

Information Category	What Should Be Available	Link to Web site
<p>About Us: who we are and what we do (Charter Outcome 2)</p> <p>Membership Register, Registers of Interests and of Gifts and Hospitality are available for inspection at the Association’s office during normal opening hours.</p>	<p>Descriptions of who you are: Vision. Values, Corporate Objectives; Area(s) of operation; Key activities; Strategic / corporate plan(s)</p> <p>All contained in the Corporate Management Plan</p>	<p>http://www.ochilviewha.co.uk/about/corporate-planning</p>
	<p>Location and Opening Arrangements: Address; telephone number for general enquiries (and dedicated lines where appropriate); opening times; contact arrangements; local / area office contact details</p>	<p>http://www.ochilviewha.co.uk/</p>
	<p>List of Governing Body Members (Committee Members) , including office-bearing responsibilities</p>	<p>http://www.ochilviewha.co.uk/about</p>
	<p>List of All staff including professional biography and contact details;</p> <p>Staff Structure</p> <p>Committee Structure (showing reporting arrangements)</p>	<p>People – Departments & Staff http://www.ochilviewha.co.uk/about/corporate-planning</p> <p>Corporate Management Plan – Staff Structure http://www.ochilviewha.co.uk/about/corporate-planning</p> <p>Corporate Management Plan – Committee Structure http://www.ochilviewha.co.uk/about/corporate-planning</p>
	<p>Constitutional Documents: Rules / Articles: include FCA, SHR, OSCR and other Registration numbers</p> <p>All registration numbers are available in Annual Report</p>	<p>Constitution & Corporate Operations: Rules 2014 http://www.ochilviewha.co.uk/about/constitution-and-corporate-operations</p>
	<p>Membership Policy</p>	<p>Becoming a Member http://www.ochilviewha.co.uk/about/becoming-member</p>

	How to become part of the Governing Body	Becoming a Member http://www.ochilviewha.co.uk/about/becoming-member
	SHR Regulatory Status	Constitution & Corporate Operations http://www.ochilviewha.co.uk/about/constitution-and-corporate-operations
	Code of Conduct for Governing Body Members Code of Conduct for Staff	Committee Code of Conduct 2017 http://www.ochilviewha.co.uk/about/constitution-and-corporate-operations Staff Code of Conduct 2016 http://www.ochilviewha.co.uk/about/constitution-and-corporate-operations
	Entitlements Payments and Benefits Policy	Policies & Procedures : Corporate & Finance http://www.ochilviewha.co.uk/about/policies-and-procedures
	Key Partnerships	Development and Strategic Collaborative Partnerships http://www.ochilviewha.co.uk/about/constitution-and-corporate-operations Strath For Housing Alliance Leaflet http://www.ochilviewha.co.uk/about/constitution-and-corporate-operations
How key decisions are made (Charter Outcome 2)	Description of role of Governing Body; Committee Structure Committee Remits	Corporate Management Plan http://www.ochilviewha.co.uk/about/corporate-planning Constitution & Corporate Operations: Committee Remits http://www.ochilviewha.co.uk/about/constitution-and-corporate-operations
	Tenant Consultation / Engagement Arrangements: Remit of Involved Residents Group	Tenant Zone: Involved Residents Group: Remit http://www.ochilviewha.co.uk/tenant-zone-

		content?tid=16
	Consultation Reports	http://www.ochilviewha.co.uk/tenant-zone-content?tid=17
	Corporate Management Plan 2017/2022	http://www.ochilviewha.co.uk/about/corporate-planning
	Standing Orders & Delegated Authority Financial Regulations	Policies & Procedures: Corporate & Finance http://www.ochilviewha.co.uk/about/policies-and-procedures
	Committee Decisions Register (Summary of Decisions)	Constitution & Corporate Operations http://www.ochilviewha.co.uk/about/constitution-and-corporate-operations
Where the money comes from and how it's spent (Charter Outcome 13)	Description of income and expenditure Contained in the Annual Report	Annual Report http://www.ochilviewha.co.uk/about/annual-report
	Audited Accounts (last 3 years)	http://www.ochilviewha.co.uk/content/financial-statements
	Capital works programme / planned maintenance plans Contained in Annual Budget	Financial Statements: Budget 2017/2018 http://www.ochilviewha.co.uk/content/financial-statements
	How we deliver Value for Money Included in annual Charter report	Tenant Zone: Charter Reports 2016/2017 Consultation http://www.ochilviewha.co.uk/tenant-zone-content
How we provide services (Charter Outcome 4)	List of Services Provided Included in annual Charter report	http://www.ochilviewha.co.uk/about/services
	How to report a repair; apply for a house; get information about tenancy support; make a complaint, speak to a housing officer etc	Applying for Rented Accommodation http://www.ochilviewha.co.uk/homehunt/applying-rented-accommodation Tenancy Sustainment Service http://www.ochilviewha.co.uk/content/tenancy-sustainment-service Complaints, Comments & Feedback

		http://www.ochilviewha.co.uk/people/complaints-comments-feedback Finding your Housing Officer http://www.ochilviewha.co.uk/people/finding-your-housing-officer
	How we consult with tenants and other customers to inform and improve service delivery and develop new services	Documents to be available to all Policies & Procedures: Human Resources: Communication Strategy 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures
Who we work with, including contractors and our agreements with them (Charter Outcome 4)	Information about key service delivery contractors e.g. responsive repairs, landscape maintenance, planned / cyclical maintenance Included in Annual Report	Annual Report http://www.ochilviewha.co.uk/about/annual-report
	Information about procurement contracts (regulated and others) awarded (value, scope, duration) Contracts Register	Contracts Register http://www.ochilviewha.co.uk/about/annual-report
	Right to Repair Information	Policies & Procedures: Property & Development http://www.ochilviewha.co.uk/about/policies-and-procedures
	Procurement Policy	Policies & Procedures: Governance: Corporate Procurement Policy 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures
	List of Suppliers and Contractors used by organisation (provided to staff under EPB Policy)	List of Contractors & Suppliers http://www.ochilviewha.co.uk/about/annual-report
How we measure and report performance (Charter Outcome 2)	ARC Report to Tenants	Tenant Zone: Current Live Consultations: Charter Report 2016/2017 Consultation http://www.ochilviewha.co.uk/tenant-zone-content?tid=12

	Performance Standards (Customer Services Standards)	Policies & Procedures: Customer Services Standards Policy 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures
	KPIs and Performance Reports	Performance Reports: Quarter 1 & 2 : April - June 2017 and July - Sept 2017 's Corporate Performance Report http://www.ochilviewha.co.uk/content/performance-report-201617 Performance Reports: Quarter 1 & 2 : April - June 2017 and July - Sept 2017's Compliance with Strategic Objectives http://www.ochilviewha.co.uk/content/performance-report-201617
	Benchmarking Information	Performance Reports: Charter 2016/2017 http://www.ochilviewha.co.uk/content/performance-report-201617
	Complaints Policy, Guidance and Forms	http://www.ochilviewha.co.uk/people/complaints-comments-feedback
	Complaints Reports:	Tenant Zone: Current Live Consultations: Complaints Reports http://www.ochilviewha.co.uk/tenant-zone-content?tid=12
	Tenancy Consultation Reports	Tenant Zone: Recent Consultations http://www.ochilviewha.co.uk/tenant-zone-content?tid=16
Key Policies (Charter Outcomes 1 & 2) In deciding the key policies that should be publicly available, reference has been made to the Charter outcomes	Allocations (Charter Outcomes 1,7,8,9, 10)	Policies & Procedures: Housing: Allocation Policy 2013 http://www.ochilviewha.co.uk/about/policies-and-procedures

and to the EIRs.		
	Adaptations (Charter Outcomes 1& 5)	Policies & Procedures: Property & Development: Housing: Adaptations Policy 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Anti-Social Behaviour (Charter Outcome 6)	Policies & Procedures: Housing: Anti-Social Behaviour Policy 2017 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Asbestos Management	Policies & Procedures: Property & Development: Housing: Asbestos Policy 2017 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Arrears Management (Charter Outcomes 7,8,9)	Policies & Procedures: Housing: Rent Arrears Policy 2016 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Asset Management (including stock condition information)	Policies & Procedures: Property & Development: Housing: Asset Management Strategy 2017 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Customer Care	Policies & Procedures: Customer Services: Customer Services & Standards Policy 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Data Protection	Policies & Procedures: Corporate & Finance: Data Protection, Access to Information and Confidentiality Policy 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Environmental Information (EIR)	Policies & Procedures: Health & Safety: Environmental Information – under review 2017 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Equality and Diversity (Charter Outcome 1)	Policies & Procedures: Corporate & Finance: Equality & Diversity Policy 2017

		http://www.ochilviewha.co.uk/about/policies-and-procedures
	Estate Management (Charter Outcome 6)	Policies & Procedures: Housing: Estate Management Policy 2016 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Health and Safety (EIR)	Policies & Procedures: Health & Safety: Health & Safety Policy 2017 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Legionella Inspection / Prevention	Policies & Procedures: Health & Safety: Legionella Policy 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Procurement	Policies & Procedures: Governance: Corporate Procurement Policy 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Risk Management	Policies & Procedures: Governance: Risk Management Framework 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures Policies & Procedures: Governance: Corporate Risk Register 2017/2018 (Qtrly) http://www.ochilviewha.co.uk/about/policies-and-procedures
	Rent Setting (Charter Outcomes 13,14,15)	Policies & Procedures: Housing: Rent Policy 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Repairs (Charter Outcome 5)	Policies & Procedures: Property & Development: Housing: Right to Repair Policy 2017 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Sustainability	Policies & Procedures: Governance: Corporate Sustainability Policy 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures

	Tenant Engagement (Charter Outcome 3) "Tenant Participation Strategy"	Policies & Procedures: Housing: Tenant Participation Strategy 2015 http://www.ochilviewha.co.uk/about/policies-and-procedures
	Tenancy Sustainment (Charter Outcome 11)	Policies & Procedures: Housing: Tenancy Sustainment 2017 : Being Developed http://www.ochilviewha.co.uk/about/policies-and-procedures
We advise that websites should carry a general statement that indicates the range of policies that are available on request / for inspection, in addition to those available directly from the website.	A general statement is also included to the effect of "If there is something that you are interested in seeing but isn't included in this list, please contact us"	Statement (under "Affiliations") http://www.ochilviewha.co.uk/