

# GUIDE TO INFORMATION - Lister Housing Co-operative Ltd

using the  
Scottish Information Commissioner Model Publication Scheme 2018

## Terms Used

Term Used	Explanation
FOISA	The Freedom of Information (Scotland) Act 2002
EIRs	The Environmental Information (Scotland) Regulations 2004
MPS	The Model Publication Scheme A standard framework for authorities to publish information under FOISA approved by the Scottish Information Commissioner
MPS Principles	The six key principles with which all information published under the MPS must comply
Classes of Information	Nine broad categories describing the types of information authorities must publish (if they hold it)
SIC	The Scottish Information Commissioner
Guide to Information	A guide that every public authority adopting the MPS must produce to help people access the information it makes available

## About Lister Housing Co-operative

Lister is a registered social landlord (RSL) that provides good quality social rented housing to those in housing and medical need in Edinburgh. We are small, compared to some RSLs, with 185 tenement flats in and around Lauriston Place in the Old Town of Edinburgh. We have a strong desire to create a good community and environment for our tenants and their families to grow up and live in. All our tenants have a £1 share in the co-operative and at the AGM in June elect members of the Management Committee.

Our Management Committee provides the strategic direction for Lister and ensures that we try to attain and maintain the highest level of standards and performance.

## Introduction to Lister's Guide to Information

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and to publish information in accordance with that scheme. The publication scheme must:

- publish the classes of information that the authority makes routinely available

- tell the public how to access the information and whether information is available free of charge or on payment

Lister has been designated as a Scottish Public Authority by an order made under section 5 of the Act, known as the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013.

Lister has adopted the Model Publication Scheme 2018 (MPS) which has been produced and approved by the Scottish Information Commissioner. The MPS is a standard framework for Scottish public authorities to publish the information they hold.

You can see this scheme on our website at: Click <https://lister.coop/about-us/guide-to-information/> to access or by contacting us at the address in the Contact Us section if you prefer a copy to be provided to you in another format.

It is also available on the Scottish Information Commissioner's website. Click [here](#) to access.

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for Lister in relation to each class in the MPS 2018
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

## **The Model Publication Scheme Principles**

The MPS imposes six principles which govern the way we must make our information available through our Guide to Information:

- Principle 1: Availability and formats
- Principle 2: Exempt information
- Principle 3: Copyright and re-use
- Principle 4: Charges
- Principle 5: Advice and assistance
- Principle 6: Duration

### **Principle One: Availability and formats**

The information published through the MPS is, wherever possible, available on our website. In the Classes of Information section, select the class required.

We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see Principle 4: Charges).

If you have any difficulty identifying the information you want to access, then please contact us to help you.

Lister Housing Co-operative Ltd, 36 Lauriston Place, Edinburgh, EH3 9EZ

0131 229 6176 info@lister.coop

## Principle Two: Exempt information

We will publish all the information we hold that falls within the classes of information. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we will remove or redact (black out) the information before publication and explain why.

## Principle Three: Copyright and re-use

Where Lister holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied or reproduced accurately
- It is not used in a misleading context, and
- The source of the material is identified

Where Lister does not hold copyright in information we publish, we will make this clear.

## Principle Four: Charges

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 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 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. Please complete this form available on our website or here: <https://lister.coop/for-tenants/access-to-personal-data-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 GDPR can be found on the Information Commissioner's Office website. Click [here](#) to access. *Please note the ICO is a different organisation to the SIC.*

### Principle 5: Advice and Assistance

You can contact us for assistance about any aspect of this publication scheme or help to find and request information:

Lister Housing Co-operative Ltd, 36 Lauriston Place, Edinburgh, EH3 9EZ

0131 229 6176      info@lister.coop

We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of the publication scheme.

If you wish to make a request for information not contained in the publication scheme, you can also click on this link and complete our form <https://lister.coop/wp-content/uploads/2019/10/Lister-HC-FOI-EIR-Request-form.pdf?x28143>

### Principle 6: Duration

Once published through the Guide to Information, the Information will be available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available (previous versions may be requested from Lister under section 1(1) of FOISA).

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.

### Records Management Policy

Lister regards its records as a major asset of the organisation. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. Lister's Records Management Policy can be found in Classes of Information - Class 5.

## Classes of Information

The classes of information that we publish

We publish all the information that we hold within the following classes.

The classes are:

Class 1: About Lister

Class 2: How we deliver our functions and services

Class 3: How we take decisions and what we have decided

Class 4: What we spend and how we spend it

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: Our commercial publications

Class 9: Our open data

### Class 1: About Lister Housing Co-operative Ltd

**Information about Lister, who we are, where to find us, how to contact us, how we are managed and our external relations.**

We are an independent body with no subsidiaries, nor part of a group structure.

The information we publish under Class 1 includes:	How to access it
The Co-operative's aims and objectives	<a href="https://lister.coop/wp-content/uploads/2019/10/Aims-of-Lister-Housing-Co-op.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Aims-of-Lister-Housing-Co-op.pdf?x28143</a>
Business plan (Internal management plan)	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Business-plan-2019-20.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Business-plan-2019-20.pdf?x28143</a>
Lister's charter for our services	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Service-Charter.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Service-Charter.pdf?x28143</a>
Location of our activities	<a href="https://lister.coop/about-our-housing/">https://lister.coop/about-our-housing/</a>
Contact arrangements for the Lister office	<a href="https://lister.coop/contact-us/">https://lister.coop/contact-us/</a>
Model Publication Scheme 2018	<a href="http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx">http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx</a>
FOISA Guide to Information - <i>this document</i>	<a href="https://lister.coop/about-us/guide-to-information/">https://lister.coop/about-us/guide-to-information/</a>
Charging scheme for information sought	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Charging-policy-for-information.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Charging-policy-for-information.pdf?x28143</a>

How to make a FOISA / EIRs request	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-FOI-EIR-Request-form.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-FOI-EIR-Request-form.pdf?x28143</a>
FOISA policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-FOI-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-FOI-policy.pdf?x28143</a>
EIRs policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-EIRs-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-EIRs-policy.pdf?x28143</a>
About our Management Committee / Governance	
Information about our Management Committee	<a href="https://lister.coop/get-involved/find-out-more-about-the-management-committee/">https://lister.coop/get-involved/find-out-more-about-the-management-committee/</a>
Information on Management Committee members	<a href="https://lister.coop/about-us/management-committee/">https://lister.coop/about-us/management-committee/</a>
Our organisation chart and staff structure	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Organisation.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Organisation.pdf?x28143</a>
How to become part of the Management Committee	<a href="https://lister.coop/get-involved/find-out-more-about-the-management-committee/">https://lister.coop/get-involved/find-out-more-about-the-management-committee/</a>
Code of conduct for Management Committee members	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-MC-Code-conduct-Aug-2017.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-MC-Code-conduct-Aug-2017.pdf?x28143</a>
Rules of Lister (our constitution)	<a href="https://lister.coop/wp-content/uploads/2018/05/Lister-Model-Rules-2014.pdf?x28143">https://lister.coop/wp-content/uploads/2018/05/Lister-Model-Rules-2014.pdf?x28143</a>
Standing orders	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Standing-orders.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Standing-orders.pdf?x28143</a>
Entitlement Payments & Benefits policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-EPB-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-EPB-policy.pdf?x28143</a>
Register of interests	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Register-of-interests-2019-20-summary.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Register-of-interests-2019-20-summary.pdf?x28143</a>
Gift & hospitality policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Gift-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Gift-policy.pdf?x28143</a>
Membership policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Membership-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Membership-policy.pdf?x28143</a>
About our staff	
Staff list	<a href="https://lister.coop/about-us/staff/">https://lister.coop/about-us/staff/</a>
Code of conduct for staff	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Code-conduct-staff.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Code-conduct-staff.pdf?x28143</a>
Corporate policies	
Data protection policy/GDPR	<a href="https://lister.coop/for-tenants/access-to-personal-data-subject-access-request/">https://lister.coop/for-tenants/access-to-personal-data-subject-access-request/</a>
Equal opportunities policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Equal-opportunity-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Equal-opportunity-policy.pdf?x28143</a>
Health & safety policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-HS-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-HS-policy.pdf?x28143</a>
Risk management strategy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-</a>



	<a href="#">Risk-mgmt-strategy.pdf?x28143</a>
Sustainability policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Sustainability-Green-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Sustainability-Green-policy.pdf?x28143</a>
Unacceptable actions policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Unacceptable-actions-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Unacceptable-actions-policy.pdf?x28143</a>
Relationship to regulators	
Engagement plan with Scottish Housing Regulator (SHR)	<a href="https://lister.coop/wp-content/uploads/2019/06/Lister-Housing-Co-operative-Ltd-EP-April-19.pdf?x28143">https://lister.coop/wp-content/uploads/2019/06/Lister-Housing-Co-operative-Ltd-EP-April-19.pdf?x28143</a>
Assurance Statement to tenants and to the SHR	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-150-AS-2019-no-signature.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-150-AS-2019-no-signature.pdf?x28143</a>
Annual Return on Charter submission to SHR	<a href="https://directory.scottishhousingregulator.gov.uk/pages/lan_dlord.aspx?LAtozNameQS=5B35826A-CFA9-E311-93F1-005056B555E6">https://directory.scottishhousingregulator.gov.uk/pages/lan_dlord.aspx?LAtozNameQS=5B35826A-CFA9-E311-93F1-005056B555E6</a>
Annual report/Charter report to tenants	<a href="https://lister.coop/wp-content/uploads/2019/10/Charter-report-18-19-single-sided-web-reduced-photos.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Charter-report-18-19-single-sided-web-reduced-photos.pdf?x28143</a>
Financial Conduct Authority (FCA) Mutuels register	<a href="https://mutuals.fca.org.uk/Search/Society/20474">https://mutuals.fca.org.uk/Search/Society/20474</a>
External and Internal audit arrangements	External= Chiene+Tait <a href="https://www.chiene.co.uk/">https://www.chiene.co.uk/</a> Internal = Quinn IA&BSS <a href="https://quinninternalaudit.com/">https://quinninternalaudit.com/</a>
Key partnerships	
The ARCHIE alliance	<a href="https://lister.coop/wp-content/uploads/2019/10/ARCHIE-for-FOISA-Gtl.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/ARCHIE-for-FOISA-Gtl.pdf?x28143</a>

## 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
Our properties	<a href="https://lister.coop/about-our-housing/">https://lister.coop/about-our-housing/</a>
List of services provided	<a href="https://lister.coop/for-tenants/">https://lister.coop/for-tenants/</a>
Services to those seeking housing	
How to apply for a property at Lister	<a href="https://lister.coop/apply-for-housing/">https://lister.coop/apply-for-housing/</a>
Services to our tenants	
How to report a repair	<a href="https://lister.coop/for-tenants/repairs/">https://lister.coop/for-tenants/repairs/</a>
Right to repair information	<a href="https://www2.gov.scot/resource/doc/46737/0028749.pdf">https://www2.gov.scot/resource/doc/46737/0028749.pdf</a>
How to seek support from us on a range of issues	<a href="https://lister.coop/contact-us/">https://lister.coop/contact-us/</a>
How we consult with tenants and other customers	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Tenant-participation-strategy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Tenant-participation-strategy.pdf?x28143</a>
How to make a comment or a complaint	<a href="https://lister.coop/about-us/complaints-and-compliments/">https://lister.coop/about-us/complaints-and-compliments/</a>



Our housing management policies	
Allocation policy	<a href="https://lister.coop/wp-content/uploads/2019/04/Lister-HC-Allocations-policy-Feb2019.pdf?x28143">https://lister.coop/wp-content/uploads/2019/04/Lister-HC-Allocations-policy-Feb2019.pdf?x28143</a>
Transfer policy	<a href="https://lister.coop/wp-content/uploads/2019/01/Lister-HC-Transfer-policy-Jan-19.pdf?x28143">https://lister.coop/wp-content/uploads/2019/01/Lister-HC-Transfer-policy-Jan-19.pdf?x28143</a>
Asbestos management policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Asbestos-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Asbestos-policy.pdf?x28143</a>
Back green and garden policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Back-greens-Gardens-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Back-greens-Gardens-policy.pdf?x28143</a>
Domestic abuse - Tenants & applicants	<a href="https://lister.coop/wp-content/uploads/2019/11/Lister-HC-MC-Nov-2019-Item-11b-Domestic-abuse-Tenants-Applicants.pdf?x28143">https://lister.coop/wp-content/uploads/2019/11/Lister-HC-MC-Nov-2019-Item-11b-Domestic-abuse-Tenants-Applicants.pdf?x28143</a>
Estate management policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Estate-management-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Estate-management-policy.pdf?x28143</a>
Neighbour complaints procedure	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Neighbour-complaints-procedure.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Neighbour-complaints-procedure.pdf?x28143</a>
Repairs and maintenance policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Repair-Maintenance-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Repair-Maintenance-policy.pdf?x28143</a>
Rents and rent setting policies	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Rent-and-Rent-setting-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Rent-and-Rent-setting-policy.pdf?x28143</a>
Rent point mechanism	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Rent-point-mechanism.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Rent-point-mechanism.pdf?x28143</a>
Rent arrears policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Rent-arrears-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Rent-arrears-policy.pdf?x28143</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.

The information we publish under Class 3 includes:	How to access it
Management Committee agendas and reports	<a href="https://lister.coop/get-involved/management-committee-agenda-papers/">https://lister.coop/get-involved/management-committee-agenda-papers/</a>
Management Committee minutes	<a href="https://lister.coop/get-involved/management-committee-minutes/">https://lister.coop/get-involved/management-committee-minutes/</a>
Tenant participation strategy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Tenant-participation-strategy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Tenant-participation-strategy.pdf?x28143</a>
Other ways we communicate and involve people	<a href="https://lister.coop/get-involved/">https://lister.coop/get-involved/</a>
Registered Tenant Organisations	There are no RTOs at Lister at

	present
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### 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).

The information we publish under Class 4 includes:	How to access it
Funding sources	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Funding-sources-2019-20.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Funding-sources-2019-20.pdf?x28143</a>
Financial Statement 2018-19	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Fin-Stats-2018-19.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Fin-Stats-2018-19.pdf?x28143</a>
Annual report 2018-19	<a href="https://lister.coop/wp-content/uploads/2019/10/Charter-report-18-19-single-sided-web-reduced-photos.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Charter-report-18-19-single-sided-web-reduced-photos.pdf?x28143</a>
Annual budget	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-budget-19-20-final.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-budget-19-20-final.pdf?x28143</a>
Financial regulations	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Financial-Regulations.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Financial-Regulations.pdf?x28143</a>
Committee member/Senior staff expenses	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-expenses-claimed-2019-20.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-expenses-claimed-2019-20.pdf?x28143</a>
Staff pension - general information	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-staff-pension-arrangements.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-staff-pension-arrangements.pdf?x28143</a>
Pay & grading structure	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-pay-structure.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-pay-structure.pdf?x28143</a>
Donations policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Donations-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Donations-policy.pdf?x28143</a>

## Class 5: How we manage our human, physical and information resources

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
Accessibility and Lister's office	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Access-to-office-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Access-to-office-policy.pdf?x28143</a>
Alcohol Drugs & Substance Abuse Policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Alcohol-Drugs-misuse-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Alcohol-Drugs-misuse-policy.pdf?x28143</a>
Documents retention/Records management	<a href="https://lister.coop/about-us/freedom-of-information/">https://lister.coop/about-us/freedom-of-information/</a>
EVH Staff conditions of service	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Conditions-of-service.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Conditions-of-service.pdf?x28143</a>
Gift policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Gift-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Gift-policy.pdf?x28143</a>
Management Committee conflict of interest procedure	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Ctte-conflict-of-interest-procedure.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Ctte-conflict-of-interest-procedure.pdf?x28143</a>
Recruitment policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Recruitment-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Recruitment-policy.pdf?x28143</a>
Stress policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Stress-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Stress-policy.pdf?x28143</a>
Whistleblowing policy	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Whistleblowing-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Whistleblowing-policy.pdf?x28143</a>

## 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	How to access it
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includes:	
Procurement Policies	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Procurement-policy.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Procurement-policy.pdf?x28143</a>
Contracts register	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Contracts-register-2018-19.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Contracts-register-2018-19.pdf?x28143</a>

### 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
Charter & Target outcomes	<a href="https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Charter-target-outcomes-2018-19.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Lister-HC-Charter-target-outcomes-2018-19.pdf?x28143</a>
Annual Return on Charter to the SHR	<a href="https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtozNameQS=5B35826A-CFA9-E311-93F1-005056B555E6">https://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAtozNameQS=5B35826A-CFA9-E311-93F1-005056B555E6</a>
Annual report/Charter report	<a href="https://lister.coop/wp-content/uploads/2019/10/Charter-report-18-19-single-sided-web-reduced-photos.pdf?x28143">https://lister.coop/wp-content/uploads/2019/10/Charter-report-18-19-single-sided-web-reduced-photos.pdf?x28143</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.

The information we publish under Class 8 includes:	How to access it
Lister does not hold or publish any information under this class.	n/a

### 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
Lister does not hold or publish any information under this class.	n/a

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