



KINGDOM

Housing Association

Freedom of Information Guide to Information



KINGDOM HOUSING ASSOCIATION GUIDE TO INFORMATION

Kingdom Housing Association (KHA) was founded in 1979, a Registered Social Landlord with charitable status which provides housing to meet a wide range of needs including affordable housing and low-cost home ownership across East Central Scotland.

The strapline for Kingdom Housing Association is 'Building homes and communities'

KHA is involved in a number of initiatives which go beyond the mainstream housing provision, in support of our mission statement 'More than a home'.

These initiatives

include: <https://www.kingdomhousing.org.uk/wp-content/uploads/2019/05/Sustainability-Policy.pdf>

- Managing the Fife Care and Repair and Small Repairs Service.
- Kingdom Works, which provides employment and training initiatives.
- Through our Community Initiatives programme, we also work with a number of partners, including schools and colleges helping with community regeneration and delivering community benefits.

More information about Kingdom can be found on our [website](#).

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.

Kingdom Housing Association 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.

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:

Format	Charge
Online	Free
View at our office	Free
Print in black and white	5p per A4 sheet
Print in colour	10p per A4 sheet
CD Rom	50p per disc
Posted document/CD Rom	Cost of postage incurred

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:

Calum Kippen
calumkippen@kha.scot



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:

Calum Kippen
Kingdom Housing Association
Saltire Centre, Pentland Court
Glenrothes
KY6 2DA

calumkippen@kha.scot

01592 631 661



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.¹

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
Class 1 - About Kingdom Housing Association	
<i>Information about Kingdom Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.</i>	
Descriptions of who we are	
Mission Statement	https://www.kingdomhousing.org.uk/about-us/
Vision	https://www.kingdomhousing.org.uk/about-us/
Values	https://www.kingdomhousing.org.uk/about-us/
Corporate Objectives	https://www.kingdomhousing.org.uk/about-us/
Area(s) of operation	https://www.kingdomhousing.org.uk/about-us/kingdom-housing-association/
Key activities; strategic/corporate plan(s)	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Asset-Management-Strategy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Community-Initiatives-Strategy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Organisational-Support-Strategy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Development-Strategy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Financial-Strategy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Housing-Services-Strategy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Kingdom-Initiatives-Strategy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Kingdom-Support-Care-Strategy.pdf
Business Plan (or summary)	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Summary-Corporate-Plan.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Approved-Corporate-Plan.pdf
Customer Code/Charter	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/06/Code-of-Conduct-for-Staff.pdf

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



Code of Conduct for Staff	
Location and opening arrangements	
Address	https://www.kingdomhousing.org.uk/contact-us/write-visit-us/
Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate)	https://www.kingdomhousing.org.uk/contact-us/write-visit-us/glenrothes/ https://www.kingdomhousing.org.uk/contact-us/write-visit-us/dunfermline/
Opening times	https://www.kingdomhousing.org.uk/contact-us/write-visit-us/glenrothes/ https://www.kingdomhousing.org.uk/contact-us/write-visit-us/dunfermline/
General contact arrangements	https://www.kingdomhousing.org.uk/contact-us/write-visit-us/glenrothes/ https://www.kingdomhousing.org.uk/contact-us/write-visit-us/dunfermline/
Local/area office contact details	https://www.kingdomhousing.org.uk/contact-us/write-visit-us/glenrothes/ https://www.kingdomhousing.org.uk/contact-us/write-visit-us/dunfermline/
Contact details for making a complaint	https://www.kingdomhousing.org.uk/performance/complaints-comments-compensation/complaints/
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page 3)
Contact details and advice on making an FOI request	https://www.kingdomhousing.org.uk/performance/freedom-of-information/
Freedom of Information policies and procedures	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Freedom-of-Information-and-Environmental-Information-Policy.pdf
Charging Schedule for environmental information provided in response to requests made under EIRs	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Freedom-of-Information-and-Environmental-Information-Policy.pdf Same as above charges on page 3 for Freedom of Information requests.
About our Governing Body	
List of Governing Body Members <ul style="list-style-type: none"> Names when they became a governing body member Professional biographical details 	https://www.kingdomhousing.org.uk/people/committee-of-management/ Remits are available on request.



<ul style="list-style-type: none"> • office-bearing responsibilities • when they became an office-bearer 	
<p>Description of the role of the Governing Body</p> <ul style="list-style-type: none"> • governance structure chart (including sub-committees and working groups); • remit for governing body and any sub-committees 	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Approved-Corporate-Plan.pdf Page 10 - 18
How to become part of the governing body	https://www.kingdomhousing.org.uk/get-involved/become-a-member-2-2/
About our staff	
List of senior management team, including professional biography and contact details	https://www.kingdomhousing.org.uk/people/executive-management-team/
Organisational structure	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Management-Structure.png
Governance Documents and Corporate Policies	
Rules/Articles	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/05/Rules-of-the-Association.pdf
Standing Orders	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/02/Standing-Orders-Updated-March-2020.pdf
Membership Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/05/Membership-Policy.pdf
Code of Conduct for Staff	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/06/Code-of-Conduct-for-Staff.pdf



Code of Conduct for Governing Body Members	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/10/Code-of-Conduct-Board-Members-1-3.pdf
Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence)	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/05/Entitlements-Payments-and-Benefits-Policy.pdf
Register of Interests	Available on request
Equalities Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Diversity-and-Inclusion-Policy.pdf
Health and Safety Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Health-Safety-Policy.pdf
Sustainability Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/10/Sustainability-Policy.docx-3.pdf
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/05/Kingdom-Housing-Association-Ltd-EP.pdf
Assurance Statement	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/KHA-Assurance-Statement.pdf
Annual Return on Charter Submission to SHR	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Annual-Return-on-the-Charter-ARC.pdf
Financial Returns to SHR	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/KHA-State-ment-of-comprehensive-income.pdf
Charter report to tenants	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Facts-and-Figures-about-Your-Landlord.pdf
Internal and External Audit arrangements	https://www.kingdomhousing.org.uk/performance/auditors/
Group Details	
Details of our subsidiaries/parent organisation	https://www.kingdomhousing.org.uk/about-us/kingdom-housing-association/ - Parent https://www.kingdomhousing.org.uk/about-us/initiatives/ - Subsidiary https://www.kingdomhousing.org.uk/about-us/kingdom-support-care/ - Subsidiary
Key Partnerships	
Strategic agreements with other organisations	Available on request.
Class 2 – How we deliver our functions and services	



<i>Information about our work, our strategy and policies for delivering services and information for our service users.</i>	
How to use our services	
List of services provided	https://www.kingdomhousing.org.uk/about-us/kingdom-housing-association/
How to report a repair	https://www.kingdomhousing.org.uk/repairs/home/report-repair/
Right to Repair information	https://www.kingdomhousing.org.uk/repairs/home/right-repair/
How to apply for a house	https://www.kingdomhousing.org.uk/housing/home-3/social-rented-housing/ https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Information-to-Help-You-Complete-Your-Application-Form-1.pdf
How to get information about tenancy support	https://www.kingdomhousing.org.uk/your-tenancy/ https://www.kingdomhousing.org.uk/my-kingdom/
How to make a complaint	https://www.kingdomhousing.org.uk/performance/complaints-comments-compensation/complaints/
How to speak to a housing officer	https://www.kingdomhousing.org.uk/contact-us/write-visit-us/glenrothes/
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Available on request
Policies and Procedures	
Allocations Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/07/KHA-Allocations-Policy.pdf
Adaptations Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/10/Adaptations-Policy.pdf
Anti-Social Behaviour Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Anti-Social-Behaviour-Policy.pdf
Asbestos Management Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Asbestos.pdf
Arrears Management Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Arrears-Policy.pdf
Asset Management Strategy	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Asset-Management-Strategy.pdf
Customer Care Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Diversity-and-Inclusion-Policy.pdf



Privacy Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Privacy-Policy.pdf
Environmental Information Regulations (EIR) Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Freedom-of-Information-and-Environmental-Information-Policy.pdf
Diversity and Inclusion Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Diversity-and-Inclusion-Policy.pdf
Estate Management Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/07/Estate-Management-Policy.pdf
Health and Safety Policy and procedures	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Health-Safety-Policy.pdf
Legionnaires Inspection/Prevention Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Legionella-Management-Scheme.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Legionella.pdf
Procurement Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Procurement-Policy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2020/01/Annual-Procurement-Report.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Sustainable-Procurement-Strategy.pdf
Risk Management Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Risk-Management-Policy.pdf
Rent Setting Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Rent-Services-Occupancy-Charges-Policy.pdf Policy Currently Under Review
Repairs Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/07/Reactive-Maintenance-Policy.pdf
Sustainability Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/10/Sustainability-Policy.docx-3.pdf
Tenant Engagement Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Tenant-and-Customer-Participation-Policy-1.pdf
Tenant Management Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Tenancy-Management-Policy.pdf
Internal procedures relating to above (where available)	Not available.
Class 3 – How we take decisions and what we have decided <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
Governing Body Meetings	
Governing body meeting minutes	https://www.kingdomhousing.org.uk/people/committee-of-management/committee-of-management-minutes/



Governing body meeting reports/papers	Available on request
Governing body agendas	https://www.kingdomhousing.org.uk/people/committee-of-management/committee-of-management-minutes/
Consultation and Participation	
Tenant Participation Strategy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Tenant-Participation-Calendar-of-Events-and-Plan-2019-20.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Tenant-and-Customer-Participation-Policy-1.pdf
Consultation reports noting the outcome of any recent consultations with tenants/others	https://www.kingdomhousing.org.uk/get-involved/tenant-participation/
Tenant Scrutiny Panel composition	https://www.kingdomhousing.org.uk/get-involved/tenant-participation/
Registered Tenant Organisations	Not applicable
Class 4 – What we spend and how we spend it <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>	
Information about our accounts and budgets	
Description of funding sources	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Funding-Sources.pdf
Audited accounts	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/KHA-Report-and-Accounts-2018-19.pdf
Budget policies and procedures	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Budget-Preparation-Guidance.pdf
Budget allocation to key service areas	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/KHA-Approved-Budget.pdf
Our programme of work and projects	
Brief details of any project funding and how it's being spent	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/KHA-State-ment-of-comprehensive-income.pdf
Capital works programme/plans information (annual programme figure)	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Development-Strategy.pdf



Spending relating to Staff and Governing Body	
Expenses policies and procedures Payments Policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Payments-Policy.pdf
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
Pay and grading structure (levels of pay rather than individual salaries)	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/08/KHA-Payment-Tables-as-at-01042020.pdf
General information about staff pension scheme	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Kingdom-Pension-Scheme-information-.pdf
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Strategy and management of human resources	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Organisational-Support-Strategy.pdf
Staffing structure	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Management-Structure.png https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Approved-Corporate-Plan.pdf Pages 10 - 18 Full organisational structure available on request.
Human resources policies, covering: <ul style="list-style-type: none"> ● recruitment Employee Resourcing Policy ● performance management ● salary and grading ● promotion ● pensions ● discipline ● grievance ● staff development 	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Employee-Resourcing-Policy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2020/08/KHA-Payment-Tables-as-at-01042020.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Employee-Resourcing-Policy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Kingdom-Pension-Scheme-information-.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Disciplinary-Policy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2020/02/Grievance-Policy.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2018/10/Learning-and-Development-Policy.pdf



<ul style="list-style-type: none"> Maintenance and retention of staff records 	
Internal procedures relating to the above (where available)	Available on request
Trade Union information	Not applicable.
Summary of professional organisations/trade bodies of which we are a member	https://www.sfha.co.uk/ - SFHA http://www.scotlandshousingnetwork.org/ - Scottish Housing Network https://www.tpas.org.uk/ - TPAS
Physical Resources	
Management of our land and property assets, including environmental/sustainability reports	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Asset-Management-Strategy.pdf
General description of our land and property holdings	https://www.kingdomhousing.org.uk/development/home/development-programme/
Estate development plans	https://www.kingdomhousing.org.uk/development/
Information Resources	
Records management policy and records management plan, including records retention schedule	Available on request
Data protection or privacy policy	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Privacy-Policy.pdf
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: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance 	https://www.kingdomhousing.org.uk/performance/procurement/
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Supplier-List.pdf
Information about regulated procurement contracts awarded (value, scope, duration)	https://www.kingdomhousing.org.uk/performance/procurement/
Our Procurement	
Procurement Policy and procedures	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/08/Procurement-Policy.pdf
Information on how to tender for work and invitations to tender	https://www.kingdomhousing.org.uk/performance/procurement/
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	https://www.kingdomhousing.org.uk/performance/procurement/
Links to procurement information we publish on Public Contracts Scotland website	https://www.kingdomhousing.org.uk/performance/procurement/ https://www.publiccontractsscotland.gov.uk/Contracts/Contracts_Search.aspx?AuthID=AA12982
Framework Agreement	https://www.publiccontractsscotland.gov.uk/Contracts/Contracts_Search.aspx?AuthID=AA12982



Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/02/Annual-Report.pdf
ARC report to tenants	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/Annual-Return-on-the-Charter-ARC.pdf
Performance Standards/indicators	https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/KHA-KPI-2018-19.pdf https://www.kingdomhousing.org.uk/wp-content/uploads/2019/10/KSC-KPI-2018-19.pdf
Benchmarking information	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/12/Annual-Report-on-the-Charter.pdf
Complaints policy, guidance and forms	https://www.kingdomhousing.org.uk/wp-content/uploads/2018/05/Complaints-and-Complaints-Policy.pdf
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	https://www.kingdomhousing.org.uk/wp-content/uploads/2020/07/Quarterly-Complaints-Update-Q1-2020.pdf
Tenant scrutiny reports	https://www.kingdomhousing.org.uk/get-involved/tenant-participation/
Class 8 – Our commercial publications <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 Kingdom Housing Association as we do not produce any publications for sale.	Not applicable
Class 9 – Our open data Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence.	
This class does not apply to Kingdom Housing Association	Not applicable



