



## **Guide to Information**

## 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.

Provanhall 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 (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:

Format	Charge
Online	Free
View at our office	Free
Print in black and white	0.05p per A4 sheet
Print in colour	0.10p per A4 sheet
CD Rom	Per cost
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:

**Patricia Gallagher, Director. Email - [patricia@provanhallha.org.uk](mailto:patricia@provanhallha.org.uk)  
Telephone: 0141 771 4941**

## 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 Management Committee 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:

**Provanhall HA, 34 Conisborough Road, Easterhouse, Glasgow, G34 9QG**

**Email: [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk)**

**Tel: 0141 771 4941**

**Text: 07860 035864**

### **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>9</sup>

9 In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to Registered Social Landlords (RSLs) – Provanhall Housing Association is an RSL.

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 Provanhall Housing Association</b>	
<i>Information about Provanhall Housing Association, 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>	
Aims, Vision, Values, Strategic Objectives	<a href="https://www.provanhallha.org.uk/data/Provanhall_HA_Business_Plan_2019_2019_10_08_12_11_53.pdf">https://www.provanhallha.org.uk/data/Provanhall_HA_Business_Plan_2019_2019_10_08_12_11_53.pdf</a>
Area(s) of operation	<a href="https://www.provanhallha.org.uk/about-us/">https://www.provanhallha.org.uk/about-us/</a>
Business Plan	<a href="https://www.provanhallha.org.uk/data/Provanhall_HA_Business_Plan_2019_2019_10_08_12_11_53.pdf">https://www.provanhallha.org.uk/data/Provanhall_HA_Business_Plan_2019_2019_10_08_12_11_53.pdf</a>
<b>Location, contact details and opening arrangements</b>	
Contact Details	<a href="https://www.provanhallha.org.uk/contact-us/">https://www.provanhallha.org.uk/contact-us/</a>
Office Details, Contact Numbers and Opening Hours	<a href="https://www.provanhallha.org.uk/contact-us/">https://www.provanhallha.org.uk/contact-us/</a>
Contact details for making a complaint	<a href="https://www.provanhallha.org.uk/complaints/">https://www.provanhallha.org.uk/complaints/</a>
<b>Information relating to Freedom of Information</b>	
Publication Scheme and Guide to Information	THIS DOCUMENT
Charging Schedule for Published Information	THIS DOCUMENT (See Page X)
Contact details and advice on making an FOI request	AVAILABLE FROM NOVEMBER 2019
Freedom of Information policies and procedures	AVAILABLE FROM 11 NOVEMBER 2019
Charging Schedule for environmental information provided in response to requests made under EIRs	Available as of November 2019
<b>About our Governing Body</b>	
List of Management Committee Members	<a href="https://www.provanhallha.org.uk/management-committee/">https://www.provanhallha.org.uk/management-committee/</a>
Description of the role of the Management Committee	<a href="https://www.provanhallha.org.uk/data/Management_Committee_Role_descriptions_2019_09_09_16_03_15.pdf">https://www.provanhallha.org.uk/data/Management_Committee_Role_descriptions_2019_09_09_16_03_15.pdf</a> <a href="https://www.provanhallha.org.uk/data/Cttee_Structure_Policy_20">https://www.provanhallha.org.uk/data/Cttee_Structure_Policy_20</a>

	<a href="#">18_2019_10_08_12_51_25.pdf</a>
How to become part of the Management Committee	<a href="https://www.provanhallha.org.uk/event/view/26/">https://www.provanhallha.org.uk/event/view/26/</a>

### About our staff

List of senior management team, including professional biography and contact details	<a href="https://www.provanhallha.org.uk/staff/">https://www.provanhallha.org.uk/staff/</a> <a href="https://www.provanhallha.org.uk/data/Senior_Management_Team_Biographies_2019_10_08_14_29_15.pdf">https://www.provanhallha.org.uk/data/Senior_Management_Team_Biographies_2019_10_08_14_29_15.pdf</a> <a href="https://www.provanhallha.org.uk/staff-biographies-and-contact-details/">https://www.provanhallha.org.uk/staff-biographies-and-contact-details/</a>
Staff structure	<a href="https://www.provanhallha.org.uk/data/Staffing_and_Service_Delivery_Structure_2019_2019_10_08_14_28_42.pdf">https://www.provanhallha.org.uk/data/Staffing_and_Service_Delivery_Structure_2019_2019_10_08_14_28_42.pdf</a>

### Governance Documents and Corporate Policies

Rules	<a href="https://www.provanhallha.org.uk/constitution/">https://www.provanhallha.org.uk/constitution/</a>
Standing Orders	<a href="https://www.provanhallha.org.uk/constitution/">https://www.provanhallha.org.uk/constitution/</a>
Membership Policy	<a href="https://www.provanhallha.org.uk/policies/">https://www.provanhallha.org.uk/policies/</a>
Code of Conduct for Staff	<a href="https://www.provanhallha.org.uk/policies/">https://www.provanhallha.org.uk/policies/</a>
Code of Conduct for Management Committee Members	<a href="https://www.provanhallha.org.uk/policies/">https://www.provanhallha.org.uk/policies/</a>
Entitlements Payments and Benefits Policy	<a href="https://www.provanhallha.org.uk/policies/">https://www.provanhallha.org.uk/policies/</a>
Payment of Expenses	<a href="https://www.provanhallha.org.uk/policies/">https://www.provanhallha.org.uk/policies/</a>
Register of Interests	<a href="https://www.provanhallha.org.uk/register-of-interests/">https://www.provanhallha.org.uk/register-of-interests/</a>
Equalities Policy	<a href="https://www.provanhallha.org.uk/policies/">https://www.provanhallha.org.uk/policies/</a>
Health and Safety Policy	Available upon request – our Health and Safety Manual is provided via our membership of EVH and is under constant review.
Sustainability Policy	<a href="https://www.provanhallha.org.uk/data/Sustainability_policy_2017_2019_10_10_14_06_14.pdf">https://www.provanhallha.org.uk/data/Sustainability_policy_2017_2019_10_10_14_06_14.pdf</a>

### Relationship with Regulators

Engagement plan with Scottish Housing Regulator	<a href="https://directory.scottishhousingregulator.gov.uk/2019%20Documents/Provanhall%20Housing%20Association%20Ltd%20EP.pdf">https://directory.scottishhousingregulator.gov.uk/2019%20Documents/Provanhall%20Housing%20Association%20Ltd%20EP.pdf</a>
Assurance Statement	Available From November 2019
Annual Return on	<a href="https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LatoZNameQS=FD337F70-CFA9-E311-93F1-">https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LatoZNameQS=FD337F70-CFA9-E311-93F1-</a>

Charter Submission to SHR	<a href="#">005056B555E6</a>
Financial Returns to SHR	<a href="https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtozNameQS=FD337F70-CFA9-E311-93F1-005056B555E6">https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtozNameQS=FD337F70-CFA9-E311-93F1-005056B555E6</a>
Charter report to tenants	<a href="https://www.provanhallha.org.uk/landlord-reports/">https://www.provanhallha.org.uk/landlord-reports/</a>
Internal and External Audit arrangements	Internal Auditor – Wylie Bisset. Appointed for period 2018-2021 <a href="https://www.wyliebisset.com/">https://www.wyliebisset.com/</a>  External Auditor – Scott Moncrieff. Appointed 2017. <a href="https://www.scott-moncrieff.com/">https://www.scott-moncrieff.com/</a>
<b>Group Details</b>	
Details of our subsidiaries/parent organisation	Not Applicable.
<b>Key Partnerships</b>	
Strategic agreements with other organisations	Not Applicable
<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>	
<b>How to use our services</b>	
List of services provided	<a href="http://www.provanhallha.org.uk">www.provanhallha.org.uk</a>
How to report a repair	<a href="https://provanhallha.org.uk/non-emergency-repairs/">https://provanhallha.org.uk/non-emergency-repairs/</a>
Right to Repair information	<a href="https://provanhallha.org.uk/data/Right%20to%20Repair%20policy%202018%2011%2008%2011%2032%2019.pdf">https://provanhallha.org.uk/data/Right to Repair policy 2018_11 08 11 32 19.pdf</a> <b>Currently under Review</b>
How to apply for a house	<a href="https://provanhallha.org.uk/how-to-apply/">https://provanhallha.org.uk/how-to-apply/</a>
How to get information about tenancy support	<a href="https://www.provanhallha.org.uk/contact-your-housing-services-officer/">https://www.provanhallha.org.uk/contact-your-housing-services-officer/</a>
How to make a complaint	<a href="https://provanhallha.org.uk/complaints/">https://provanhallha.org.uk/complaints/</a>
How to speak to a housing officer	<a href="https://www.provanhallha.org.uk/contact-your-housing-services-officer/">https://www.provanhallha.org.uk/contact-your-housing-services-officer/</a>
<b>How we consult with tenants and other customers to inform and improve service delivery and develop new services</b>	
<b>Policies and Procedures</b>	
Allocations Policy	<a href="https://www.provanhallha.org.uk/policies/">https://www.provanhallha.org.uk/policies/</a>
Adaptations Policy	We have an adaptations Procedure <a href="https://www.provanhallha.org.uk/data/Disabled_Adaptations_Procedure_December_2015_2019_10_17_12_55_58.pdf">https://www.provanhallha.org.uk/data/Disabled Adaptations Procedure December 2015 2019 10 17 12 55 58.pdf</a>
Anti-Social Behaviour Policy	<a href="https://www.provanhallha.org.uk/policies/">https://www.provanhallha.org.uk/policies/</a>

Where to access	
Asbestos Management Policy	N/A. Covered in Health and Safety control manual.
Rent Management Policy	<a href="https://www.provanhallha.org.uk/data/Rent_Management_Policy_2019_10_10_15_06_44.pdf">https://www.provanhallha.org.uk/data/Rent_Management_Policy_2019_10_10_15_06_44.pdf</a>
Asset Management Policy (including stock condition information)	We do not have an Asset Management policy. We have a Repairs & Maintenance Policy. <a href="https://www.provanhallha.org.uk/data/Repairs_&amp;_Maintenance_Policy_2019_10_10_15_26_42.pdf">https://www.provanhallha.org.uk/data/Repairs_&amp;_Maintenance_Policy_2019_10_10_15_26_42.pdf</a>
Customer Care Policy	N/A
Data Protection Policy	<a href="https://www.provanhallha.org.uk/data-protection/">https://www.provanhallha.org.uk/data-protection/</a>
Equality and Diversity Policy	<a href="https://www.provanhallha.org.uk/data/equality_and_diversity_policy_2018_11_08_10_10_50.pdf">https://www.provanhallha.org.uk/data/equality_and_diversity_policy_2018_11_08_10_10_50.pdf</a>
Estate Management Policy	<a href="https://www.provanhallha.org.uk/data/Estate_Management_Policy_2019_10_10_15_12_20.pdf">https://www.provanhallha.org.uk/data/Estate_Management_Policy_2019_10_10_15_12_20.pdf</a>
Health and Safety Policy and procedures	A copy of our Health and Safety Manual is available upon request. Due to the nature of this manual it is kept under constant review.
Legionnaires Inspection/Prevention Policy	Contained within Health And Safety Manual which is available upon request.
Procurement Policy	<a href="https://www.provanhallha.org.uk/data/Procurement_Policy_June_14_2019_10_15_15_24_24.pdf">https://www.provanhallha.org.uk/data/Procurement_Policy_June_14_2019_10_15_15_24_24.pdf</a> <b>Currently under review</b>
Risk Management Policy	<a href="https://provanhallha.org.uk/data/Risk_Management_policy_2019_10_10_15_17_04.pdf">https://provanhallha.org.uk/data/Risk_Management_policy_2019_10_10_15_17_04.pdf</a>
Rent and Service charge Policy	<a href="https://provanhallha.org.uk/data/Policy_Oct_2018_2019_10_10_15_19_38.pdf">https://provanhallha.org.uk/data/Policy_Oct_2018_2019_10_10_15_19_38.pdf</a>
Repairs Policy	<a href="https://www.provanhallha.org.uk/data/Repairs_&amp;_Maintenance_Policy_2019_10_10_15_26_42.pdf">https://www.provanhallha.org.uk/data/Repairs_&amp;_Maintenance_Policy_2019_10_10_15_26_42.pdf</a>
Sustainability Policy	<a href="https://www.provanhallha.org.uk/data/Sustainability_policy_2017_2019_10_10_14_06_14.pdf">https://www.provanhallha.org.uk/data/Sustainability_policy_2017_2019_10_10_14_06_14.pdf</a>
Tenant Engagement Policy	<a href="https://provanhallha.org.uk/policies/">https://provanhallha.org.uk/policies/</a>
Tenancy Sustainment Policy	See: <a href="https://www.provanhallha.org.uk/policies/">https://www.provanhallha.org.uk/policies/</a> <ul style="list-style-type: none"> <li>• Allocations policy</li> <li>• Estate Management Policy</li> <li>• Anti – Social Behaviour policy</li> </ul>
Internal procedures relating to above (where available)	N/A

### **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.*

#### **Governing Body Meetings**

Governing body meeting minutes	<a href="https://www.provanhallha.org.uk/freedom-of-information/">https://www.provanhallha.org.uk/freedom-of-information/</a>
Governing body meeting reports/papers	<a href="https://www.provanhallha.org.uk/freedom-of-information/">https://www.provanhallha.org.uk/freedom-of-information/</a>
Governing body agendas	<a href="https://www.provanhallha.org.uk/freedom-of-information/">https://www.provanhallha.org.uk/freedom-of-information/</a>

#### **Consultation and Participation**

Tenant Participation Strategy	<a href="https://provanhallha.org.uk/policies/">https://provanhallha.org.uk/policies/</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	<a href="https://www.provanhallha.org.uk/tenant-satisfaction-survey-results-2019/">https://www.provanhallha.org.uk/tenant-satisfaction-survey-results-2019/</a>

### **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 actually been spent).*

#### **Information about our accounts and budgets**

Description of funding sources	<a href="https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=FD337F70-CFA9-E311-93F1-005056B555E6">https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=FD337F70-CFA9-E311-93F1-005056B555E6</a>
Audited accounts	<a href="https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=FD337F70-CFA9-E311-93F1-005056B555E6">https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtoZNameQS=FD337F70-CFA9-E311-93F1-005056B555E6</a>
Budget policies and procedures	<a href="https://www.provanhallha.org.uk/data/Finance_Procedures_April_2018_2019_10_15_12_58_08.pdf">https://www.provanhallha.org.uk/data/Finance_Procedures_April_2018_2019_10_15_12_58_08.pdf</a>
Budget allocation to key service areas	<a href="https://www.provanhallha.org.uk/data/2019_20_Budget_2019_10_15_12_55_24.pdf">https://www.provanhallha.org.uk/data/2019_20_Budget_2019_10_15_12_55_24.pdf</a>

#### **Our programme of work and projects**

##### **Brief details of any project funding and how it's being spent**

<b>Capital works programme/plans information (annual programme figure)</b>	2019 -2020 Phase 13 New Build development consisting of 26 mixed sized properties for rent. Anticipated completion April 2020. Total development cost £3,686,315 Grant funding £2,053,584 Other funding £1,632,731
--	---

#### **Spending relating to Staff and Governing Body**

Expenses policies and procedures	<a href="https://www.provanhallha.org.uk/data/Payment_of_Expenses_policy_2019_10_08_15_25_35.pdf">https://www.provanhallha.org.uk/data/Payment_of_Expenses_policy_2019_10_08_15_25_35.pdf</a>  Staff expenses are paid in line with EVH/Unite the union agreed rates. These are updated annually. Rates for 2019 can be found here.  <a href="https://www.provanhallha.org.uk/data/Salaries2019_2019_10_15_12_23_32.pdf">https://www.provanhallha.org.uk/data/Salaries2019_2019_10_15_12_23_32.pdf</a>
----------------------------------	--



Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation	<a href="https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LatoZNameQS=FD337F70-CFA9-E311-93F1-005056B555E6">https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LatoZNameQS=FD337F70-CFA9-E311-93F1-005056B555E6</a>
Board member remuneration other than expenses	N/A
Pay and grading structure (levels of pay rather than individual salaries)	<a href="https://www.provanhallha.org.uk/data/Salaries2019_2019_10_15_12_23_32.pdf">https://www.provanhallha.org.uk/data/Salaries2019_2019_10_15_12_23_32.pdf</a>

General information about staff pension scheme

<https://www.tpt.org.uk/schemes/shaps-db-employer>  
<https://www.tpt.org.uk/schemes/shaps-dc-employer>

## 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	We are full members of Employers In Voluntary housing (EVH). <a href="https://www.evh.org.uk/about-us">https://www.evh.org.uk/about-us</a>
Staffing structure	<a href="https://www.provanhallha.org.uk/data/Staffing_and_Service_Delivery_Structure_2019_2019_10_08_14_28_42.pdf">https://www.provanhallha.org.uk/data/Staffing_and Service Delivery Structure 2019 2019 10 08 14 28 42.pdf</a>
Human resources policies, covering: <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>	<a href="https://www.evh.org.uk">https://www.evh.org.uk</a>  Salary and grading: <a href="https://www.provanhallha.org.uk/data/Salaries2019_2019_10_15_12_23_32.pdf">https://www.provanhallha.org.uk/data/Salaries2019_2019_10_15_12_23_32.pdf</a>  Pensions: <a href="https://www.tpt.org.uk/schemes/shaps-db-employer">https://www.tpt.org.uk/schemes/shaps-db-employer</a> <a href="https://www.tpt.org.uk/schemes/shaps-dc-employer">https://www.tpt.org.uk/schemes/shaps-dc-employer</a>  Staff Development: <a href="https://provanhallha.org.uk/policies/">https://provanhallha.org.uk/policies/</a>  Retention of records: <a href="https://www.provanhallha.org.uk/data/Data_Retention_Periods_2019_10_10_16_09_56.pdf">https://www.provanhallha.org.uk/data/Data Retention Periods 2019 10 10 16 09 56.pdf</a>  All other policies in this section are contained within Staff terms and conditions of employment documents which are developed by EVH and unite the union. Please specify if you require any individual one of these sections.
Internal procedures relating to the above (where available)	N/A
Trade Union information	<a href="https://unitetheunion.org/">https://unitetheunion.org/</a>
Summary of professional organisations/trade bodies	SFHA - <a href="https://www.sfha.co.uk/">https://www.sfha.co.uk/</a> EVH - <a href="https://www.evh.org.uk/">https://www.evh.org.uk/</a> SHARE - <a href="https://share.org.uk">https://share.org.uk</a>

of which we are a member	PAIH- <a href="https://www.paih.org/">https://www.paih.org/</a>  As members of EHRA: Stonewall Scotland - <a href="https://www.stonewallscotland.org.uk/">https://www.stonewallscotland.org.uk/</a> Poverty Alliance – <a href="http://www.povertyalliance.org">www.povertyalliance.org</a>
<b>Physical Resources</b>	
Management of our land and property assets, including environmental/sustainability reports	N/A
General description of our land and property holdings	N/A
Estate development plans	N/A
<b>Information Resources</b>	
Records management policy and records management plan, including records retention schedule	<a href="https://www.provanhallha.org.uk/data/Data_Retention_Periods_2019_10_10_16_09_56.pdf">https://www.provanhallha.org.uk/data/Data_Retention_Periods_2019_10_10_16_09_56.pdf</a>
Data protection or privacy policy	<a href="https://www.provanhallha.org.uk/data/Privacy_Policy_2018_2019_10_10_14_43_35.pdf">https://www.provanhallha.org.uk/data/Privacy_Policy_2018_2019_10_10_14_43_35.pdf</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: • responsive repairs • landscape maintenance • planned/cyclical maintenance	Scotia Plumbing & Heating 1 Lonmay Road, Glasgow G33 4EL  Shiels Construction & Joinery Maintenance 239 Blairtummock Road, Glasgow G33 4ED  Garring Electrical Unit N24, Clyde Workshops, Fullarton Road, Glasgow G32 8YL
List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy)	<a href="https://www.provanhallha.org.uk/data/List_Of_Suppliers_2019_10_17_13_03_23.pdf">https://www.provanhallha.org.uk/data/List_Of_Suppliers_2019_10_17_13_03_23.pdf</a>
Information about regulated procurement contracts awarded (value, scope, duration)	Bathroom Replacement Term Contract Value: £109,731 Scope: 46 properties Duration: 2019-2014  Controlled Entry Replacement Term Contract Value: Tender October 2019 Scope: 94 properties

	<p>Duration: 2019-2023</p> <p>Painterwork Term Contract Value: Tender December 2019 Scope: 488 properties Duration: 2019-2023</p> <p>Smoke Detector Replacement Contract Value: Tender October 2019 Scope: 488 properties Duration: 2019-2021</p>
--	---

### Our Procurement

Procurement Policy and procedures	<p><a href="https://www.provanhallha.org.uk/data/Procurement_Policy_June_14_2019_10_15_15_24_24.pdf">https://www.provanhallha.org.uk/data/Procurement_Policy_June_14_2019_10_15_15_24_24.pdf</a> Review will be available as of December 2019</p>
Information on how to tender for work and invitations to tender	<p><a href="https://www.provanhallha.org.uk/data/Procurement_Policy_June_14_2019_10_15_15_24_24.pdf">https://www.provanhallha.org.uk/data/Procurement_Policy_June_14_2019_10_15_15_24_24.pdf</a></p>
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	<p>Bathroom Replacement Term Contract, Value: £109,73, Duration: 2019-2014, Supplier: MCN</p> <p>Controlled Entry Replacement Term Contract Value: Tender October 2019, Duration: 2019-2023, Supplier: TBC</p> <p>Painterwork Term Contract, Value: Tender December 2019, Duration: 2019-2023, Supplier: TBC</p> <p>Smoke Detector Replacement Contract, Value: Tender October 2019, Duration: 2019-2021, Supplier: TBC</p>
Links to procurement information we publish on Public Contracts Scotland website	Not available
Framework Agreements	<p>Reactive Maintenance Framework Contract Duration: 2019-2023 <a href="https://www.provanhallha.org.uk/data/Framework_Lots_2_019_10_17_13_36_42.pdf">https://www.provanhallha.org.uk/data/Framework_Lots_2_019_10_17_13_36_42.pdf</a></p>

### 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	<a href="https://www.provanhallha.org.uk/annual-reports/">https://www.provanhallha.org.uk/annual-reports/</a>
ARC report to tenants	<a href="https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtozNameQS=FD337F70-CFA9-E311-93F1-005056B555E6">https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtozNameQS=FD337F70-CFA9-E311-93F1-005056B555E6</a>
Performance Standards/indicators	<a href="https://www.provanhallha.org.uk/our-performance/">https://www.provanhallha.org.uk/our-performance/</a>
Benchmarking information	<a href="https://www.provanhallha.org.uk/our-performance/">https://www.provanhallha.org.uk/our-performance/</a>

Complaints policy, guidance and forms	<a href="https://provanhallha.org.uk/complaints/">https://provanhallha.org.uk/complaints/</a>
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes).	<a href="https://provanhallha.org.uk/data/ProvanhallHA_AnnualReport1819_final_2019_09_25_10_17_33.pdf">https://provanhallha.org.uk/data/ProvanhallHA_AnnualReport1819_final_2019_09_25_10_17_33.pdf</a>

**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*

This class does not apply to Provanhall Housing Association as we do not produce any publications for sale.

**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 Provanhall Housing Association	Not applicable
---	----------------