

Guide to Information

August 2026

GENERAL - EXTERNAL

Riverside Scotland - Guide to Information

Last Reviewed – October 2025

At a glance – terms used in this document

Term Used	Explanation
FOISA	Freedom of Information (Scotland) Act 2002 *Places a duty on those organisations covered to proactively publish certain types of information, to respond to requests for information and to provide advice and assistance to those making requests for information.*
EIRs	Environmental Information Regulations (Scotland) 2004 *Deriving from European Directive 2003/4/EC on access to environmental information; those organisations covered by EIR have a duty to respond to requests for environmental information.*
SIC	The Scottish Information Commissioner *Who is responsible for ensuring that those bodies covered by FOISA and EIR comply with the terms of the legislation.*
MPS	Model Publication Scheme *Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it).*
Guide to Information	*A guide that all organisations, subject to FOISA and adopting the MPS, must produce to help people access the information it makes available.*
Classes of Information	*Nine broad categories describing the types of information authorities should publish (if they hold it).*

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.

Riverside Scotland 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 at the Summary of Charging Schedule section.

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 your Tenant Partner, or email **freedomofinformation@riverside.org.uk**

Summary of Charging Schedules

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises. We may charge for providing information to you, but we will charge you no more than it costs us to do so. We will always tell you what the cost is before providing the information to you. Our photocopying charge per side of paper is shown in the tables below:

Black and White Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Colour Photocopying

Size of Paper	Pence per sheet
A4	20p
A3	40p

Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run. We do not pass on any other costs to you in relation to our published information.

Charges for information which is not available under the scheme

If you submit a request to us for information which is not available in this Guide, the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £100 or less to process
- Where information costs between £100 and £600 to provide, you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500
- We are not obliged to respond to requests which will cost us over £600 to process

- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £20 per person per hour
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you
- In the event that we decide to impose a charge, we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request, there will be no charge to you.

Charges for Environmental Information are detailed within the EIR rather than FOISA.

The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage.

If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge.

If you decide not to proceed with the request there will be no charge to you. Charges are calculated based on the actual cost to Riverside Scotland of providing the information:

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £20 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charges for requesting for your own personal data

There is no charge for requesting your own personal data under the Data Protection Law Right Of Access/Subject Access Request. We must provide a copy of the information free of charge.

However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee must be based on the administrative cost of providing the information.

Further information on Data Protection and your data can be found on the Riverside Privacy Notice page. Click here to access.

Information that we cannot publish

Whilst we strive to promote openness and transparency in rare cases there may be some information that we cannot make available. For example, if we were to publish certain Board minutes, it could reveal personal details about an individual and therefore would be a breach of our data protection obligations if we made this publicly available.

Other exemptions, to name a few, include if the information is considered to be confidential or commercially valuable.

When an exemption prevents us from disclosing certain information, we will always be transparent and granular in highlighting the reasons for this.

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.

Our Guide to Information will contain a 'last reviewed' date showing when the document was last reviewed, to ensure it contains the most up to date information.

We will update the contents of our Guide to Information on a quarterly basis.

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:

Freedom of Information Requests

Riverside Scotland

44-46 Bank Street

Irvine

KA12 0LP

Or email;

freedomofinformation@riverside.org.uk

Or click the below link;

Freedom of Information request form - Riverside Scotland

The Information that we make available to you

Under the Model Publication Scheme, the information we provide must be listed under certain "classes" of information. These are the categories of information that are detailed below. As FOISA 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 classes of information and type of information contained within, applicable to our organisation and publicly available, are outlined below:

Information	**Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]**
Class 1 - About Riverside Scotland *Information about Irvine Housing Association, who we are, where to find us, how to contact us, how we are managed and our external relations*.	
Descriptions of who we are	
Our Purpose	Who we are | Riverside Scotland
Our Vision and Values	Our corporate strategy | Riverside Scotland
Area(s) of operation	Apply for social housing | Riverside Scotland
Key activities; strategic/corporate plan(s)	Our corporate strategy | Riverside Scotland
Business Plan (or summary)	Business-Plan-Summary-September-25.pdf

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

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Location and opening arrangements	
Address	Contact us - Riverside Scotland Contact and feedback | Riverside Scotland
Telephone number	
Email address – general enquiries	
Opening times	
General contact details	
Contact details for making a complaint	Customer feedback | Complaints | Riverside Scotland
Information relating to Freedom of Information	
Publication Scheme and Guide to Information	Guide to Information
Charging Schedule for Published Information	Guide to Information
Contact details and advice on making a FOISA request	Freedom of Information | Riverside Scotland
Freedom of Information and Environmental Information Policy	Freedom of Information and Environmental Information Policy - Riverside Scotland
Charging Schedule for environmental information provided in response to requests made under EIRs	Guide to information | Riverside Scotland
About our Board	
List of Board Members • Names • When they became a Board member • Professional biographical details • Office-bearing responsibilities • When they became an office-bearer	Board Member Profiles - Riverside Scotland

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Description of the role of the Board • Governance structure chart (including Audit & Risk Committee); • Remits for Board • Audit & Risk Committee	Governance-Structure.pdf BOARD-TERMS-OF-REFERENCE.pdf Audit-and-Risk-Terms-of-Reference.pdf
How to become part of the Board	Join our Board - Riverside Scotland
Declaration of Interest Register	Declaration-of-Interest-Register
About our staff	
List of senior management team, including professional biography and contact details	Riverside Scotland Management Team
Find out about our management team and organisational structure	Riverside Scotland Management Team
Governance Documents and Corporate Policies	
Rules	About Riverside Scotland | Riverside Scotland
Standing Orders	Standing-Orders
Membership Policy	Membership Policy - Riverside Scotland
Code of Conduct for Employees	Code-of-Conduct-Policy.pdf
Code of Conduct for Board and Committee Members – Board Documents and Information section	Code-of-Conduct-for-Board
Equality, Diversity and Inclusion Policy	Equality, diversity and inclusion policy - Riverside
Health, Safety and Environment Policy	Health, Safety and Environment policy - Riverside
Entitlements, Payments and Benefits Policy	Entitlements, Payments, and Benefits Policy - Riverside Scotland

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Relationship with Regulators	
Engagement plan with Scottish Housing Regulator	Engagement plan from 1 April 2025 to 31 March 2026 | Scottish Housing Regulator
Assurance Statement	Annual-Assurance-Statement
Annual Return on Charter Submission to SHR	Annual-Return-on-Charter-Submission-to-SHR
Financial Returns to SHR	Financial Returns to SHR - Riverside Scotland
Landlord Report	Riverside Scotland reports
Internal and External Audit arrangements	Internal-and-External-Auditor-Details.pdf
Group Details	
Details of our parent and subsidiary organisations	Class 1: About Riverside Scotland | Riverside Scotland Riverside Scotland is a trading name of Irvine Housing Association and is a subsidiary of The Riverside Group Limited (TRGL). TRGL's parental status is achieved through Riverside Scotland's Rules with provide for TRGL to have a Parental Share in Riverside Scotland. The Parental Share gives additional powers to TRGL beyond those of any other shareholding member. The specific power, that creates the subsidiary status, is to appoint and dismiss the Board of Riverside Scotland. The relationship between Riverside Scotland and TRGL is further detailed in the Constitutional Partnership Agreement between the organisations which was made in October 2011. Riverside Scotland has one subsidiary, Thistle Housing Services Limited (THSL). Riverside Scotland is the only shareholder of THSL. THSL does not currently trade.

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Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Key Partnerships	
Strategic agreements with other organisations	Class 1: About Riverside Scotland | Riverside Scotland Strategic agreements with other organisations ○ Common Allocation Policies with: ▪ North Ayrshire ▪ SEARCH ▪ Homes 4D&G ▪ South Ayrshire Council
Class 2 – How we deliver our functions and services *Information about our work, our strategy and policies for delivering services and information for our service users.*	
How to use our services	
List of services provided	Riverside Scotland I Social Housing I Scotland
How to report a repair	Report a repair - Riverside Scotland
Right to Repair information	Repairs Responsibilities - Riverside Scotland
How to apply for a house	Find homes with Riverside Scotland
How to get information about tenancy support	Money advice - Riverside Scotland
How to make a complaint	Customer feedback | Complaints | Riverside Scotland
How to speak to a housing officer	Contact us - Riverside Scotland
How we consult with tenants and other customers to inform and improve service delivery and develop new services	Have your say | Riverside Scotland
Policies and Procedures - We have a range of policies that guide how we provide services and make decisions, view them here.	Our policies - Riverside Scotland

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
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.*	
Board Meetings	
Board Meetings and AGMs	Riverside Scotland Board Minutes
Consultation and Participation	
Customer Involvement Strategy – • Tenant Sounding Board • Service Improvement Group • Join Our Board and Tenants and Residents Groups	Have your say | Riverside Scotland
Consultation reports noting the outcome of any recent consultations with tenants/others	Service Improvement Group (Scrutiny) - Riverside Scotland
Registered Tenant Organisations Register	Tenants and Residents Associations - Riverside Scotland

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
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	Funding-Sources.pdf
Audited accounts	Financial statements from Riverside
Budget policies and procedures (Financial Regulations)	Available on-line (see Published Information section)
Budget allocation to key service areas	Budget-Allocation-to-Key-Service-Areas-2025.26.pdf
Our programme of work and projects	
Brief details of any project funding and how it's being spent	Aids and Adaptations - Riverside Scotland
Capital works programme/plans information (annual programme figure)	Planned Maintenance - Riverside Scotland
Spending relating to Staff and Board	
Code of Conduct for Board and Committee Members	Code-of-Conduct-Policy.pdf
Senior Staff Expenses Report	Freedom of Information: Expenses Reports - Riverside Scotland
Board member expenses at category level e.g. travel, subsistence and accommodation	Freedom of Information: Expenses Reports - Riverside Scotland
Board member remuneration other than expenses	We currently do not remunerate our Board members
Pay and grading structure (levels of pay rather than individual salaries)	Pay-and-Grading-Structure-Disclosure.pdf

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
General information about staff pension scheme	Riverside Scotland offers a defined contribution pension scheme to employees. This scheme is The Legal and General WorkSave Mastertrust operated by Legal and General Resources Limited. The contribution rates vary from the auto-enrolment rate of 3% by the employee and 5% by the employer, to of 6% by the employee and a maximum of 12% by the employer.
Class 5 – How we manage our resources Information about how we manage our human, physical and information resources	
Human resources	
Staffing structure	Riverside Scotland Management Board
Human resources policies and procedures, covering:	• recruitment • performance management • salary and grading • discipline and grievance
Trade Union information	Union-Recognition-Agreement-sept-2018_Redacted.pdf
Summary of professional organisations/trade bodies of which we are a member:	• Scottish Federation of Housing Associations • Chartered Institute of Housing • Rural and Islands Housing Association Forum • Scottish Social Services Council • Ayrshire Chamber of Commerce Disclosure Scotland
Physical Resources	
General description of our land and property holdings	About Riverside Scotland | Riverside Scotland
Information Resources	
Group Data Retention Schedule	Group-Retention-Schedules.pdf
Data Protection and Privacy Policy Statement	Privacy - Riverside

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
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: • responsive repairs • landscape maintenance • planned/cyclical maintenance	Responsive-Repairs-Landscape-Maintenance-Planned-Cyclical-Maintenance
List of suppliers and contractors used by organisation (provided to staff under our Code of Conduct for Employees and Grant of Benefits)	Riverside-Scotland-Suppliers-Contractors
Information about regulated procurement contracts awarded (value, scope, duration)	Information-of-regulated-procurement-contracts-Nov-22.pdf
Our Procurement	
Procurement Policy and procedures • Information on how to tender for work and invitations to tender	Procurement at Riverside - Riverside
Links to procurement information we publish on Public Contracts Scotland website	Login - Public Contracts Scotland

Information	Where to access [HYPERLINKS BELOW TO DOCUMENTS/PUBLISHED INFORMATION SECTION OF OUR WEBSITE]
Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Performance Report to tenants (including ARC and Landlord Report)	Riverside Scotland reports
Performance Standards/KPIs	Performance Standards - Riverside Scotland
Benchmarking information (included in Landlord Report)	Riverside Scotland reports
Complaints policy	Complaints Policy - Riverside Scotland
Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual)	
Complaints Reports	Freedom of Information: Complaints Reports - Riverside Scotland
Listening to you – how we listen to the views of customers and act on them	Listening to you - Riverside Scotland
Tenant scrutiny reports	Service Improvement Group (Scrutiny) - Riverside Scotland
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 Riverside Scotland 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 Riverside Scotland	Not applicable

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