

NORTH VIEW Housing Association

North View is a recognised Scottish charity – charity registration number SC032963

POLICY

OPENNESS AND CONFIDENTIALITY

Passed:-

21st February 2007

Review Date:-

January 2012

All North View policies and publications can be made available on tape, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

1.0 Introduction

- 1.1 Registered Social Landlords are required to operate in an open and accountable manner.

This Policy establishes the principles that North View Housing Association will follow to achieve this.

2.0 Aims

- 2.1 North View aims to operate in an open and transparent manner. The Association believes that making it easy for interested parties to access information on how the Association operates, the services it provides, and its current activities is central to achieving this aim.

North View aims to ensure such information is made easily available and readily accessible.

3.0 Access to Information

Confidentiality

- 3.1 The Association will be as open as possible in providing information relating to its services and activities, however it will act to ensure that disclosure of information does not breach confidentiality of individuals.

Requests for information on personal data will be addressed in accordance with the Association's Policy and Procedures on Data Protection.

Statutory Obligations

- 3.2 Conditions set out in the Housing (Scotland) Act 2001 obligate the Association to provide to tenants, on request, free information relating to the terms of his\her\their tenancy, and the Association's policy and rules about:-

1. Applying for a property.
2. Allocations.
3. Transfer of Tenancies.
4. Mutual Exchanges.
5. Repairs and maintenance.
6. Right to Buy entitlement – and the likely consequences should the sale proceed to conclusion.
7. The Tenant Participation Strategy.
8. Arrangements for taking decisions about housing management and services.

Information

- 3.3 The Association shall abide with the above (item 3.1), but it shall also make available on request all information pertinent to its work and activities *unless* it considers the data to be



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

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commercially sensitive.

3.4 The areas or topics about which information will be available include:-

1. Performance
2. Resident participation
3. Service Standards
4. Audit. – e.g. Reports by Communities Scotland, Internal Auditors, and External Auditor.
5. Assessment – e.g. reports by Investors in People etc.
6. Policies, Procedures and Strategies
7. Non-confidential Minutes of Management Committee (and Sub-Committee) Meetings and Papers
8. Audited Accounts
9. The external Auditor's Management Letter and the Association's response to same

Requests

3.5 The Association will respond to requests for information within 40 days, but aims to respond as soon as practicably possible.

If possible, the Association will provide the information in the format requested.

3.6 Requests for information will be addressed by the by the Director (or most senior staff member present).

3.7 The Director will give written notification to the applicant if it is decided that the information cannot be released. Written notification will be given within a reasonable timescale of receipt of request.

Administration Fee

3.8 The Association intends to make information freely available to service users (particularly to tenants), however the Association reserves the right to charge a fee to cover administration costs for correlation and copying information. The

The Director will determine whether a fee will be charged, and the Director shall set a charge that is fair, reasonable, and proportionate to amount of work involved for the Association to respond to the request.

4.0 Complaints and Appeals

4.1 Persons or organisations may use the Association's Complaints Procedure to complain about issues pertinent to the process.

END OF POLICY

Reviews and amendments

6th March 2002 - Policy established
21st Feb 2007 - Policy reviewed



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