

Access to Information Scheme

Yorkshire Housing's Access to Information Scheme is a guide to the information that we routinely publish in fulfilment of our obligations under section 22 of the Social Housing (Regulation) Act 2023.

1. Overview

The information has been divided into nine classes:

- Who We Are and What We Do - Organisational information, role and responsibilities of senior employees, locations and contacts, constitutional and legal governance.
- Our Legal and Regulatory Obligations – Information relating to the Decent Homes Standard, health and safety law, landlord and tenant obligations and equality law.
- What We Spend and How We Spend It - Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.
- What Are Our Priorities and How Are We Doing - Strategy and performance information, plans, assessments, inspections and reviews.
- How We Make Decisions - Policy proposals and decisions. Decision making processes, internal criteria and procedures, consultations.
- Our Policies and Procedures - Current written protocols for delivering our functions and responsibilities.
- Lists and Registers - Information held in registers required by law and other lists and registers relating to the functions of the authority including Tenant Satisfaction Measures.
- The Services We Offer - Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.
- Our Complaints Process – Advice and guidance about making a complaint and our complaints process.

2. How can I access information which is not included in the publication scheme?

If you wish to request information which is not already published on our website through our publication scheme, please contact our Governance team on the below;

- Email : governanceDSAR@yorkshirehousing.co.uk.
- By Post: Governance, Yorkshire Housing, The Place, 2 Central Place, Leeds, LS10 1FB
- By Phone: 0345 366 4404

When making your request you should include:

- Your name
- An email or postal address where you can be contacted
- A detailed description of the information you want

3. Does it cost to access the information?

It does not cost to access the majority of the information published through the scheme. Where there is a fee for information, it will be specified in the scheme.

4. Can I use the information as I wish?

Yorkshire Housing holds the copyright to the information available through this scheme unless otherwise indicated. You are not allowed to reuse the information in a way that would infringe that copyright, for example, by making and issuing copies or by publishing the information, unless Yorkshire Housing has given you permission in writing.

Brief extracts of any of the material may be reproduced under the fair dealing provisions of the Copyright, Designs and Patents Act 1988 (sections 29 and 30) for the purposes of research for non-commercial purposes, private study, criticism, review and news reporting, subject to an acknowledgement of the copyright owner.

5. Who do I contact about a complaint with access to information scheme?

If you wish to make a complaint about our access to information scheme, please email us at the above address, and we will try to resolve the problem. If you are not satisfied with our response to your complaint, you may complain to the Housing Ombudsman.