



# **GUIDE TO INFORMATION**

**Produced by Drumchapel Housing Co-operative Limited**

**Available through the  
Office of the Information Commissioner, Scotland (OSIC)  
Model Publication Scheme 2018**

## At a glance – terms used in this document

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

## About Drumchapel Housing Co-operative Ltd

The Co-operative is a Scottish Registered Charity No. SCO46239 and was originally set up in 1985 as a steering group and began business on the 28<sup>th</sup> January 1988 as Southdeen Housing Co-operative Limited. It was one of the original five pilot Fully Mutual Housing Co-operatives in Scotland and was instrumental in the establishment of the Confederation of Scottish Housing Co-operatives, the national representative of Community Ownership Groups in Scotland.

The Co-operative's Fully Mutual status means that all its tenants are members and as such have the right to vote and stand for membership of the Management Board. The Management Board is entirely composed of tenants of the Co-operative who oversee the running of the Co-operative which involves the employment of professional staff, making policy decisions, allocating and managing houses and ensuring that the guidelines of good practice as laid down by the Scottish Housing Regulator.

Based at 4 Kinclaven Avenue, Drumchapel G15 7SP, the Co-operative's main contact number is **0141 944 4902** and is open for business 0900-1700hrs (Mon-Thu) and 0900-1600hrs (Fri).

The office is closed every fourth Wednesday for staff training.

Staff can also be contacted by e-mail on [enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk), or our [DPO@drumchapelhc.org.uk](mailto:DPO@drumchapelhc.org.uk). We can also be contacted via Facebook messenger at <https://www.facebook.com/pg/DrumchapelHousingCooperative/> or by using the Co-operative's website contact form <https://www.drumchapelhc.org.uk/contact-us/>

## **Our Mission Statement, Vision and Values**

### **Mission Statement**

The Board considers our mission statement and have decided that it remains relevant, encompassing what the Co-operative seeks to achieve.

*Drumchapel Housing Co-operative is committed to providing an excellent service to our tenants and service users. We will work in partnership with the local community to provide good quality homes and create a better Drumchapel.*

### **Vision**

Our vision is that Drumchapel Housing Co-operative will be the landlord of choice in our neighbourhood, working with our customers, communities and local stakeholders to create an area where people choose to, and are happy, to live. Great service and value for money will be at our core and we will strive relentlessly to balance both.

### **Values**

The following values will shape how we do business to achieve our mission and the strategic objectives set out in this plan. They underpin all the work that we do.

**Excellence** – We are committed to providing a quality, customer focused service that demonstrates value for money. We will publicise information on how we are performing, welcoming challenge and feedback to continuously improve the effectiveness and relevance of the service we provide.

**Accountability** – Our Board and senior staff team will provide strong strategic leadership and oversight, with non-senior staff at the forefront of delivery, ensuring tenants' interests are protected in all that we do. We will ensure that our actions are transparent.

**Partnership Working** – We will work collaboratively with all sections of the local community. This includes working collectively and individually with our customers, other registered social landlords, and statutory and voluntary sector partners working in Drumchapel to improve the lives of our residents. We will continue to be a proactive member of the local community, seeking out new, innovative ways to address issues that impact our residents.

### **Our Board**

Our Management Board provides the strategic direction for Drumchapel Housing Co-operative Ltd and ensures that we try to attain and maintain the highest level of standards and performance. The Management Board meets at least nine times per year and consists of ten members and one Co-optee. As at December 2021, our Board are:

David O'Hara (Chair) – David is the newly-appointed Chairperson for the Board (August 2021). David is a retired bus driver and joined the Board in December 2020.

Andrew Loen (Vice Chair) – Andrew worked as a registered pediatric nurse and joined the Board in April 2020.

Josie Barnshaw (Secretary) – Josie is a self-employed co-ordinator in the sport and leisure industry, and also a member of the Board for Strathclyde Autistic Society. Josie has previously served on the Board of another social landlord and has experience of management posts in the health and oil industries.

Joan McFarlane (Member) – Joan was previously Chair of another RSL and has an in-depth local knowledge and experience of community-based organisations. She has previously represented Drumchapel Housing Co-operative as Chair in the past.

Margaret Bowie (Member) – Margaret has an interest in financial aspects of the Co-operative and how this affects our tenants.

Helen Eakin (Member) – Helen previously worked as warehouse manager for a logistics company and various other roles locally. Helen has previously served as the Co-operative's Chair

Elsbeth Kerr (Member) – Elsbeth is a local authority Councillor and has other interests in Community Development and is a counsellor for COPE (Scotland). Previous recipient of "inspirational person of the year" award for managing long term health issues and work in the community.

David Riddell (Member) – David also volunteers for other organisations in Drumchapel and has previously served as officer bearer on the Board.

Kayleigh Watt (Member) – Kayleigh is a new Board member who was appointed at the AGM in August 2021 and works as a clerical officer in Drumchapel Credit Union.

Vincent Ogar (Member) – Vincent is a new Board member who was appointed at the AGM in August 2021 and is a student of electric engineering.

Tiffany Harvey (Co-optee) – Tiffany is a Co-optee and recently graduated with a Financial Honours Degree. She is also a part-qualified accountant with the ACCA and joined the Board in April 2020.

## **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.

Drumchapel Housing Co-operative Ltd. has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

### **The Model Publication Scheme (MPS) Principles**

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

#### **Principle One Formats other than Online**

All of the information listed in this guide is available on our website (unless otherwise stated) at <https://www.drumchapelhc.org.uk/guide-to-information/> and is 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 are held at Principle Four below.

#### **Principle Two: Exempt 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 Board 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.

Going forward 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.

#### **Principle Three: 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

#### **Principle Four: Charges**

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 page is shown in the tables below:

<b>Format</b>	<b>Charge</b>
Online	Free

View at our office	Free
Print in black and white	15p per sheet
Print in colour	25p per sheet
Encrypted USB	£8.00
Posted document/Encrypted USB	Cost of postage incurred

### 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 £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.

#### Charges 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.

Charges are calculated based on the actual cost to Drumchapel Housing Co-operative Ltd of providing the information.

Format	Charge
Online	Free
View at our office	Free
Print in black and white	15p per sheet
Print in colour	25p per sheet
Encrypted USB £8.00	£8.00
Posted document/Encrypted USB	Cost of postage incurred

Staff time is calculated at actual cost per staff member hourly salary rate	To a maximum of £15 per person per hour.
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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.

### **Charge for request for your own personal data**

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

### **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:

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:

#### **(Contact name to be updated)**

Tel – 0141 944 4902                      E-mail – [DPO@drumchapelhc.org.uk](mailto:DPO@drumchapelhc.org.uk)

Or at the Co-operative's Offices at  
4 Kinclaven Avenue  
Drumchapel  
G15 7SP

### **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 Drumchapel Housing Co-operative Ltd 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

Drumchapel Housing Co-operative Ltd regards its records as a major asset of the Company. 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. Drumchapel Housing Co-operative Ltd Data Retention Policy + Schedule can be found at our Information section of the website.

### 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>1</sup>

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.

### The Classes of Information are:

Class 1: About Drumchapel Housing Co-operative Ltd

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 – not applicable to Drumchapel Housing Co-operative

Class 9: Our open data – not applicable to Drumchapel Housing Co-operative

Information	Where to access
<b>Class 1 - About Drumchapel Housing Co-operative Ltd. (DHC)</b> <i>Information about DHC 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>	
Mission Statement, Vision and Values	<a href="#">Mission Statement</a>
Business Plan	<a href="https://www.drumchapelhc.org.uk/about-us/">https://www.drumchapelhc.org.uk/about-us/</a>
<b>Location and opening arrangements</b>	
Address	<a href="#">Contact details</a>
Telephone number and e-mail address for general enquiries and DPO requests.	
Opening times	<a href="#">Make a complaint</a>
Contact details for making a complaint	

<sup>1</sup> In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.



Information	Where to access
<b>Information relating to Freedom of Information</b>	
Publication Scheme and Guide to Information	<a href="#">Publication Scheme and Guide To Information</a>
Charging Schedule for Published Information	<a href="#">Charging Schedule</a>
Contact details and advice on making an FOI request	<a href="#">FOI requests</a>
Freedom of Information policies and procedures	<a href="#">FOI Policy</a>
Charging Schedule for environmental information provided in response to requests made under EIRs	<a href="#">Charging Schedule</a>
<b>About our Governing Body</b>	
List of Governing Body Members <ul style="list-style-type: none"> <li>Names</li> <li>when they became a governing body member</li> <li>Professional biographical details for our office bearers</li> <li>when they became an office-bearer</li> </ul>	<a href="#">Board Member details</a>
Description of the role of the Governing Body <ul style="list-style-type: none"> <li>governance structure chart (including sub-committees and working groups);</li> <li>remits for governing body and any sub-committees</li> </ul>	<a href="#">Governance Structure Chart</a>  <a href="#">Remits for governing body and any sub-Committees</a>
How to become part of the governing body	<a href="#">How to become part of the governing body</a>
<b>About our staff</b>	
List of senior management team, including professional biography	<a href="#">Staff details</a>
Organisational structure	<a href="#">Organisational Structure</a>
<b>Governance Documents and Corporate Policies</b>	
Rules	<a href="#">Rules</a>
Standing Orders	Standing Orders Available on request
Membership Policy	<a href="#">Membership policy</a>
Code of Conduct for Staff	
Code of Conduct for Governing Body Members	<a href="#">Code of Conduct (Staff)</a>
Entitlements Payments and Benefits Policy	<a href="#">Code of Conduct (Board)</a>
Register of Interests	Available on request
	To Follow
Equality and Human Rights Policy	<a href="#">Equality and Human Rights policy</a>
Health and Safety Policy	<a href="#">Health and Safety policy</a>

Information	Where to access
Sustainability Policy	<a href="#">Sustainability policy</a>
<b>Relationship with Regulators</b>	
Engagement plan with Scottish Housing Regulator	<a href="#">Engagement plan with Scottish Housing Regulator</a>
Assurance Statement	<a href="#">Annual Assurance Statement</a>
Annual Return on Charter Submission to SHR (which includes stock condition information)	<a href="#">ARC submission to SHR</a>
Financial Returns to SHR	<a href="#">Financial Return to the SHR</a>
Charter report to tenants is included in our Annual Report	<a href="#">Charter report to tenants</a>
Internal and External Audit arrangements	<a href="#">Audit policy</a>
<b>Group Details</b>	
Details of our subsidiaries/parent organisation	Not Applicable
<b>Key Partnerships</b>	
Strategic agreements with other organisations	Available on Request
<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>	
How to report a repair	<a href="#">Report a repair</a>
Right to Repair information	<a href="#">Right to repair information</a>
How to apply for a house	<a href="#">Apply for housing</a>
How to get information about tenancy support	Contact us on 0141 944 4902 Email: <a href="mailto:enquiries@drumchapelhc.org.uk">enquiries@drumchapelhc.org.uk</a>
How to make a complaint	<a href="#">How to make a complaint</a>
How to speak to a housing officer	Contact us on 0141 944 4902 Email: <a href="mailto:enquiries@drumchapelhc.org.uk">enquiries@drumchapelhc.org.uk</a>
How we consult with tenants and other customers to inform and improve service delivery and develop new services	<a href="#">Tenant Participation Policy</a>
<b>Policies and Procedures</b>	

<b>Information</b>	<b>Where to access</b>
Allocations Policy our Choice Based Letting Policy	<a href="#">Allocations policy</a>
Adaptations Policy (Part of the Repairs and Maintenance Policy)	<a href="#">Adaptations policy</a>
Abandoned Tenancy Policy	<a href="#">Abandoned Tenancy policy</a>
Neighbour Nuisance and Anti-Social Behaviour Policy	<a href="#">Neighbour Nuisance and Anti-Social Behaviour policy</a>
Asbestos in Tenancies Policy	<a href="#">Asbestos in Tenancies policy</a>
Bad Debt Provision and Write Off Policy	<a href="#">Bad Debt Provision and Write Off Policy</a>
Breach Management Policy	<a href="#">Breach Management Policy</a>
Rent Management Policy	<a href="#">Rent Management policy</a>
Asset Management Strategy	<a href="#">Asset Management Plan</a>
Complaints Handling procedures	<a href="#">Complaints Handling procedures</a>
Construction Design and Management	<a href="#">Construction Design and Management policy</a>
Customer Care Policy	<a href="#">Customer Service Standards policy</a>
Data Retention Policy and schedule	<a href="#">Data Retention Policy</a> <a href="#">Data Retention Schedule</a>
Data Subject Rights Procedures	<a href="#">Data Subject Rights Procedures</a>
Disaster Recovery and Business Continuity	<a href="#">Disaster Recovery and Business Continuity Policy</a>
EIR Policy	<a href="#">EIR Policy</a>
Equality and Diversity Policy	<a href="#">Equality &amp; Diversity policy</a>
Estate Management Policy	<a href="#">Estate Management Policy and Procedures</a>
Financial Regulations	<a href="#">Finance Regulations</a>
FOISA Policy	<a href="#">FOISA Policy</a>
Fraud Policy	<a href="#">Fraud Policy</a>
GDPR Policy	<a href="#">GDPR Policy</a>
Health and Safety Policy	<a href="#">Health &amp; Safety policy</a>
Information Technology Cyber Security Policy	<a href="#">I.T Cyber Security Policy</a>
Openness and Confidentiality policy	<a href="#">Openness and Confidentiality policy</a>
Pet Policy and Procedures	<a href="#">Pet Policy and Procedures</a>
Procurement Guide	

<b>Information</b>	<b>Where to access</b>
Risk Management Strategy	<a href="#">Procurement policy</a> Risk Management policy (to follow)
Racial Harassment Policy	<a href="#">Racial Harassment Policy</a> <a href="#">Rent Policy</a> and <a href="#">Rent Management Policy + Procedure</a>
Rent Policy	
Repairs and Maintenance Policy	<a href="#">Repair and Maintenance policy</a>
Reward and Recognition Policy	<a href="#">Reward and Recognition Policy</a> <a href="#">Succession Planning policy</a>
Succession Planning Policy	
Sustainability Policy	<a href="#">Sustainability policy</a>
Tenancy Changes policy	<a href="#">Tenancy Changes policy</a>
Void Management Policy	<a href="#">Void Management policy</a>
Water System Management and Legionella policy	<a href="#">Water System Management and Legionella policy</a>
<b>Class 3 – How we take decisions and what we have decided</b> <i>Information about the decisions we take, how we make decisions and how we involve others.</i>	
<b>Governing Body Meetings</b>	
Governing body meeting minutes	<a href="#">Minutes</a> Management Board Agenda and Reports – on request unless confidential.
Governing body meeting reports/papers Governing body agendas	
<b>Consultation and Participation</b>	
Tenant Participation Strategy	<a href="#">Tenant Participation policy</a>
Consultation reports noting the outcome of any recent consultations with tenants/others	To Follow
<b>Class 4 – What we spend and how we spend it</b> <i>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).</i>	
<b>Information about our accounts and budgets</b>	
Description of funding sources	<a href="#">Tenant Report Card</a> <a href="#">Audited accounts 2021/22</a>
Audited accounts	
Budget policies and procedures	
Budget allocation to key service areas	
<b>Our programme of work and projects</b>	
Brief details of any project funding and how it's being spent	<a href="#">Tenant Report Card</a>

Information	Where to access
Capital works programme/plans information (annual programme figure)	<a href="#">Tenant Report Card</a>
<b>Spending relating to Staff and Governing Body</b>	
Expenses Policies and Procedures for Staff and Board Members	<a href="#">Board Expenses policy</a>
Pay and grading structure (levels of pay rather than individual salaries)	On request
General information about staff pension scheme	TPT Retirement Solutions – on request
<b>Class 5 – How we manage our resources</b> Information about how we manage our human, physical and information resources	
<b>Human resources</b>	
Human resources policies, covering: <ul style="list-style-type: none"> <li>recruitment</li> <li>Personal Development Plan policy</li> <li>Salary and Grading (set by Employers in Voluntary Housing)</li> <li>pensions</li> <li>discipline and grievance</li> <li>employee privacy policy</li> </ul>	Recruitment and Selection policy – on request Discipline and Dismissal policy – on request Grievance policy – on request <a href="#">Fair Processing Notice</a> (Tenants) <a href="#">Fair Processing Notice</a> (Website)
Trade Union information	Union membership is individual to staff. Terms and Condition negotiated via EVH with GMB.
Summary of professional organisations or trade bodies of which we are a member	DrumCOG (Housing Associations in Drumchapel) <a href="#">SFHA</a> <a href="#">SHARE</a> <a href="#">Glasgow West of Scotland Forum</a> <a href="#">EVH</a> <a href="#">TIS</a> <a href="#">TPAS</a>
<b>Physical Resources</b>	
Management of our land and property assets, including environmental and sustainability reports	<a href="#">Asset Management policy</a>
General description of our land and property holdings	To follow
Estate development plans	Not applicable as we are not currently developing
<b>Information Resources</b>	
Records management policy and records management plan, including records retention schedule	<a href="#">Record Management</a>
Data protection or privacy policy	<a href="#">GDPR Data Protection policy</a>

Information	Where to access
<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: <ul style="list-style-type: none"> <li>• responsive repairs</li> <li>• landscape maintenance</li> <li>• planned/cyclical maintenance</li> </ul>	<a href="#">Contracts Register</a>
List of suppliers and contractors used by organisation	
Information about regulated procurement contracts awarded (value, scope, duration)	
<b>Our Procurement</b>	
Procurement Guide	To Follow
Information on how to tender for work and invitations to tender	
Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value	
Framework Agreements	
Links to procurement information we publish on Public Contracts Scotland website	<a href="#">Public Contracts Scotland</a>
<b>Class 7 – How we are performing</b> Information about how we perform as an organisation, and how well we deliver our functions and services	
Annual Report and ARC report to tenants Performance Standards/indicators Benchmarking information	<a href="#">Tenant Report Card</a>
Complaints policy, guidance and forms	<a href="#">Complaints guidance</a>
Complaints Reports	<a href="#">Complaints Reports</a>
<b>Class 8 – Our commercial publications</b> <i>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</i>	

Information	Where to access
This class does not apply to Drumchapel Housing Co-operative Limited as we do not produce any publications for sale.	Not applicable
<b>Class 9 – Our open data</b> Open data made available by us under the Scottish Government's <a href="#">Open Data Resource Pack</a> and available under open licence.	
This class does not apply to Drumchapel Housing Co-operative Limited.	Not applicable