Key Housing Association Limited

Guide to Information

Key Housing Association Limited

Guide to Information

1. Class 1: About Our Organisation, Key Housing Association

Information about Key Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations.

The information we publish under Class 1 includes:	How to access it
Description of who we are	
Key Housing Associations' Purpose, Vision & Values	key.org.uk/keyhousing/
Corporate Objectives	key.org.uk/key-housing/whoweare/
Sponsorship	
Memorandum of Association	
News	
Areas of Operation	key.org.uk/key-housing/whoweare/
Core Activities: Strategic / Corporate Plan(s)	key.org.uk/key-housing/whoweare/
Business Plan (or summary)	

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Location and Opening Arrangements	
Address	key.org.uk/keyhousing/contactkey housing
Telephone Number	key.org.uk/keyhousing/contactkey housing
Opening Times	key.org.uk/keyhousing/contactkey housing
General Contact Arrangements	key.org.uk/keyhousing/contactkey housing
Making Requests	
How to complain or make a comment	key.org.uk/keyhousing/complaints/
How to make a request for personal information	key.org.uk/privacypolicies/
How to make a Freedom of Information request	key.org.uk/foi-eir-request-form.docx
Information Relating to Freedom of Information	
Guide to Information	
Model Publication Scheme	https://www.itspublicknowledge.info/sites/default/files/2022-03/ModelPublicationScheme.pdf

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Freedom of Information Policies & Procedures	key.org.uk/media/ma4bejuw/key-housing-association-foi-policy-2024.pdf
Policy & Charging Schedule for Environmental Information provided in response to requests made under EIRs	key.org.uk/media/2732/environmental-information-regulations-eir-policy.pdf
Key Housing Associations' Information Charging Guide	
About Our Board	
Our members	key.org.uk/aboutus/ourboard/boardmembers/
Role of our Board	key.org.uk/media/cvuck50a/role-description-for-governing-body-members.pdf
How to become part of our Board	
About our Staff	
Strategic Leadership Team	key.org.uk/aboutus/ourpeople/
Organisational Chart	key.org.uk/media/1dpe0vkh/housing-staff-structure.pdf

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Governance Documents and Corporate Policies	
Rules / Articles	key.org.uk/media/53rdqw21/2a-model-rules-2020-clean-copy.pdf
Standing Orders	
Membership Policy	key.org.uk/media/pl2p10uh/a9-membership-jan-18.pdf
Code of Conduct for Staff	key.org.uk/media/2672/policy-code-of-conduct-for-rsl-staff-2016.pdf
Code of Conduct for Board Members	
Entitlements, Payments and Benefits Policy (or equivalent, including arrangements payments for expenses and subsistence	
Register of Interests	
Relationship with Regulators	
Engagement Plan with Scottish Housing Regulator (SHR)	key.org.uk/keyhousing/ourperformance/

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Assurance Statement	key.org.uk/keyhousing/ourperformance/
Annual Return on Charter Submission to SHR	key.org.uk/keyhousing/ourperformance/
Charter Reports to tenants	key.org.uk/keyhousing/ourperformance/
Internal and External Audit Arrangements	
Group Details	
Details of Subsidiaries	key.org.uk/aboutus/
Key Partnerships	
Strategic arrangements with other organisations	key.org.uk/aboutus/partnershipwithtag/

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2. Class 2: How We Deliver Our Functions And Services

Information about our work, our strategy, and policies for delivering functions and services and information for our service users.

The information we publish under Class 2 includes:	How to access it
List of services provided	key.org.uk/keyhousing/
How to report a repair	keyhousing/maintenanceandrepairs/repairs/
Right to Repair information	key.org.uk/keyhousing/maintenanceandrepairs/repairs/righttorepairscheme/
How to apply for a house	keyhousing/allocationsandhousingsolutions/
How to get information about tenancy support	key.org.uk/support/
How to make a complaint	key.org.uk/keyhousing/complaints/
How to speak to a housing officer	
How we consult with tenants and other customers to inform and improve service delivery and develop new services	key.org.uk/keyhousing/getinvolved/

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Policies and Procedures	
Allocations Policy	media/2022/b1-allocations-august-2015.pdf
Adaptations Policy	
Anti-Social Behaviour Policy	key.org.uk/media/2040/b15-anti-social-behaviour-and-neighbour-nuisance-february-2017.pdf
Asbestos Management Policy	key.org.uk/media/2725/asbestos-management.pdf
Arrears Management Policy	key.org.uk/keyhousing/rent
Asset Management Policy (including stock condition information)	
Customer Care Policy	
Data Protection Policy	key.org.uk/media/gtudhqzk/kha-and-community-lifestyles-dp-policy-2024.pdf
Environmental Information Regulations Policy (EIR)	key.org.uk/media/2732/environmental-information-regulations-eir-policy.pdf-copy.pdf

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Equality and Diversity Policy	key.org.uk/media/2673/policy-equal-opportunities.pdf
Estate Management Policy	
Health and Safety Policy and procedures	key.org.uk/media/2674/policy-health-and-safety-signed-copy.pdf
Legionnaires Inspection/Prevention Policy	key.org.uk/media/2726/legionella-management.pdf
Procurement Policy	key.org.uk/media/dzhd5s45/procurement-policy-2022.pdf
Risk Management Policy	key.org.uk/media/2681/policy-risk-management.pdf
Rent Setting Policy	key.org.uk/media/2536/b2-rent-policy-january-2019.pdf
Repairs Policy	
Sustainability Policy	key.org.uk/media/2675/policy-sustainability-environmental-management.pdf
Tenant Engagement Policy	
Tenancy Sustainment Policy	

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3. 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.

The information we publish under Class 3 includes:	How to access it
Consultation and Participation	
Reports of Inspections	
Public / Other Consultation Reports	
Tenant Participation Strategy	key.org.uk/keyhousing/getinvolved/myhomegroup/
Tenant Advisory Panel Composition	key.org.uk/keyhousing/getinvolved/myhomegroup/
Tenant Consultation Reports	key.org.uk/keyhousing/getinvolved/athomenewsletter/
Board Meetings	
Board Agendas	key.org.uk/aboutus/ourboard/minutesmeetingsagendas/
Approved Board Minutes	key.org.uk/aboutus/ourboard/minutesmeetingsagendas/
Approved Board Reports	

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4.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 been spent).

The information we publish under Class 4 includes:	How to access it
Information about our accounts and budgets	
Audited Accounts	key.org.uk/aboutus/ourboard/governancedocuments/
Financial management / budgeting policies and procedures	
Budget allocation to key service areas	
Annual Report & financial statements	
Spending relating to Staff and Board	
Senior Staff / Board Expenses	key.org.uk/aboutus/ourboard/governancedocuments/
Board remuneration other than expenses	
Pension Arrangements	

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Pay & Grading Structure	
Expenses Policy	
Our Programme of Works and Projects	
Brief details of any project funding and how it's spent	
Capital Works Programme / Plans Information	key.org.uk/keyhousing/maintenanceandrepairs/plannedreplacements/

5.Class 5: What We Spend And How We Spend It

Information about how we manage the human, physical and information resources of the authority.

The information we publish under Class 5 includes:	How to access it
Access to Facilities Policy	
Access to Personal Files Policy	
Adoption, Maternity, Paternity and Shared Parental Leave	
Alcohol Drugs & Substance Abuse Policy	

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Attendance Management Policy	

CCTV Code of Practice and Procedures	
Conflict of Interest Policy	
Disciplinary Policy	
Disclosure Handling Policy	
Equal Opportunities Policy	
Flexible Working Policy	
Hospitality Policy	
Information Communication & Technology Policy	
Job Evaluation Policy	
Learning Development and Qualifcations Policy	
Leave of Absence	
Mobile Phone Policy	
Pay Policy	

Pay Policy Salary Structure	
Pension Regulations Policy	

Recognition Policy	
Recruitment and Selection Policy	
Redundancy Policy	
Resolution of Difference Policy	
Respect Policy	
Retirement and Pension Policy	
Safeguarding Policy	
Smoking – Customer Statement	
Smoking Policy	
Social media	
Staff Uniform Policy	
Stress Policy	
Time Off for Union Duties and Activities Policy	
Transfer Policy	

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Travel & Expenses Policy	
Vehicle and Driving Policy	
Whistleblowing Policy	
Working Time Policy	
Volunteering Handbook	
Records Management	
Retention Schedule	

Freedom Of Information Policy	key.org.uk/media/ma4bejuw/key-housing-association-foi-policy-2024.pdf
Water Quality	
Environmental Reports	key.org.uk/keyhousing/whoweare/
Asset Strategy	
General description of our land and property holdings	key.org.uk/keyhousing/whoweare/
Energy and Sustainability Plan	
Recycling Rates	
Carbon Reduction Commitment	
Agreement with Trade Unions	

6. Class 6: How We Procure Goods And Services From External Providers

Information about how we procure goods and services, and our contracts with external providers.

The information we publish under Class 6 includes:	How to access it
Our Contractors and Suppliers	
Information about our key service delivery contractors, managing repairs and maintenance	key.org.uk/media/2717/key-service-delivery-contractors.pdf
Information about suppliers and contractors used by the organisation	key.org.uk/keyhousing/whoweare/ourpartnerships/
Our Procurement	
Procurement Policies and Procedures	
Become a Service Provider / How to Tender for Work	key.org.uk/keyhousing/whoweare/ourpartnerships/
Information about contracts awarded	key.org.uk/keyhousing/whoweare/ourpartnerships/
Links to procurement information we publish on Public Contracts Scotland Website	key.org.uk/keyhousing/whoweare/ourpartnerships/
Framework Agreements	

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7. Class 7: How We Are Performing

Information about how we perform as an organisation, and how well we deliver our functions and services.

The information we publish under Class 7 includes:	How to access it
Annual Report	key.org.uk/keyhousing/ourperformance/
ARC report to tenants	
Performance Standards/indicators	
Benchmarking information	
Complaints policy, guidance, and forms	
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes)	

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8. 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.

The information we publish under Class 8 includes:	How to access it
Key Housing Association does not hold or publish any information under this class.	N/A

9. Class 9: Our Open Data

Open data made available by the authority as described by the Scottish Government's Open Data Resource Pack, and available under an open licence.

The information we publish under Class 9 includes:	How to access it
Key Housing Association does not hold or publish any information under this class.	N/A

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