

# **Freedom of Information – Extends to all Registered Social Landlords from 11<sup>th</sup> November 2019**

## **Access to Information**

We are committed to ensuring openness and transparency and being accountable in carrying out our activities as a Registered Social Landlord in Scotland.

From 11<sup>th</sup> November 2019, The Freedom of Information (Scotland) Act 2002 (FOISA) gives you the right to ask us for information about the housing services that we deliver and for information that we have provided to the Scottish Housing Regulator (SHR) about our financial wellbeing and governance. You can also ask us for the environmental information that we hold under the Environmental Information (Scotland) Regulations 2004 (EISRs).

We already publish a large amount of information on our website and the SHR also publishes information about our performance.

Before requesting information from us, please browse our website and the SHR's website to find out if the information you are looking for has already been published. You can save yourself time by checking what has already been published, as we will normally direct you to that source when you make a request to us.

## **Publication Scheme**

FOISA requires us to produce and maintain a publication scheme and accompanying guide to information. We have adopted the Model Publication Scheme produced by the Scottish Information Commissioner (SIC) and have developed a Guide to Information using the 'Open All Hours' model published by the Scottish Federation of Housing Associations (SFHA). It shows what information we publish and how you can access it.

## **Information Not Listed In The Publication Scheme**

If the information you wish to access is not included in our publication scheme or otherwise published by us, you may submit a request under FOISA or the EISRs and we must provide it to you, unless an exemption applies. Your request does not have to explain why you want the information, but it may help us to deal with your request more satisfactorily.

We must respond to your FOISA request within 20 working days from when we received it (subject to time required for clarifications and payment of any charges), although we may extend the response time for your EISRs request by up to 20 working days in certain circumstances.

If you are dissatisfied with our response to your request, you may ask us to review how we handled and responded to your request.

If you remain dissatisfied with our response to your request for review, you may apply to the Scottish Information Commissioner

<http://www.itspublicknowledge.info/YourRights/Unhappywiththeresponse/AppealingtoCommissioner.aspx>