

## LISTER HOUSING CO-OPERATIVE LTD CHARGING SCHEME FOR INFORMATION

This paper explains when we may make a charge for our publications and how any charge will be calculated.

**Information on our website - available in our 'Guide to Information'**

There is no charge to view information on our website or at our office.

We may charge for providing the information (available on our website) to you if you cannot view it online and wish to have a copy. 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. You must pay this charge in advance before we will provide the information.

Size of paper/format	Pence per sheet/cost
A4 black & white	10p
A3 black & white	20p
A4 colour	20p
A3 colour	40p
Format: computer discs	£0.50p per CD-ROM
Memory stick	£8 per memory stick

### 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 (i.e. information available on our website).

### Charges for information which is not available in the 'Guide to Information':

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

#### Approach to charging for general Freedom of Information (Scotland) Act 2002 (FOISA) 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 £15 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.

### Approach to charging for Environmental Information

Environmental information is provided under the Environmental Information (Scotland) Regulations 2004 (EIRs) 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.

The charging structure for costs up to £600 is the same as for FOISA requests - seen above. 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.

### Charge for a request of your own personal data

There is no charge\* for requesting your own personal data under the General Data Protection Regulation (GDPR) using a 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.

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