



Environmental Information Regulations Policy

Approved/last reviewed by Management Committee: 6 June 2025

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The information in this document is available in other languages or on tape/CD, in large print and also in Braille.

For details contact the Association on 0141 578 0200 or e-mail: admin@hillheadhousing.org

本文件所載資料備有中文 (廣東話) 版本，也可以製作成錄音帶/光碟，以及利用特大字體和凸字印製，以供索取。
欲知有關詳情，請聯絡本協會，電話：0141 578 0200，或向我們發送電郵，電郵地址：
admin@hillheadhousing.org

Tha am fiosrachadh anns an sgrìobhainn seo ri fhaotainn ann an Gàidhlig no air teip/CD, sa chlà mòr agus cuideachd ann an Clò nan Dall.
Airson tuilleadh fiosrachaidh, cuiribh fios dhan Chomann air 0141 578 0200 no cuiribh post-dealain gu: admin@hillheadhousing.org

इस दस्तावेज़ में दी गई जानकारी हिन्दी में भी या टेप, सी डी, बड़ी छाप और ब्रैल में भी उपलब्ध है। विवरण के लिए एसोसिएशन को नम्बर 0141 578 0200 पर या ई-मेल के द्वारा सम्पर्क करें :
admin@hillheadhousing.org

ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚ ਦਿੱਤੀ ਗਈ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿੱਚ ਵੀ ਜਾਂ ਟੇਪ, ਸੀ ਡੀ, ਵੱਡੀ ਛਪਾਈ ਅਤੇ ਬ੍ਰੇਲ 'ਤੇ ਵੀ ਉਪਲਬਧ ਹੈ। ਵੇਰਵੇ ਲਈ ਐਸੋਸੀਏਸ਼ਨ ਨੂੰ ਨੰਬਰ 0141 578 0200 'ਤੇ ਜਾਂ ਈ-ਮੇਲ ਰਾਹੀਂ ਸੰਪਰਕ ਕਰੋ :
admin@hillheadhousing.org

اس دستاویز میں درج معلومات اردو زبان یا آڈیو ٹیپ / سی ڈی، بڑی طباعت اور بریل میں بھی دستیاب ہیں۔
تفصیلات کے لئے ایسوسی ایشن سے ٹیلیفون نمبر 0141 578 0200 یا ای میل admin@hillheadhousing.org کے ذریعے رابطہ قائم کریں۔

Regulatory Compliance	Standard 2 - The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities. 2.1. The RSL gives tenants, service users and other stakeholders information that meets their needs about the RSL, its services, its performance and its future plans.
Financial Impact	Low
Risk Assessment	Low

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1. Introduction

The Environmental Information (Scotland) Regulations 2004 (EIR) empowers individuals with the rights to obtain environmental information from public bodies in Scotland. Where Hillhead Housing Association (the Association) holds environmental information we must respond to requests made from members of the public for that information.

This Policy sets out the responsibilities of the Association in relation to meeting our legal obligations in relation to the provision of environmental information. It also outlines the principles which guide the Association in providing the environmental information which we hold.

2. Scope

This Policy applies to all the Association's Governing body members, employees and volunteers.

EIR applies to all information held by the Association which meets the definition of 'environmental information'.

3. Definition of Environmental Information

A broad definition is applied in the regulations as to what may be considered environmental information. This includes any information in written, visual, electronic or any other material form on:

- The state of the elements of the environment - such as air, water, soil, land.
- Substances - Energy, noise, radiation or waste, emissions, discharges and other releases into the environment affecting or likely to affect the state of any of the elements of the environment outlined above.
- Measures – Including administrative measures such as policies, legislation, plans, programmes, environmental agreements, and any activities affecting or likely to affect the state of any of the elements outlined above.

- Reports – Cost-benefit and other economic analyses used in these policies, plans, programmes, agreements and other activities.
- The state of human health and safety, contamination of the food chain and cultural sites and built structures.

4. Key Principles

The Association will apply the following principles in providing environmental information. We will:

- Wherever possible proactively publish the environmental information that we hold.
- Make environmental information available to any member of the public who requests it.
- Refuse requests for environmental information only if a valid exception applies (see Environmental Information Procedure for full list of exceptions).
- Offer advice and assistance to anyone who has made or wishes to make a request for environmental information.
- Inform applicants when any charge will be made for providing environmental information.
- Respond promptly to requests we receive and within statutory timescales.

5. Responsibilities

- The Director has overall responsibility for ensuring that the Association complies with the EIR legislation.
- The Corporate Services team has operational responsibility for ensuring that individual requests are handled in line with statutory requirements.
- Senior managers are responsible for ensuring that staff adhere to this Policy and the EIR Procedure.
- All employees of the Association are responsible for maintaining accurate records in relation to all work which may fall under the definition of environmental information.

6. Data Protection

Hillhead Housing Association will treat personal data in line with its obligations under data protection laws and relevant internal policies and procedures. Information regarding how tenants' data will be used and the basis for processing data is provided in the Association's Privacy Notices.

7. Equal Opportunities

The Association will seek to ensure that in implementing this policy that no group, organisation or individual will receive less favourable treatment or be discriminated against regardless of their race, colour, ethnic or national origin, language, belief, age, sex, sexual orientation, gender realignment, disability, marital status, pregnancy or maternity. We will positively endeavour to achieve fair outcomes for all.

8. COMPLAINTS

Any tenant who feels aggrieved by their treatment under this policy can ask for a copy of the Association's Complaints Handling Procedure which is available on the Association's website or from our office. Any tenant making a complaint will be advised of their right to complain to the Scottish Public Services Ombudsman.

9. Monitoring and Review

This Policy will be subject to a review every three years, or sooner in the event of any relevant legislative or regulatory changes or best practice guidance.