



# Rural Stirling

Housing Association

## GUIDE TO INFORMATION

**LAST REVIEWED: April 2026**

### At a glance – terms used in this document

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002 <i>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.</i>
EIRs	Environmental Information Regulations (Scotland) 2004 <i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i>
SIC	The Scottish Information Commissioner <i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</i>
MPS	Model Publication Scheme <i>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)</i>
Guide to Information	<i>A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available</i>
Classes of Information	<i>Nine broad categories describing the types of information authorities should publish (if they hold it).</i>

### **Background**

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations/co-operatives in Scotland must produce and maintain a publication scheme. This must detail all of 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 of the information listed online.

**Rural Stirling Housing Association (RSHA)** has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

## **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 this would be 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 any total cost before we forward this to you.

Our charges for providing any information detailed in this guide are summarised below:

<b>Format</b>	<b>Charge</b>
Photocopying / Computer Print-outs	<ul style="list-style-type: none"><li>• 10p per black and white A4 page</li><li>• 20p per colour A4 Page</li><li>• Specialist copying or print-outs will be charged at cost to the Association.</li></ul>
Electronic Format	<ul style="list-style-type: none"><li>• CD Rom: 50p per disc</li><li>• Memory Stick: from £4.99 to £19.99, depending on the amount of information. A £4.99 memory stick is likely to be sufficient in most circumstances.</li></ul>
Postage and Packaging	<ul style="list-style-type: none"><li>• Recharged by the Association to the applicant at the cost of sending information to the applicant by First Class Royal Mail</li><li>• Packaging to be recharged at cost to the Association.</li></ul>
Pre-printed publications	<ul style="list-style-type: none"><li>• Cost to the Association to have the publication printed (on a per copy basis)</li></ul>

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

[rshadpo@infolawsolutions.co.uk](mailto:rshadpo@infolawsolutions.co.uk)

## **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. For example, sometimes if we were to publish certain Board minutes, it could reveal personal details about an individual. This would be a breach of Data Protection legislation if we were to do so. When this is the case, we will remove any personal details before publication and highlight where and why we have done so.

## **For how long will information be published?**

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

## **Copyright and re-use**

Where we hold the 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 there is some information that you cannot find that you would like to access, please contact:

**By Post:** Data Protection Officer, Rural Stirling Housing Association, Stirling Road, Doune, Perthshire, FK16 6AA

**By Email:** [rshadpo@infolawsolutions.co.uk](mailto:rshadpo@infolawsolutions.co.uk)

**Telephone:** 07852 905779

## The Information that we make available to you

Under the MPS, the information 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/co-operatives.<sup>1</sup>

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

Information	Where to access
<b>Class 1 - About Rural Stirling Housing Association (RSHA)</b>	
<i>Information about RSHA, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
<b>Descriptions of who we are</b>	
Mission Statement	<a href="#">Annual Business Plan 2025-26 (approved March 2025)</a> <a href="#">Venachar Annual Business Plan 2025-26</a>
Vision	
Values	<a href="#">RSG Strategic Plan 2024-27</a>
Corporate Objectives	
Area(s) of operation	
Key activities; strategic/corporate plan(s)	
Business Plan (or summary)	<a href="#">RSG Customer Services Standards 2023</a>
Customer Code/Charter <b>[DELETE IF YOU DO NOT HAVE SOMETHING SIMILAR IN PLACE]</b>	
<b>Location and opening arrangements</b>	
Address	Stirling Road, Doune, Perthshire FK16 6AA
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	01786 8411011 <a href="mailto:enquiries@rsha.org.uk">enquiries@rsha.org.uk</a>
Opening Times	Monday to Thursday – 9am to 5pm Friday 9am to 4pm <ul style="list-style-type: none"> <li>Office is closed to the public on a Monday and Friday but staff can be contacted by phone or email</li> <li>Office is closed Wednesday mornings and re-opens at 1pm</li> </ul>
General contact arrangements	As above
local/area office contact details	As above
Contact details for making a complaint	<a href="https://www.rsha.org.uk/your-views/">https://www.rsha.org.uk/your-views/</a>
<b>Information relating to Freedom of Information</b>	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	<a href="#">Access to Information Charging Statement</a>

<sup>1</sup> In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.

Information	Where to access
Contact details and advice on making an FOI request	<p><b>By Post:</b> Data Protection Officer, Rural Stirling Housing Association, Stirling Road, Doune, Perthshire, FK16 6AA</p> <p><b>By Email:</b> <a href="mailto:rshadpo@infolawsolutions.co.uk">rshadpo@infolawsolutions.co.uk</a></p> <p><b>Telephone:</b> 07852 905779</p> <p><a href="#">Information Request Form</a></p>
Freedom of Information policies and procedures	<a href="#">Access to Information Policy and Procedures</a>
Charging Schedule for environmental information provided in response to requests made under EIRs	<a href="#">Access to Information Charging Statement</a>
<b>About our Governing Body</b>	
<p>List of Governing Body Members</p> <ul style="list-style-type: none"> <li>Names</li> <li>when they became a governing body member</li> <li>Professional biographical details</li> <li>office-bearing responsibilities</li> <li>when they became an office-bearer</li> </ul>	<ul style="list-style-type: none"> <li>Fiona Boath - Chair</li> <li>Andrew Faulk – Joint Vice Chair</li> <li>Alison Smith – Joint Vice Chair</li> <li>Mark Griffiths</li> <li>Margaret Vass, OBE</li> <li>Lynda McColl</li> <li>Vicki Cutler</li> <li>Moray Nichol</li> <li>Kieran McHale</li> <li>Kirsty Kirke</li> <li>Samual Smylie</li> <li>Colin O'Brien</li> </ul> <p>Further information can be found <a href="#">HERE</a></p>
<p>Description of the role of the Governing Body</p> <ul style="list-style-type: none"> <li>governance structure chart (including sub-committees and working groups);</li> <li>remits for governing body and any sub-committees</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Organisation Structure</a></li> <li><a href="#">Board Remits</a></li> <li><a href="#">Audit &amp; Risk Committee Remit</a></li> <li><a href="#">Investment Working Group</a></li> </ul>
How to become part of the governing body	<a href="#">Information on how to become a Board Member</a>
<b>About our staff</b>	
List of senior management team, including professional biography and contact details	<ul style="list-style-type: none"> <li>Donna Birrell – Chief Executive Officer</li> <li>Gerry Casey – Deputy CEO/Director of Finance &amp; Corporate Services</li> <li>Craig Wood – Director of Housing and Property Services</li> <li>Jackie Leeds – Housing Services Manager</li> </ul> <p><a href="#">Full Staff information available HERE</a></p>
Organisational structure	<a href="#">Organisational Structure</a>
<b>Governance Documents and Corporate Policies</b>	
Rules/Articles	<a href="#">Rules of the Association</a>

<b>Information</b>	<b>Where to access</b>
Standing Orders	<a href="#">Standing Orders – Updated October 2025</a>
Membership Policy	<a href="#">Membership Policy</a>
Code of Conduct for Staff	<a href="#">Code of Conduct for Staff</a>
Code of Conduct for Governing Body Members	<a href="#">Code of Conduct for Board Members</a>
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	<a href="#">Entitlement Payments and Benefits Policy</a> <a href="#">Entitlement Payments and Benefits Policy EIA</a>
Register of Interests	<a href="#">RSHA Board of Management Register of Interests August 2025</a>
Equalities Policy	<a href="#">Group Equality, Diversity and Human Rights Policy 2025</a> <a href="#">Group EDH Policy Equality Impact Assessment</a>
Health and Safety Policy	<a href="#">Health &amp; Safety Policy Statement 2024</a> <a href="#">Landlord Facilities, Health &amp; Safety Policy Statement 2024</a>
Sustainability Policy	<a href="#">Group Sustainability Policy 2022</a> <a href="#">Policy Equality Impact Assessment</a>
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="#">SHR Engagement Plan 1 April 2025 to 31 March 2026</a>
Assurance Statement	<a href="#">Annual Assurance Statements</a>
Annual Return on Charter Submission to SHR	<a href="#">Annual Return on the Charter 2024-25</a> <a href="#">Annual Stock Profile Return 2024-25</a> <a href="#">Scottish Social Housing Charter – November 2022</a>
Financial Returns to SHR	<a href="#">Annual Accounts 2024-25</a>
Charter report to tenants	<a href="#">Annual Performance Report 2024-25</a>
Internal and External Audit arrangements	<p>The Internal Audit function is outsourced and re-tendered on a three-year basis. Wbg is the current provider having won the tender which will be effective from 1 April 2026 to 31 March 2029.</p> <p>The External Audit function is re-tendered on a regular basis in line with best practice. The current appointment is due to end after the audit of the 31 March 2028 accounts or 31 March 2029 accounts if the option to extend by 1 year is exercised. TC Group - Alexander Sloan is the current provider.</p>
<b>Group Details</b>	
Details of our subsidiaries/parent organisation	<p>Details of Venachar Ltd, our subsidiary, can be found on our <a href="#">website</a> and in our Group Strategic Plan and current Business Plans.</p> <p><a href="#">Annual Business Plan 2025-26</a> <a href="#">RSG Strategic Plan 2024-27</a> <a href="#">Venachar Ltd Business Plan 2025-26</a></p>
<b>Key Partnerships</b>	

Information	Where to access
Strategic agreements with other organisations	<p>We have no formal or constitutional agreements in place but we do work with a range of partners. We have a close (but non-constitutional) relationship with our partners in the StrathFor Housing Alliance – Forth HA, and Ochil View HA.</p> <p>Further information is available in our current <a href="#">Annual Business Plan 2024-27</a></p>
<p><b>Class 2 – How we deliver our functions and services</b>  <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i></p>	
<p><b>How to use our services</b></p>	
List of services provided	<a href="#">Our Services</a>
How to report a repair	<a href="#">Reporting a Repair</a>
Right to Repair information	<a href="#">Right to Repair</a>
How to apply for a house	<a href="#">Apply for a House</a>
How to get information about tenancy support	<a href="#">Tenant Services</a>
How to make a complaint	<a href="#">Comments, Complaints and Compliments</a>
How to speak to a housing officer	<a href="#">Housing Officer Information</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="#">Customer Engagement, Participation &amp; Scrutiny Strategy 2021-2024</a>
<p><b>Policies and Procedures</b></p>	
Allocations Policy	<a href="#">Group Allocations Policy 2025</a> <a href="#">Group Allocations Policy 2025 Appendix 1 Point Scheme</a> <a href="#">Equality Impact Assessment for Allocations Policy 2025</a>
Adaptations Policy	<a href="#">Adaptation Policy February 2023</a> <a href="#">Equality Impact Assessment for Adaptation Policy February 2023</a>
Anti-Social Behaviour Policy	<a href="#">Group ASB and Neighbour Nuisance Policy</a> <a href="#">Equalities Impact Assessment ASB Policy</a>
Asbestos Management Policy	<a href="#">Group Asbestos in Tenancies Policy 2024</a> <a href="#">Group Asbestos in Tenancies Policy 2024 EIA</a>
Arrears Management Policy	<a href="#">Group Rent Arrears Prevention and Recovery Policy 2025</a> <a href="#">Equalities Impact Assessment</a>
Asset Management Policy (including stock condition information)	<a href="#">Group Asset Management Policy – February 2023</a> <a href="#">Asset Management Strategy 2021</a> <a href="#">Asset Management Strategy 2021 – Appendix 1</a> <a href="#">Asset Management Strategy 2021 – Appendix 2</a> <a href="#">Asset Management Strategy 2021 – Appendix 3</a>
Customer Care Policy	<a href="#">Customer Engagement, Participation and Scrutiny Strategy 2021</a>
Data Protection Policy	<a href="#">Group Data Protection Policy 2025</a> <a href="#">Equality Impact Assessment</a>

<b>Information</b>	<b>Where to access</b>
Equality and Diversity Policy	<a href="#">Group Equality, Diversity and Human Rights Policy 2025</a> <a href="#">Equality Impact Assessment</a>
Estate Management Policy	<a href="#">Group Estate Management Policy 2024</a> <a href="#">Group Estate Management Policy Equality Impact Assessment</a>
Health and Safety Policy and procedures	<a href="#">Group Health &amp; Safety Policy 2024</a> <a href="#">Group Landlord Facilities Health &amp; Safety Policy Statement 2024</a> <a href="#">Health and Safety Information to Tenants and Tenancy Agreements Policy 2023</a> <a href="#">Health &amp; Safety information to Tenants and Tenancy Agreements Equality Impact Assessment</a>
Legionnaires Inspection/Prevention Policy	<a href="#">Group Water Systems and legionella Policy 2025</a>
Procurement Policy	<a href="#">Group Policy for Sustainable Procurement of Goods, Services and Works 2022</a> <a href="#">Annual Procurement Strategy 2025-26</a>
Risk Management Policy	<a href="#">Group Risk Management Policy 2025</a>
Rent Setting Policy	<a href="#">Group Rents Policy - 2023</a>
Repairs Policy	<a href="#">Group Reactive Maintenance Policy 2023</a> <a href="#">Equality Impact Assessment</a>
Sustainability Policy	<a href="#">Group Sustainability Policy 2022</a> <a href="#">Policy Equality Impact Assessment</a>
Tenancy Sustainment Policy	We do not have a Tenancy Sustainment Policy. Tenancy sustainment measures are included in each of the housing services policies listed above.
Internal procedures relating to above (where available)	Available on request.
<b>Class 3 – How we take decisions and what we have decided</b> <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
<b>Governing Body Meetings</b>	
Governing body meeting minutes	<a href="#">Minutes of Governing Body Meetings</a>
Governing body meeting reports/papers	Available on request
Governing body agendas	<a href="#">Agendas for Governing Body Meetings</a>
<b>Consultation and Participation</b>	
Tenant Participation Strategy	<a href="#">Customer Engagement, Participation and Scrutiny Strategy 2021</a> <a href="#">Customer Engagement, Participation and Scrutiny Strategy – Action Plan – August 2024</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	We carry out many of our consultations and engagement online and have been using CX Feedback to gather feedback from our tenants.  In the early part of 2023, we carried out Customer Satisfaction Survey and the result were presented to our Board and an Action Plan created.

Information	Where to access
<b>Class 4 – What we spend and how we spend it</b> <i>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).</i>	
<b>Information about our accounts and budgets</b>	
Description of funding sources	SHR Loan Portfolio Return 2024 – available on request.
Audited accounts	<a href="#">Annual Accounts to 31 March 2025</a>
Budget policies and procedures	<a href="#">Financial Regulations</a>
Budget allocation to key service areas	Annual Budget 2025-26 – Available on request.
<b>Our programme of work and projects</b>	
<b>Brief details of any project funding</b> and how it's being spent	Annual Budget 2025-26 – Available on request
<b>Capital works programme/plans</b> information (annual programme figure)	Annual Budget 2025-26 – Available on request
<b>Spending relating to Staff and Governing Body</b>	
Expenses policies and procedures	<a href="#">Board and Staff Expenses Policy 2025</a> <a href="#">Board and Staff Expenses Policy Equality Impact Statement 2025</a> <a href="#">Group Entitlements, Payments and Benefits Policy 2025</a>
Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	Available on request.
Board member remuneration other than expenses	Not applicable as all Board members are volunteers
Pay and grading structure (levels of pay rather than individual salaries)	<a href="#">EVH Pay Scales – 2026/27</a>
General information about staff pension scheme	The Association operates a defined contribution scheme which is available to all staff members. The minimum employee contribution is 4% and the employer contribution is 9%. The provider is Royal London.  <a href="#">Royal London Pension Plan Providers</a>
<b>Class 5 – How we manage our resources</b> Information about how we manage our human, physical and information resources	
<b>Human resources</b>	
Strategy and management of human resources	Information available on request.
Staffing structure	<a href="#">Staff Structure May 2025</a>

Information	Where to access
<p>Human resources policies, covering:</p> <ul style="list-style-type: none"> <li>• recruitment</li> <li>• performance management</li> <li>• salary and grading</li> <li>• promotion</li> <li>• pensions</li> <li>• discipline</li> <li>• grievance</li> <li>• staff development</li> <li>• Maintenance and retention of staff records</li> </ul>	<p>We are full members of Employers in Voluntary Housing (EVH) and follow EVH Terms and Conditions. These are only available to members. More information about EVH can be found by visiting their website <a href="#">EVH</a></p> <p>We hold and maintain personal records in accordance with our <a href="#">Group Data Retention Policy 2025</a></p>
<p>Internal procedures relating to the above (where available)</p>	<p>Where we are unable to publish, these are available on request</p>
<p>Trade Union information</p>	<p>We recognise Unite Trade Union and staff employed by RSHA can become members of the union. <a href="#">Unite Trade Union</a></p>
<p>Summary of professional organisations/trade bodies of which we are a member</p>	<p>We subscribe to a number of different organisations which assist us in meeting our aims and objectives. Further information on the organisations can be found by visiting the websites below: <a href="#">SFHA</a> <a href="#">IIP</a> <a href="#">SPA</a> <a href="#">Happy to Translate</a> <a href="#">TPAS</a> <a href="#">EVH</a></p>
<p><b>Physical Resources</b></p>	
<p>Management of our land and property assets, including environmental/sustainability reports</p>	<p><a href="#">Business Plan 2024-27</a> <a href="#">RSG Strategic Plan 2024-27</a></p> <p><a href="#">Asset Management Policy – February 2023</a> <a href="#">Asset Management Strategy 2021</a> <a href="#">Asset Management Strategy 2021 – Appendix 1</a> <a href="#">Asset Management Strategy 2021 – Appendix 2</a> <a href="#">Asset Management Strategy 2021 – Appendix 3</a></p>
<p>General description of our land and property holdings</p>	<p><a href="#">Business Plan 2024-27</a> <a href="#">RSG Strategic Plan 2024-27</a></p> <p><a href="#">Stirling Council Local Housing Strategy</a></p>
<p>Estate development plans</p>	<p><a href="#">Business Plan 2024-27</a> <a href="#">RSG Strategic Plan 2024-27</a></p> <p><a href="#">Stirling Council Local Housing Strategy</a></p>
<p><b>Information Resources</b></p>	
<p>Records management policy and records management plan, including records retention schedule</p>	<p><a href="#">Group Data Retention Policy 2025</a> <a href="#">Equality Impact Statement</a></p>

Information	Where to access
Data protection or privacy policy	<a href="#">Group Data Protection Policy 2025</a> <a href="#">Group Data Retention Policy 2025</a>
<b>Class 6 - How we procure goods and services from external providers</b> Information about how we procure works, goods and services, and our contracts with external providers.	
<b>Our Contractors and suppliers</b>	
Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> <li>responsive repairs</li> <li>landscape maintenance</li> <li>planned/cyclical maintenance</li> </ul>	<a href="#">List of Contractors and Consultants – updated September 2025</a>
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	<a href="#">List of Contractors and Consultants – updated September 2025</a>
Information about regulated procurement contracts awarded (value, scope, duration)	<a href="#">Public Contracts Scotland</a>
<b>Our Procurement</b>	
Procurement Policy and procedures	<a href="#">Annual Procurement Strategy 2025-26</a>
Information on how to tender for work and invitations to tender	<a href="#">Sustainable Procurement of Goods, Services and Works Policy 2022</a>
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	<a href="#">Public Contracts Scotland</a>
Links to procurement information we publish on Public Contracts Scotland website	<a href="#">Public Contracts Scotland</a>
Framework Agreements	Our current Frameworks are as follows:- <ul style="list-style-type: none"> <li>Scottish Procurement Alliance</li> <li>Development Services 2023-26</li> <li>Landscaping Services 2022-26</li> <li>Gas Audit Inspections 2019-23 extended to 2024</li> <li>Electrical Inspections 2022-26</li> </ul>
<b>Class 7 – How we are performing</b> Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	<a href="#">Annual Performance Report 2024/25</a>
ARC report to tenants	<a href="#">Annual Performance Report 2024/25</a> <a href="#">Newsletters</a>
Performance Standards/indicators	<a href="#">Annual Performance Report 2024/25</a>

Information	Where to access
Benchmarking information	<a href="#">Annual Performance Report 2024/25</a>
Complaints policy, guidance and forms	<a href="#">Comments, Complaints and Compliments.</a> <a href="#">Group Complaints Policy 2024</a> <a href="#">Group Complaints Policy Equalities Impact Assessment</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	<a href="#">Annual Performance Report 2024/25</a>  <a href="#">Annual Complaints Report 2024/25</a>
<b>Class 8 – Our commercial publications</b> <i>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</i>	
This class does not apply to Rural Stirling Housing Association as we do not produce any publications for sale.	Not applicable
<b>Class 9 – Our open data</b> Open data made available by us under the Scottish Government's <a href="#">Open Data Resource Pack</a> and available under open licence.	
This class does not apply to Rural Stirling Housing Association.	Not applicable