

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

**Last Reviewed: June 2025**

## GLOSSARY

TERM:	EXPLANATION:
<b>FOISA</b>	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.
<b>EIRs</b>	Environmental Information Regulations (Scotland) 2004  Those organisations covered by EIRs have a duty to respond to requests for environmental information
<b>SIC</b>	Scottish Information Commissioner  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  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.

### 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	<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>

About our Staff		
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>

Governance Documents and Corporate Policies		
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>

Relationship with Regulators		
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 (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/2025/05/Allocations-Policy-Social-Housing-General.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/05/Allocations-Policy-Social-Housing-General.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/2025/05/Data-Protection-Policy-Approved-2025.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/05/Data-Protection-Policy-Approved-2025.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/2025/05/Procurement-Strategy.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/05/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>
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## 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>
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### 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>



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	<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/2025/06/Poynder-Apartments-Brochure-June-2025.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/06/Poynder-Apartments-Brochure-June-2025.pdf</a>
Wilkie Gardens, Galashiels	<a href="https://www.eildon.org.uk/wp-content/uploads/2025/05/Wilkie-Gardens-Brochure-June-2025.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/05/Wilkie-Gardens-Brochure-June-2025.pdf</a>
Teviot Court, Hawick	<a href="https://www.eildon.org.uk/wp-content/uploads/2025/05/Teviot-Court-Brochure-June-2025.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/05/Teviot-Court-Brochure-June-2025.pdf</a>
Frank Scott Court, Hawick	<a href="https://www.eildon.org.uk/wp-content/uploads/2025/05/Frank-Scott-Court-Brochure-June-2025.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/05/Frank-Scott-Court-Brochure-June-2025.pdf</a>
Poynder Gardens, Kelso	<a href="https://www.eildon.org.uk/wp-content/uploads/2025/06/Poynder-Apartments-Brochure-June-2025.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/06/Poynder-Apartments-Brochure-June-2025.pdf</a>
Dovecot Court, Peebles	<a href="https://www.eildon.org.uk/wp-content/uploads/2025/06/Dovecot-Court-Brochure-June-2025.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/06/Dovecot-Court-Brochure-June-2025.pdf</a>
Riverside House, Peebles	<a href="https://www.eildon.org.uk/wp-content/uploads/2025/05/Riverside-House-Brochure-June-2025.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/05/Riverside-House-Brochure-June-2025.pdf</a>
Oakwood Park	<a href="https://www.eildon.org.uk/wp-content/uploads/2025/05/Oakwood-Park-Brochure-June-2025.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/05/Oakwood-Park-Brochure-June-2025.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: Responsive Repairs Landscape maintenance 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/2025/05/Procurement-Strategy.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/05/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/2025/05/Procurement-Strategy.pdf">https://www.eildon.org.uk/wp-content/uploads/2025/05/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 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	<b>Julia Kelly</b>
1.6	Emma Craig	June 2025	<b>Julia Kelly</b>