policy	Donations Policy	https://www.eildon.org.uk/wp-content/uploads/2024/04/Donations-Policy.pdf

Estate Management Policy	Estate Management Policy	https://www.eildon.org.uk/wp-content/uploads/2023/04/Estate-Management-Policy.pdf
Ending Tenancy Following Bereavement	Bereavement Policy	Ending-tenancy-following-bereavement-Jan-23.pdf (eildon.org.uk)
Factoring Policy	Factoring Policy	https://www.eildon.org.uk/wp-content/uploads/2024/04/Factoring-Policy.pdf
Fraud Policy	Fraud Policy	https://www.eildon.org.uk/wp-content/uploads/2024/08/Fraud-Policy.pdf
Freedom of Information and Environmental Information Regulations Policy	FOI and EIR Policy	https://www.eildon.org.uk/wp-content/uploads/2023/06/Freedom-of-Information-and-Environmental-Information-Policy.pdf
Health & Safety Policy	Health & Safety Policy Statement of Intent	https://www.eildon.org.uk/wp-content/uploads/2023/04/Health-and-Safety-Statement-of-Intent-June-2021-1.pdf
Information Retention and Disposal Policy	Information Retention and Disposal Policy	https://www.eildon.org.uk/wp-content/uploads/2023/04/Information-Retention-and-Disposal-Policy.pdf
Pets Policy	Keeping Pets in Eildon Homes	https://www.eildon.org.uk/wp-content/uploads/2024/08/Keeping-Pets-in-Eildon-Homes.pdf
Procurement Policy	Procurement Policy	https://www.eildon.org.uk/wp-content/uploads/2023/04/Procurement-Policy.pdf
Procurement Strategy	Procurement Strategy	https://www.eildon.org.uk/wp-content/uploads/2024/06/Procurement-Strategy.pdf
Rechargeable Repairs Policy	Rechargeable Repairs Policy	https://www.eildon.org.uk/wp-content/uploads/2023/07/Rechargeable-Repairs-Policy.pdf
Rent Arrears Policy (Social Housing)	Rent Arrears Policy (Social Housing)	https://www.eildon.org.uk/wp-content/uploads/2024/05/Rent-Arrears-Social-Tenants-Policy.pdf
Rent Setting Policy	Rent Setting Policy	https://www.eildon.org.uk/wp-content/uploads/2023/12/Rent-Setting-Policy-2023.pdf
Repairs Policy	Repairs & Maintenance Policy	https://www.eildon.org.uk/wp-content/uploads/2023/04/Repairs-and-Maintenance-Policy-1.pdf
Responding to Neighbour Nuisance & ASB Policy	Responding to Neighbour Nuisance & ASB Policy	https://www.eildon.org.uk/wp-content/uploads/2023/04/Responding-to-Nuisance-Neighbours-Anti-Social-Behaviour-Policy.pdf

Risk Management Policy	Risk Management Policy	https://www.eildon.org.uk/wp-content/uploads/2023/04/Risk-Management-Policy.pdf
Scottish Secure Tenancy Rights	Scottish Secure Tenancy Rights	https://www.eildon.org.uk/wp-content/uploads/2023/05/Scottish-Secure-Tenancy-Rights.pdf
Sustainability Strategy	Sustainability Strategy	https://www.eildon.org.uk/wp-content/uploads/2023/04/Sustainability-Strategy-2019.pdf
Temporary and Permanent Rehousing	Temporary and Permanent Rehousing	https://www.eildon.org.uk/wp-content/uploads/2023/05/Temporary-and-Permanent-Rehousing.pdf
Tenancy Management Policy	Tenancy Management Policy	https://www.eildon.org.uk/wp-content/uploads/2024/08/Tenancy-Management-Policy.pdf
Tenant Management Policy	Tenant Management Policy	https://www.eildon.org.uk/wp-content/uploads/2024/08/Tenancy-Management-Policy.pdf
Treasury Management Policy	Treasury Management Policy	https://www.eildon.org.uk/wp-content/uploads/2024/08/Treasury-Management-Policy.pdf
Use of Short Scottish Secure Tenancies	Use of Short Scottish Secure Tenancies	https://www.eildon.org.uk/wp-content/uploads/2024/04/Short-SST-Policy.pdf
Void Management	Void Management	https://www.eildon.org.uk/wp-content/uploads/2024/09/Void-Management-Policy.pdf

Procedures relating to the above policies are available on request.

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

Board Meetings

Public Board Minutes	https://www.eildon.org.uk/about-us/board-of-directors/
Board Meeting Agendas	Available on request

Consultation and Participation

Customer Voice Strategy	Customer Voice Strategy 2022-2025	https://www.eildon.org.uk/wp-content/uploads/2023/04/Customer-Voice-Strategy-2022-2025.pdf
Customer Scrutiny Panel Composition	Customer Voice Strategy 2022-2025	https://www.eildon.org.uk/wp-content/uploads/2023/04/Customer-Voice-Strategy-2022-2025.pdf
Registered Tenant Organisations	'Get Involved' Webpage	https://www.eildon.org.uk/your-community/get-involved/

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	Annual Accounts	https://www.eildon.org.uk/about-us/annual-accounts-reports/
Audited Accounts	Annual Accounts	https://www.eildon.org.uk/about-us/annual-accounts-reports/
Budget Policies & Procedures	Annual Accounts	https://www.eildon.org.uk/about-us/annual-accounts-reports/
Budget allocation to key service areas	Annual Accounts	https://www.eildon.org.uk/about-us/annual-accounts-reports/

Spending relating to Staff & Governing Body

General information about staff pension scheme	Annual Accounts (Note 23)	https://www.eildon.org.uk/about-us/annual-accounts-reports/

Class 5: How we manage our resources

Information about how we manage our human, physical and information resources

Human Resources

Staffing Structure	Organisational Chart	https://www.eildon.org.uk/wp-content/uploads/2024/06/Organisation-Chart.pdf

Information Resources

Retention Schedule	Information Retention and Disposal Policy	https://www.eildon.org.uk/wp-content/uploads/2023/04/Information-Retention-and-Disposal-Policy.pdf
Data Protection Policy	Data Protection Policy	https://www.eildon.org.uk/wp-content/uploads/2023/05/Data-Protection-Policy.pdf
Allocations Privacy Notice	Privacy Notice	https://www.eildon.org.uk/wp-content/uploads/2023/04/Allocations-Privacy-Notice.pdf
Applicant and Employee Privacy Notice	Privacy Notice	https://www.eildon.org.uk/wp-content/uploads/2023/04/Applicant-and-Employee-Privacy-Notice.pdf
Board Member Privacy Notice	Privacy Notice	https://www.eildon.org.uk/wp-content/uploads/2023/04/Board-Member-Privacy-Notice.pdf
Care and Repair Privacy Notice	Privacy Notice	https://www.eildon.org.uk/wp-content/uploads/2023/04/Care-and-Repair-Privacy-Notice.pdf
Customer Privacy Notice	Privacy Notice	https://www.eildon.org.uk/wp-content/uploads/2023/09/Customer-Privacy-Notice-June-2023.pdf
Lucy Sanderson Privacy Notice	Privacy Notice	https://www.eildon.org.uk/wp-content/uploads/2023/04/Lucy-Sanderson-Privacy-Notice.pdf
Platinum Pass Privacy Notice	Privacy Notice	https://www.eildon.org.uk/wp-content/uploads/2023/04/Platinum-Pass-Privacy-Notice.pdf
Disclosure Log	Disclosure Log	https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/disclosure-log/
Cookie Policy	Cookie Policy	https://www.eildon.org.uk/wp-content/uploads/2023/06/Cookie-Policy.pdf

Physical Resources	
Management of our land and property assets, including environmental / sustainability reports	**Available on request**
General description of our land and property holdings	**Available on request**
Estate development plans	**Available on request**

Development Brochures	
Dominies Way, Chirnside	https://www.eildon.org.uk/wp-content/uploads/2023/09/Chirnside-Brochure.pdf
Earlston Phase 3A	https://www.eildon.org.uk/wp-content/uploads/2024/03/Earlston-3a.pdf
Earlston Phase 3B	https://www.eildon.org.uk/wp-content/uploads/2024/04/Earlston-Phase-3b.pdf
Earlston Phase 4	https://www.eildon.org.uk/wp-content/uploads/2024/04/Earlston-Phase-4.pdf
High Buckholm, Galashiels	https://www.eildon.org.uk/wp-content/uploads/2023/08/High-Buckholm-Phase-2.1a.pdf
Poynder Apartments, Kelso	https://www.eildon.org.uk/wp-content/uploads/2024/06/Poynder-Apartments-Brochure-June-24.pdf
Wilkie Gardens, Galashiels	https://www.eildon.org.uk/wp-content/uploads/2024/06/Wilkie-Gardens-Brochure-June-24.pdf
Teviot Court, Hawick	https://www.eildon.org.uk/wp-content/uploads/2024/06/Teviot-Court-Brochure-June-24.pdf
Frank Scott Court, Hawick	https://www.eildon.org.uk/wp-content/uploads/2024/06/Frank-Scott-Court-Brochure-June-24.pdf
Poynder Gardens, Kelso	https://www.eildon.org.uk/wp-content/uploads/2023/10/Poynder-Gardens-Kelso.pdf
Dovecot Court, Peebles	https://www.eildon.org.uk/wp-content/uploads/2024/06/Dovecot-Court-Brochure-June-24.pdf
Riverside House, Peebles	https://www.eildon.org.uk/wp-content/uploads/2024/06/Riverside-House-Brochure-June-24.pdf
Oakwood Park	https://www.eildon.org.uk/wp-content/uploads/2024/06/Oakwood-Park-Brochure-June-24.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	Contracts Register	https://www.eildon.org.uk/wp-content/uploads/2024/06/Contract-Register.pdf
List of suppliers and contractors we use	Contracts Register	https://www.eildon.org.uk/wp-content/uploads/2024/06/Contract-Register.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	Contracts Register	https://www.eildon.org.uk/wp-content/uploads/2024/06/Contract-Register.pdf

Our Procurement		
Procurement Strategy	Procurement Strategy	https://www.eildon.org.uk/wp-content/uploads/2024/06/Procurement-Strategy.pdf
Procurement Activity Annual Report	Procurement Activity Annual Report	https://www.eildon.org.uk/wp-content/uploads/2024/06/Procurement-Annual-Report-2023-24.pdf
Information on how to tender for work and invitations to tender	'Procurement Advice' webpage	https://www.eildon.org.uk/about-us/procurement/
Register of Contracts awarded through formal tendering	Contracts Register	https://www.eildon.org.uk/wp-content/uploads/2024/06/Contract-Register.pdf
Information we publish on Public Contracts Scotland website	Public Contracts Scotland	https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11283
Framework Agreements	Procurement Strategy	https://www.eildon.org.uk/wp-content/uploads/2024/06/Procurement-Strategy.pdf

Class 7: How we are performing

Information about how we perform as an organisation, and how well we deliver our functions and services

ARC report to Customer	Performance Report	https://www.eildon.org.uk/eildons-latest-performance-report-2022-23-is-now-available/
Benchmarking Information	SHR: 'Compare your landlord'	https://www.housingregulator.gov.scot/landlord-performance
Customer Complaints Guidance	Complaints Procedure Customer Guide 2022	https://www.eildon.org.uk/wp-content/uploads/2023/04/Complaints-Procedure-Customer-Guide-2022.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 Eildon Housing Association 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 made available under open licence.

This class does not apply to Eildon Housing Association as we do not produce any publications for sale.

VERSION CONTROL

VERSION	AUTHOR	DATE	APPROVED BY
1.0	Kerry Little	May 2023	Executive Team
1.1	Kerry Little	March 2024	Julia Kelly
1.2	Kerry Little	June 2024	Julia Kelly
1.3	Emma Craig	September 2024	Julia Kelly