

## **PUBLICATION SCHEME & GUIDE TO INFORMATION**

**Last Reviewed: March 2025**

## GLOSSARY

| TERM:                         | EXPLANATION:   |
|-------------------------------|--|
| <b>FOISA</b>                  | Freedom of Information (Scotland) Act 2002<br><br>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. |
| <b>EIRs</b>                   | Environmental Information Regulations (Scotland) 2004<br><br>Those organisations covered by EIRs have a duty to respond to requests for environmental information  |
| <b>SIC</b>                    | Scottish Information Commissioner<br><br>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation  |
| <b>MPS</b>                    | Model Publication Scheme<br><br>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if held)   |
| <b>Guide to Information</b>   | A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available.  |
| <b>Classes of information</b> | 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](mailto: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](mailto: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.

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

## Location and Opening Arrangements

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

## Information relating to Freedom of Information

|   |   |   |
|---|---|---|
| Publication Scheme & Guide to Information                 | Guide to Information                                      | <a href="https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/">https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/</a>   |
| Charging schedule for Published Information               | Charging Schedule   | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/05/Charging-Schedule.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/05/Charging-Schedule.pdf</a>   |
| Contact details and advice on making an FOI request       | Access to Information                                     | <a href="https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/">https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/</a>   |
| Freedom of Information & Environmental Information Policy | Freedom of Information & Environmental Information Policy | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/10/Freedom-of-Information-and-Environmental-Information-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/10/Freedom-of-Information-and-Environmental-Information-Policy.pdf</a> |

## About our Governing Body

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

| <b>About our Staff</b>   |                                 |   |
|--------------------------|---------------------------------|---|
| Executive Team           | 'Eildon Executive Team' webpage | <a href="https://www.eildon.org.uk/about-us/exec-board/">https://www.eildon.org.uk/about-us/exec-board/</a>   |
| Operational Managers     | 'Leadership Team' webpage       | <a href="https://www.eildon.org.uk/about-us/leadership-team/">https://www.eildon.org.uk/about-us/leadership-team/</a>   |
| Organisational Structure | Organisational Structure        | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Organisation-Chart.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Organisation-Chart.pdf</a>         |
| People Strategy          | People Strategy                 | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/10/Eildon-people-strategy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/10/Eildon-people-strategy.pdf</a> |

| <b>Governance Documents and Corporate Policies</b> |  |   |
|--|--|---|
| Rules  | Our Rules                                  | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Our-Rules-2024.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Our-Rules-2024.pdf</a>   |
| Standing Orders                                    | Standing Orders                            | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Standing-Orders.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Standing-Orders.pdf</a>   |
| Membership of the Association Policy               | Membership Policy                          | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Membership-of-the-Association-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Membership-of-the-Association-Policy.pdf</a>                       |
| Health & Safety Policy                             | Health & Safety Policy Statement of Intent | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Health-and-Safety-Statement-of-Intent-June-2021.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Health-and-Safety-Statement-of-Intent-June-2021.pdf</a> |
| Sustainability Strategy                            | Sustainability Strategy                    | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/07/Sustainability-Strategy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/07/Sustainability-Strategy.pdf</a>   |

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



## Group Details

|                         |                             |   |
|-------------------------|-----------------------------|---|
| Details of Subsidiaries | Annual Accounts<br>(Page 7) | <a href="https://www.eildon.org.uk/about-us/annual-accounts-reports/">https://www.eildon.org.uk/about-us/annual-accounts-reports/</a> |
|-------------------------|-----------------------------|---|

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

| <b>Policies &amp; Procedures</b>  |   |   |
|---|---|---|
| Allocations Policy  | Allocations Policy  | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Allocations-Policy-Approved.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Allocations-Policy-Approved.pdf</a>   |
| Asbestos Safety Information   | Asbestos Safety Information   | <a href="https://www.eildon.org.uk/wp-content/uploads/2025/01/Asbestos-Safety-Information-2025-1.pdf">Asbestos-Safety-Information-2025-1.pdf</a>  |
| Board Member Recruitment Policy   | Board Member Recruitment Policy   | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/05/Board-Member-Recruitment-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/05/Board-Member-Recruitment-Policy.pdf</a>   |
| Borders Housing Network Domestic Abuse Policy   | BHN Domestic Abuse Policy   | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/10/BHN-Domestic-Abuse-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/10/BHN-Domestic-Abuse-Policy.pdf</a>   |
| CCTV and Surveillance Policy  | CCTV and Surveillance Policy  | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/08/CCTV-Surveillance-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/08/CCTV-Surveillance-Policy.pdf</a>   |
| Community Benefits Policy   | Community Benefits  | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/08/Community-Benefits-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/08/Community-Benefits-Policy.pdf</a>   |
| 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 | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/04/Complaints-and-Serious-Concerns-Information-April-2024.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/04/Complaints-and-Serious-Concerns-Information-April-2024.pdf</a> |
| Customer Contact Unacceptable Actions   | Customer Contact Unacceptable Actions   | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/05/Customer-Contact-Unacceptable-Actions-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/05/Customer-Contact-Unacceptable-Actions-Policy.pdf</a>                     |
| Customer Privacy Notice   | Customer Privacy Notice   | <a href="https://www.eildon.org.uk/wp-content/uploads/2025/01/Customer-Privacy-Notice.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/01/Customer-Privacy-Notice.pdf</a>   |
| Customer Voice Strategy   | Customer Voice Strategy 2022-2025   | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Customer-Voice-Strategy-2022-2025.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Customer-Voice-Strategy-2022-2025.pdf</a>   |
| Data Protection Policy  | Data Protection Policy  | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/05/Data-Protection-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/05/Data-Protection-Policy.pdf</a>   |
| Decant, Home Loss and Disturbance Policy  | Decant, Home Loss and Disturbance Policy  | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/08/Decant-Home-Loss-Disturbance-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/08/Decant-Home-Loss-Disturbance-Policy.pdf</a>                                       |
| Development Policy  | Development Policy  | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/08/Development-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/08/Development-Policy.pdf</a>   |
| Domestic CCTV – Customer Information  | Domestic CCTV – Customer Information  | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/06/Domestic-CCTV-Customer-Information.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/06/Domestic-CCTV-Customer-Information.pdf</a>   |
| Donations Policy  | Donations Policy  | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/04/Donations-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/04/Donations-Policy.pdf</a>   |

|   |  |   |
|---|--|---|
| Estate Management Policy  | Estate Management Policy                   | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/10/Estate-Management-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/10/Estate-Management-Policy.pdf</a>   |
| Ending Tenancy Following Bereavement                                    | Bereavement Policy                         | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/01/Ending-tenancy-following-bereavement-Jan-23.pdf">Ending-tenancy-following-bereavement-Jan-23.pdf</a> (eildon.org.uk)  |
| Factoring Policy  | Factoring Policy                           | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/04/Factoring-Policy-Approved.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/04/Factoring-Policy-Approved.pdf</a>   |
| Fraud Policy  | Fraud Policy                               | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/08/Fraud-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/08/Fraud-Policy.pdf</a>   |
| Freedom of Information and Environmental Information Regulations Policy | FOI and EIR Policy                         | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/10/Freedom-of-Information-and-Environmental-Information-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/10/Freedom-of-Information-and-Environmental-Information-Policy.pdf</a> |
| Health & Safety Policy  | Health & Safety Policy Statement of Intent | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Health-and-Safety-Statement-of-Intent-June-2021-1.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Health-and-Safety-Statement-of-Intent-June-2021-1.pdf</a>                     |
| Information Retention and Disposal Policy                               | Information Retention and Disposal Policy  | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/10/Information-Retention-and-Disposal-Policy-.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/10/Information-Retention-and-Disposal-Policy-.pdf</a>                                   |
| Pets Policy   | Keeping Pets in Eildon Homes               | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/08/Keeping-Pets-in-Eildon-Homes.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/08/Keeping-Pets-in-Eildon-Homes.pdf</a>   |
| Procurement Policy  | Procurement Policy                         | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Procurement-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Procurement-Policy.pdf</a>   |
| Procurement Strategy  | Procurement Strategy                       | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Procurement-Strategy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Procurement-Strategy.pdf</a>   |
| Rechargeable Repairs Policy   | Rechargeable Repairs Policy                | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/10/Rechargeable-Repairs-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/10/Rechargeable-Repairs-Policy.pdf</a>   |
| Rent Arrears Policy (Social Housing)                                    | Rent Arrears Policy (Social Housing)       | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/05/Rent-Arrears-Social-Tenants-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/05/Rent-Arrears-Social-Tenants-Policy.pdf</a>   |
| Rent Arrears Policy (Mid Market Tenancies)                              | Rent Arrears Policy (Mid Market Tenancies) | <a href="https://www.eildon.org.uk/wp-content/uploads/2025/03/Mid-Market-Tenancies-Rent-Arrears-Policy-Approved.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/03/Mid-Market-Tenancies-Rent-Arrears-Policy-Approved.pdf</a>                     |
| Rent Setting Policy   | Rent Setting Policy                        | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/10/Rent-Setting-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/10/Rent-Setting-Policy.pdf</a>   |
| Repairs Policy  | Repairs & Maintenance Policy               | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Repairs-and-Maintenance-Policy-Approved.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Repairs-and-Maintenance-Policy-Approved.pdf</a>   |

|   |   |   |
|---|---|---|
| Responding to Neighbour Nuisance & ASB Policy | Responding to Neighbour Nuisance & ASB Policy | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Responding-to-Nuisance-Neighbours-Anti-Social-Behaviour-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Responding-to-Nuisance-Neighbours-Anti-Social-Behaviour-Policy.pdf</a> |
| Risk Management Policy                        | Risk Management Policy                        | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Risk-Management-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Risk-Management-Policy.pdf</a>   |
| Scottish Secure Tenancy Rights                | Scottish Secure Tenancy Rights                | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/05/Scottish-Secure-Tenancy-Rights.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/05/Scottish-Secure-Tenancy-Rights.pdf</a>   |
| Sustainability Strategy                       | Sustainability Strategy                       | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/07/Sustainability-Strategy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/07/Sustainability-Strategy.pdf</a>   |
| Temporary and Permanent Rehousing             | Temporary and Permanent Rehousing             | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/05/Temporary-and-Permanent-Rehousing.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/05/Temporary-and-Permanent-Rehousing.pdf</a>   |
| Tenancy Management Policy                     | Tenancy Management Policy                     | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/08/Tenancy-Management-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/08/Tenancy-Management-Policy.pdf</a>   |
| Tenant Management Policy                      | Tenant Management Policy                      | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/08/Tenancy-Management-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/08/Tenancy-Management-Policy.pdf</a>   |
| Treasury Management Policy                    | Treasury Management Policy                    | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/08/Treasury-Management-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/08/Treasury-Management-Policy.pdf</a>   |
| Use of Short Scottish Secure Tenancies        | Use of Short Scottish Secure Tenancies        | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/04/Short-SST-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/04/Short-SST-Policy.pdf</a>   |
| Void Management                               | Void Management                               | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/09/Void-Management-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/09/Void-Management-Policy.pdf</a>   |

**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  | <a href="https://www.eildon.org.uk/about-us/board-of-directors/">https://www.eildon.org.uk/about-us/board-of-directors/</a> |
| Board Meeting Agendas | Available on request  |

### Consultation and Participation

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

## **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 | <a href="https://www.eildon.org.uk/about-us/annual-accounts-reports/">https://www.eildon.org.uk/about-us/annual-accounts-reports/</a> |
| Audited Accounts                       | Annual Accounts | <a href="https://www.eildon.org.uk/about-us/annual-accounts-reports/">https://www.eildon.org.uk/about-us/annual-accounts-reports/</a> |
| Budget Policies & Procedures           | Annual Accounts | <a href="https://www.eildon.org.uk/about-us/annual-accounts-reports/">https://www.eildon.org.uk/about-us/annual-accounts-reports/</a> |
| Budget allocation to key service areas | Annual Accounts | <a href="https://www.eildon.org.uk/about-us/annual-accounts-reports/">https://www.eildon.org.uk/about-us/annual-accounts-reports/</a> |

### **Spending relating to Staff & Governing Body**

|  |                           |   |
|--|---------------------------|---|
| General information about staff pension scheme | Annual Accounts (Note 23) | <a href="https://www.eildon.org.uk/about-us/annual-accounts-reports/">https://www.eildon.org.uk/about-us/annual-accounts-reports/</a> |
|--|---------------------------|---|

## Class 5: How we manage our resources

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

### Human Resources

|                    |                      |   |
|--------------------|----------------------|---|
| Staffing Structure | Organisational Chart | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Organisation-Chart.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Organisation-Chart.pdf</a> |
|--------------------|----------------------|---|

### Information Resources

|                                       |   |   |
|---------------------------------------|---|---|
| Retention Schedule                    | Information Retention and Disposal Policy | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/10/Information-Retention-and-Disposal-Policy-.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/10/Information-Retention-and-Disposal-Policy-.pdf</a>           |
| Data Protection Policy                | Data Protection Policy                    | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/05/Data-Protection-Policy.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/05/Data-Protection-Policy.pdf</a>   |
| Allocations Privacy Notice            | Privacy Notice                            | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Allocations-Privacy-Notice.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Allocations-Privacy-Notice.pdf</a>   |
| Applicant and Employee Privacy Notice | Privacy Notice                            | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Applicant-and-Employee-Privacy-Notice.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Applicant-and-Employee-Privacy-Notice.pdf</a>                     |
| Board Member Privacy Notice           | Privacy Notice                            | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Board-Member-Privacy-Notice.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Board-Member-Privacy-Notice.pdf</a>   |
| Care and Repair Privacy Notice        | Privacy Notice                            | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Care-and-Repair-Privacy-Notice.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Care-and-Repair-Privacy-Notice.pdf</a>                                   |
| Customer Privacy Notice               | Privacy Notice                            | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/09/Customer-Privacy-Notice-June-2023.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/09/Customer-Privacy-Notice-June-2023.pdf</a>                             |
| Lucy Sanderson Privacy Notice         | Privacy Notice                            | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Lucy-Sanderson-Privacy-Notice.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Lucy-Sanderson-Privacy-Notice.pdf</a>                                     |
| Platinum Pass Privacy Notice          | Privacy Notice                            | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Platinum-Pass-Privacy-Notice.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Platinum-Pass-Privacy-Notice.pdf</a>                                       |
| Disclosure Log                        | Disclosure Log                            | <a href="https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/disclosure-log/">https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/disclosure-log/</a> |
| Cookie Policy                         | Cookie Policy                             | <a href="https://www.eildon.org.uk/wp-content/uploads/2025/03/Cookie-Policy-Approved.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/03/Cookie-Policy-Approved.pdf</a>   |



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

| <b>Development Brochures</b> |   |
|------------------------------|---|
| Dominies Way, Chirnside      | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/09/Chirnside-Brochure.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/09/Chirnside-Brochure.pdf</a>                                 |
| Earlston Phase 3A            | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/03/Earlston-3a.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/03/Earlston-3a.pdf</a>   |
| Earlston Phase 3B            | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/04/Earlston-Phase-3b.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/04/Earlston-Phase-3b.pdf</a>                                   |
| Earlston Phase 4             | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/04/Earlston-Phase-4.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/04/Earlston-Phase-4.pdf</a>                                     |
| High Buckholm, Galashiels    | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/08/High-Buckholm-Phase-2.1a.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/08/High-Buckholm-Phase-2.1a.pdf</a>                     |
| Poynder Apartments, Kelso    | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/11/Poynder-Apartments-Brochure-Nov-24.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/11/Poynder-Apartments-Brochure-Nov-24.pdf</a> |
| Wilkie Gardens, Galashiels   | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Wilkie-Gardens-Brochure-June-24.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Wilkie-Gardens-Brochure-June-24.pdf</a>       |
| Teviot Court, Hawick         | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Teviot-Court-Brochure-June-24.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Teviot-Court-Brochure-June-24.pdf</a>           |
| Frank Scott Court, Hawick    | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Frank-Scott-Court-Brochure-June-24.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Frank-Scott-Court-Brochure-June-24.pdf</a> |
| Poynder Gardens, Kelso       | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/10/Poynder-Gardens-Kelso.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/10/Poynder-Gardens-Kelso.pdf</a>                           |
| Dovecot Court, Peebles       | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Dovecot-Court-Brochure-June-24.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Dovecot-Court-Brochure-June-24.pdf</a>         |
| Riverside House, Peebles     | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Riverside-House-Brochure-June-24.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Riverside-House-Brochure-June-24.pdf</a>     |
| Oakwood Park                 | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Oakwood-Park-Brochure-June-24.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Oakwood-Park-Brochure-June-24.pdf</a>           |

## 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:<br>Responsive Repairs<br>Landscape maintenance<br>Planned / Cyclical Maintenance | Contracts Register | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Contract-Register.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Contract-Register.pdf</a> |
| List of suppliers and contractors we use   | Contracts Register | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Contract-Register.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Contract-Register.pdf</a> |
| Information about regulated procurement contracts awarded (value, scope, duration)   | Contracts Register | <a href="https://www.eildon.org.uk/wp-content/uploads/2024/06/Contract-Register.pdf">https://www.eildon.org.uk/wp-content/uploads/2024/06/Contract-Register.pdf</a> |

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

## 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                          | <a href="https://www.eildon.org.uk/eildons-latest-performance-report-2022-23-is-now-available/">https://www.eildon.org.uk/eildons-latest-performance-report-2022-23-is-now-available/</a>                         |
| Benchmarking Information     | SHR: 'Compare your landlord'                | <a href="https://www.housingregulator.gov.scot/landlord-performance">https://www.housingregulator.gov.scot/landlord-performance</a>   |
| Customer Complaints Guidance | Complaints Procedure<br>Customer Guide 2022 | <a href="https://www.eildon.org.uk/wp-content/uploads/2023/04/Complaints-Procedure-Customer-Guide-2022.pdf">https://www.eildon.org.uk/wp-content/uploads/2023/04/Complaints-Procedure-Customer-Guide-2022.pdf</a> |

## 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      | <b>Julia Kelly</b> |
| 1.3     | Emma Craig   | September 2024 | <b>Julia Kelly</b> |
| 1.4     | Emma Craig   | December 2024  | <b>Julia Kelly</b> |
| 1.5     | Emma Craig   | March 2025     |                    |