

## Entitlements, Payment & Benefits Policy

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Policy created	//
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Reviewed by	Audit & Business Sub-Committee

Corporate Fit	Internal Management Plan	✓
	Risk Register	✓
	Business Plan	✓
	Equalities Strategy	✓
	Legislation	✓

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### Alternative formats available



Happy to translate  
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 乐意翻译

Our policies provide a framework to underpin our vision and values, to help us achieve our strategic objectives.

## Our Vision

Local people, local control.

By providing quality homes and services, we will create stronger communities and a better quality of life for our customers.

## Our Values

- Focused on the needs of our customers and communities.
- Supportive of our staff and Committee members.
- Responsible, efficient, and innovative.
- Open and accountable.
- Inclusive and respectful.
- Fair and trustworthy.

## Strategic Direction

**Consolidation and improvement:** Applicable to our core business as a landlord & property manager.

**Growth:** Through the new build opportunities, we are taking forward.

**Partnerships:** Where this can help to address shared goals and increase capacity and value.

**Resilience:** A key priority across all parts of our business.

## Strategic Objectives

**Services:** Deliver quality, value for money services that meet customers' needs

**Homes & neighbourhoods:** Provide quality homes and neighbourhoods.

**Assets:** Manage our assets well, by spending wisely.

**Communities:** Work with local partners to provide or enable services and activities that benefit local people and our communities as a whole

**Our people:** Offer a great workplace environment that produces a positive staff culture and highly engaged staff.

**Leadership & Financial:** Maintain good governance and a strong financial business plan, to ensure we have the capacity to achieve our goals.

## Our Equalities and Human Rights Commitment

We understand that people perform better when they can be themselves and we are committed to making the Association an environment where employees, customers, and stakeholders can be open and supported. We promote equality, diversity, and inclusion in all our policies and procedures to ensure that everyone is treated equally and that they are treated fairly on in relation to the protected characteristics as outlined in the Equality Act 2010.

## Privacy Statement

As data controller we will collect and process personal data relating to you. We will only collect personal information when we need this. The type of information we need from you will vary depending on our relationship with you. When we ask you for information, we will make it clear why we need it. We will also make it clear when you do not have to provide us with information and any consequences of not providing this. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you. Further information about this commitment can be found within our full Privacy Statements.

## Policy Scope & Review

For the purpose of this policy the term Association will include all members of the Tollcross Housing Association Limited. Therefore, all employees, governing body members, volunteers, customers and other relevant stakeholders will be expected to adhere to this policy and/or procedure. All policies and procedures are reviewed every 3 years in line with best practice and current legislation. The Association reserves the right to make additions or alterations to this policy and procedure from time to time. Any timescales set out in this policy may be extended where required.

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# Tollcross Housing Association Entitlements, Payments and Benefits Policy

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## 1. Introduction

### Who the Policy Affects

1.1 This policy is aimed at:

- All members of our Committee and of the Committee of any of our subsidiaries
- Everyone who works or volunteers for us or any of our subsidiaries

1.2 For the remainder of this policy the above will be referred to as “our people.”

### About This Policy

1.3 We are a Registered Social Landlord (RSL) and a Scottish Charity. We are part of a sector that has a strong reputation for integrity and accountability: to the people we exist to help, our Regulators, partners and funders. We must ensure that our organisation upholds its reputation and that of the sector. Our people cannot benefit inappropriately from their connection to us.

1.4 This policy describes the entitlements, payments and benefits that our people are able to receive. It also describes what is not permitted and the arrangements that we have in place to ensure that the requirements of this policy are observed.

1.5 Our Rules require that we have a policy dealing with payments and benefits<sup>1</sup>. The Scottish Housing Regulator (SHR) requires us to have a policy that sets out what payments and benefits we permit and to ensure that these arrangements demonstrate transparency, honesty and propriety<sup>2</sup>. We must ensure there is no justifiable public perception of impropriety. This policy meets the requirements of the SHR.

1.6 As we are a Scottish Charity, all of our Governing Body Members must also ensure that they comply with the Office of the Scottish Charity Regulator (OSCR) guidance to Charity Trustees<sup>3</sup> and charity legislation.

1.7 This Policy is intended to be a practical document that supports us in meeting all of the above requirements, ensuring that none of our people benefits (or is seen to benefit) improperly or inappropriately from their involvement with us, but also that they are not unfairly disadvantaged. We expect our people to act in good faith, and in applying the terms of the policy we will always take this into account.

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<sup>1</sup> Association Rules (Based on SFHA Model Rules 2020) [About Us \(tollcross-ha.org.uk\)](http://tollcross-ha.org.uk)

<sup>2</sup> Scottish Housing Regulator (February 2019) [Regulatory Framework Standard 5.4](#)

<sup>3</sup> Office of the Scottish Charity Regulator (2017) [Guidance for Charity Trustees](#)

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- 1.8 As someone who is affected by this policy, you are personally responsible for ensuring that you are familiar with and comply with its terms<sup>4</sup>.
- 1.9 At all times, we expect a common-sense approach to be applied to the interpretation and application of this policy. If you are unsure about anything relating to entitlements, payments and benefits you should consult with the Chair or CEO (if you are a member of the governing body) or with your line manager (if you are a member of staff).

### **What this Policy Covers**

- 1.10 This policy covers:
- Managing your interests
    - Registering and declaring interests
    - Entitlements, payments & benefits
  - People connected to you
    - Who else you should consider when declaring interests
    - What You Should Consider
  - Use of our Contractors/Suppliers by our people

### **Other Relevant Policies**

- 1.11 The Code of Conduct is linked to this policy. Failure to comply with the terms of this policy may be regarded as a breach of the Code of Conduct.
- 1.12 You are also required to be familiar with and observe the terms of our Anti-Bribery policy. We prohibit any attempt to induce the organisation or our people to offer preferential services or business terms and we will at all times comply with the Bribery Act 2010.
- 1.13 Our policies relating to the following are also relevant to this document and must be complied with at all times:
- Allocations
  - Repairs and Maintenance
  - Procurement
  - Training & Development
  - Expenses
  - Recruitment & Selection
  - Gifts and Hospitality Procedure
  - Donations

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<sup>4</sup> Code of Conduct for Governing Body Members; Code of Conduct for Staff

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Please note that this list is not exhaustive and you are required to comply with all of our policies and procedures.

### 2. Managing Your Interests

#### Registering and Declaring Interests

- 2.1 In order to protect our reputation and demonstrate that we conduct our affairs with openness, honesty and integrity, we maintain a Register of Interests. You must record in this register any interests that you or someone connected to you (see Section 3) has which are relevant to our business and /or our activities. You will be required to maintain the accuracy of the interests you declare and to confirm annually that your entry is accurate and up to date.
- 2.2 Where you have an interest in any matter that is being discussed or considered, including at a meeting, you must declare your interest and play no part in the consideration, discussion and decision-making; you must withdraw from any part of a meeting where the interest arises and play no part in the discussion. Our Rules require that any Committee member who has an interest in a matter that is being considered withdraws from all discussions and plays no part in decision-making<sup>5</sup>
- 2.3 The Codes of Conduct which our Committee and staff are required to uphold contain requirements about Declaring Interests that you should comply with at all times.
- 2.4 An annual report will be made to our Committee on the entitlements, payments, benefits that have been recorded in the Register(s) by our people.
- 2.5 The following are examples of the kind of interest that you must declare. Please note that this list is not exhaustive, and there may be other interests that you should also declare.
  - Tenancy of a property of which we are the landlord.
  - Occupancy or ownership of a property which is factored or receives property related services from us.
  - Receipt of care or support services from us.
  - Membership of a community or other voluntary organisation that is active in the area(s) we serve.

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<sup>5</sup> Association Rules (Based on SFHA Model Rules 2020) [About Us \(tollcross-ha.org.uk\)](http://tollcross-ha.org.uk)

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- Voluntary work with another RSL or with an organisation that does, or is likely to do, business with us.
- Membership of the governing body of another RSL.
- Being an elected member of any local authority where we are active.
- If you purchase goods or services from us.
- If you purchase goods or services from one of our contractors or suppliers (see section 4).
- Significant shareholding in a company that we do business with (or are considering doing business with).
- Membership of any other body whose interests and/or activities may directly affect our work or activities.
- Ownership of land or property in our areas of operation. This excludes property for the purpose of your own residential use (i.e. there is no requirement for you to declare any house in which you currently live).
- Unresolved dispute relating to the provision of services in connection with a tenancy or occupancy agreement or a contractual dispute over the provision of goods or services with us.

2.6 You should note that in some circumstances, declaration of an interest may not be sufficient, and that it may be necessary for the organisation to take additional measures to deal satisfactorily with the situation so as to protect the probity and reputations of both yourself and the organisation.

### **Entitlements, Payments and Benefits**

2.7 Many of the interests you will be required to declare can be classed as entitlements, payments or benefits.

2.8 As one of our people, you potentially could be offered benefits over and above that to which you are entitled (as a result of policy or contractual terms), such as gifts or hospitality from external parties. Such offers would be as a direct result of you being one of our people and cannot always be accepted. We require that any such offers are managed and recorded very carefully to ensure the highest levels of probity in our organisation. Our people should

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not benefit – or be seen to benefit – inappropriately from their involvement with us.

- 2.9 Apart from payments that our people are entitled to by contract, statute, policy or other agreement (e.g. salary, expenses), we will only make a payment to, or accept a payment from, someone affected by this policy in exceptional circumstances. Appendix A explains the payments we can and cannot make in more detail.
- 2.10 As we contribute to the economy of the area we work in and we have commercial and business relationships with many different companies, contractors, suppliers and service providers, you must ensure that we are fully aware of any connection that you or someone you are close to (see section 3) has with any of these businesses or organisations.
- 2.11 Some entitlements, payments and benefits we can never permit, and others we have additional requirements or conditions that must be met before we can permit.
- 2.12 Appendix A lists the entitlements, payments and benefits that fall under this policy, and states:
- Which could be permitted by the organisation
  - Which will never be permitted by the organisation
  - Which you require to declare in the register of interests
  - Any other further requirements the organisation has before permitting

### **3. People Connected to You**

#### **Who Else You Should Consider When Declaring Interests**

- 3.1 Someone ‘closely connected’ to you includes members of your household, family members and other relatives and your friends.
- 3.2 As well as considering your own actions, you must be aware of the potential risk created by the actions of people to whom you are closely connected. Who you should consider, and our expectations of you to identify and declare such actions are outlined in Table A on page 7. If you are in any doubt about whether or not a declaration is required, you should consult the Chair, CEO or, for staff, your Line Manager.



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Table A

Group	Required Response
<p><b>1. Members of your household</b></p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Anyone who normally lives as part of your household (whether related to you or otherwise)</li> <li>• Those who are part of your household but work or study away from home</li> </ul>	<p>We expect you to be aware of and declare any relevant actions of all people in your household. You must take steps to identify, declare and manage these.</p>
<p><b>2. Partner, Relatives and friends</b></p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Your partner (if not part of household)</li> <li>• Your relatives and their partners</li> <li>• Your partner's close relatives (i.e. parent, child, brother or sister)</li> <li>• Your friends</li> <li>• Anyone you are dependent upon or who is dependent upon you</li> </ul>	<p>Where you have a close connection and are in regular contact with anyone within this group, we expect you to be aware of and declare any relevant actions. Under these circumstances, you must take steps to identify, declare and manage these actions.</p> <p>Where you do not have a close connection and regular contact with someone in this group, we do not expect you to be aware of or to go to unreasonable lengths to identify any relevant actions. However, if you happen to become aware of relevant actions by such individuals, then these should be declared and managed as soon as possible.</p>

### What You Need To Consider

- 3.3 The following are the relevant actions /involvement by those **to whom you are closely connected** that you should consider, declare and manage as per our expectations outlined in Table A (please be aware that this list is not exhaustive or exclusive):

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- A significant interest in a company or supplier that we do business with (or are considering doing business with). A significant interest means ownership (whole or part) or a substantial shareholding in a business that distributes profits, but does not include where an individual has shares in large companies such as banks, utility companies or national corporations, i.e. where owning shares would not give the individual any significant influence over the activities of that organisation.
- Where the individual may benefit financially from a company with which we do business (or are considering doing business with)
- Involvement in the management of any company or supplier with which we do business (or are considering doing business with)
- Involvement in tendering for or the management of any contract for the provision of goods or services to us.
- Application for employment with us.
- Application to join our Committee or any of its subsidiaries
- Application to be a tenant or service user of Tollcross Housing Association or any of its subsidiaries

### **4. Use of Our Contractors & Suppliers**

- 4.1 In order to help us maintain our excellent reputation, where possible you should avoid using the organisation's contractors/suppliers for your own personal purposes. We have made a list available to all of our people which outlines the contractors and suppliers that fall under the terms of this policy. This is included at Appendix B.
- 4.2 We recognise that there could be certain circumstances where it might not be possible for you to avoid the use of all the contractors/suppliers on this list, such as where market conditions in your local area make it difficult to obtain a reasonable selection of potential contractors or suppliers. Under such circumstances you could be permitted to use those contractors/suppliers outlined at Appendix B, provided you are able to demonstrate that you received no preferential treatment in terms of price, quality or any other aspect of service delivery due to your involvement with us.
- 4.3 Approval to use those contractors listed at Appendix B is at the discretion of the approving officer (in accordance with our scheme of delegation). In order to be granted approval, you will be required to demonstrate that there is no reasonable alternative contractor/supplier providing the service required in

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your local area, and that you will receive no preferential treatment in terms of service or cost (which you will be required to demonstrate through quotations and receipts)

- 4.4 If you are looking to purchase goods or services from any contractor/supplier on this list then you must make a declaration in the register outlining:
- That you have received approval from the appropriate approving officer prior to the commencement of works
  - That you received no preferential treatment in terms of service or cost (which you will be required to demonstrate through quotations and receipts).
  - Where you inadvertently use a contractor on the list at Appendix B in an emergency situation, you must notify the approving officer as quickly as possible thereafter and enter an appropriate declaration in the register.
- 4.5 Any contractor/supplier not included on the list at Appendix B can be used without the need for any declaration/further action. Appendix B represents the majority of the contractors/suppliers that we use, but does not include any of our contractors/suppliers that:
- Only provide services of a small value (e.g. local window cleaners or sandwich shops) or
  - Have such a large national or local standing that no favour could ever realistically be gained (e.g. Amazon, utilities, BT, banks or national chains)
- 4.6 The approving officer will have an appropriate level of seniority, in accordance with our scheme of delegation. In making their decision, the approving officer will consider the level of potential reputational risk or any potential conflicts of interest that may arise by granting approval and, if granting approval, consider the steps required to mitigate against future conflicts of interest. This includes ensuring that the individual is not involved in any transactions with or decisions about the contractor/supplier in question on behalf of the organisation.
- 4.7 Tollcross Housing Association will maintain a clear audit trail of every approval to use any of our contractors listed at Appendix B. The total number of our people to use contractors and suppliers, including the reasons for approval, and confirmation that no advantage was gained due to an individual's role within the organisation - will be formally reported annually to our Committee.

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### **5. Equalities**

- 5.1 An Equality Impact Assessment (EIA) has been carried out when reviewing this policy. In line with good practice the completed EIA will be published alongside the Entitlements, Payments and Benefits Policy.
- 5.2 Where there is a need for follow-up action, the tasks and timeframe for achieving them shall be noted in the Equality and Human Rights Action Plan to ensure they are addressed.
- 5.3 We do not see this policy as having any direct impact upon the protected characteristics contained within the Equality Act 2010.

### **6. Review**

- 6.1 Our Rules require the Committee to set our policy on payments and benefits and keep it under review. This policy has been approved by our Committee and is consistent with the requirements of our Codes of Conduct for Governing Body members and for Staff. These Codes have been confirmed by the Scottish Housing Regulator as meeting their regulatory requirements.
- 6.2 This policy was adopted by our Committee on 20 May 2024. It will be reviewed not later than 31 May 2027.

## Appendix 1 – Equality & Human Rights Impact Assessment

<b>Policy</b>	Entitlements, Payments & Benefits Policy		
<b>EIA Completed by</b>	Corporate Services Director	<b>EIA Date</b>	10/05/24
<b>1. Aims, objectives, and purpose of the policy / proposal</b>			
This policy describes the entitlements, payments and benefits that our people are able to receive. It also describes what is not permitted and the arrangements that we have in place to ensure that the requirements of this policy are observed.			
<b>2. Who is intended to benefit from the policy / proposal?</b>			
Staff, Committee, contractors, customers			
<b>3. What outcomes are wanted from this policy / proposal?</b>			
To ensure Committee and staff understand the concept of 'perception' and manage their affairs relating to the Association following this policy. Customers can trust our processes are robust and we are open and transparent about our activities.			
<b>4. Which protected characteristics could be affected by proposal?</b>	<input type="checkbox"/> Age	<input type="checkbox"/> Gender reassignment	<input type="checkbox"/> Religion or belief
	<input type="checkbox"/> Disability	<input type="checkbox"/> Marriage & civil partnership	<input type="checkbox"/> Sex
	<input type="checkbox"/> Race	<input type="checkbox"/> Pregnancy and maternity	<input type="checkbox"/> Sexual orientation
<b>5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.</b>			
We do not see this policy as having any direct impact upon the protected characteristics contained within the Equality Act 2010.			
<b>6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4</b>			
NA			
<b>7. What actions are required to address the impacts arising from this assessment? (This might include; collecting data, putting monitoring in place, specific actions to mitigate negative impacts).</b>			
NA			

Appendix 2 – Entitlements, Payments and Benefits

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
<b>HUMAN RESOURCES AND RECRUITMENT</b>		
<p>All entitlements arising from your contract of employment with us or one of our subsidiaries, including (but not restricted to):</p> <ul style="list-style-type: none"> <li>• Payment of salary to staff</li> <li>• access to car or travel loans or salary advances where specified in the employment contract;</li> <li>• pension and/or private health care provided as part of the remuneration package;</li> <li>• performance related pay or bonus awarded in accordance with contractual terms;</li> <li>• books and equipment in connection with employment or training in accordance with agreed policies and/or contractual terms</li> <li>• Reimbursement of professional fees</li> </ul>	<p>Yes</p>	<p>Any entitlement in the terms of your contract is always permitted without the need to record in the register of interests. There are Human Resource processes in place for this purpose.</p>

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
<p>Payment to a member of the Committee for their role as Committee member, in accordance with the terms of their letter of appointment</p>	<p>No</p>	<p>The Management Committee members have confirmed payments will not be made to Committee members. The following text remains appropriate should this change in the future.</p> <p>[Such payments will only be permitted if they are in accordance with the conditions set out in Section 67(3) of the Charities and Trustees Investment (Scotland) Act 2005<sup>6</sup></p> <p>The payment must be recorded in the register of interests within five days of the appointment being confirmed and the register must be kept up to date]</p>
<p>All payments made in accordance with the terms of our expenses policy including:</p> <ul style="list-style-type: none"> <li>• payment of permitted out of pocket expenses</li> <li>• reimbursement of travel costs</li> </ul>	<p>Yes</p>	<p>Entitlements in connection with your role as one of our people set out in our expenses policy are always permitted and do not need to be declared provided claims are made in accordance with our procedures.</p>
<p>Provision of a loan by the organisation to one of our people</p>	<p>No</p>	<p>This is not permitted unless in connection with the contractual terms of employment. We cannot make any other loans to individuals.</p>

<sup>6</sup> Legislation.Gov.Uk (2005) Charities and Trustees Investment (Scotland) Act 2005 Section 67 (3) available [here](#)

<b>EXAMPLE</b>	<b>CAN THIS BE PERMITTED?</b>	<b>FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?</b>
<p>Redundancy or Voluntary severance payment to an employee</p>	<p>Yes</p>	<p>We can make redundancy payments to an employee in line with terms their contract</p> <p>Or</p> <p>We can make a voluntary severance payment to an employee which is outside the terms of their contract of employment provided:</p> <ul style="list-style-type: none"> <li>• It arises directly from a decision to terminate the employee’s contract of employment</li> <li>• Payment is approved by the Committee</li> <li>• That the total sum of the non-contractual payment and benefit does not exceed, in the opinion of our employment adviser, the total cost of a successful application by the employee to a Court or Tribunal (including the likely level of compensation that might be awarded by a court or tribunal and associated costs to the organisation to participate in the tribunal)</li> <li>• Payment does not exceed the equivalent of one year’s salary for the employee</li> <li>• That this payment is instead of (rather than additional to) any redundancy entitlement</li> </ul>



<b>EXAMPLE</b>	<b>CAN THIS BE PERMITTED?</b>	<b>FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?</b>
An offer of employment (temporary or permanent) to someone who is closely connected to a member of staff	Yes	This is permitted as long as: <ul style="list-style-type: none"> <li>• There has been an open recruitment exercise in accordance with our policy that you have not played any part in and</li> <li>• You have no direct or indirect line management or supervision responsibility for the post and</li> <li>• The offer of employment complies with our policy and is approved by the CEO and</li> <li>• You record your connection to the successful applicant in the register within five days of their acceptance of the offer.</li> </ul>
The offer of employment or contract for the provision of services (e.g. specialist advice) to someone who is, or has been in the last twelve months, a member of our Committee or to anyone who is related to a member of the Committee	No	This cannot be permitted.
Appointment of one of our staff members to the Committee	No	This cannot be permitted in accordance with the Rules (37.4) of the organisation.
Nominations to join the Committee from people who are connected to a serving member.	No	This cannot be permitted in accordance with the Rules (37.4) of the organisation.

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
<b>OUR PEOPLE AS TENANTS OR SERVICE USERS</b>		
<p>The offer of a tenancy or lease in one of our or any of our subsidiaries' properties to one of our people or to someone closely connected to them.</p>	<p>Yes</p>	<p>This is permitted as long as</p> <ul style="list-style-type: none"> <li>• it is in accordance with our published allocations policy <b>and</b></li> <li>• Neither the applicant or anyone connected to the applicant is involved in any way or in any part of the allocation process <b>and</b></li> <li>• The offer is approved by the Governing Body in advance <b>and</b></li> <li>• The tenancy is recorded as an interest in the appropriate register within five days of the tenancy commencing</li> </ul>
<p>Where one of our people (or someone connected to one of our people) is a tenant and receives a repair, improvement or adaptation to their home</p>	<p>Yes</p>	<p><b>Repairs</b> carried out in accordance with our policy do not need to be recorded.</p> <p><b>Adaptations</b> must comply with our policy and be approved by the Technical Director. The adaptation should be recorded in the register of interests within five days of approval.</p> <p><b>Improvements</b> must be carried out as part of an approved programme and in accordance with our policy. The person affected should declare their interest if/when the programme</p>

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
		is being discussed and the improvement recorded in the register of interests within five days of completion
Where one of our people (or someone connected to one of our people) is a tenant and receives payment of a decoration allowance, tenant reward/incentive as part of an agreed scheme or prize.	Yes	<p><b>Payment of decoration allowances or incentive/reward payments</b> must be made in accordance with our policies and procedures and recorded in the register within five days of receipt.</p> <p><b>Prizes or awards</b> in competitions open to all tenants in the same community (e.g. garden competitions) can only be given if the selection process for giving the award/prize has been carried out by someone who is independent. Receipt of the award and the circumstances surrounding it must be recorded in the register within five days of receipt.</p>
<b>TRAINING AND EVENTS</b>		
Attendance at training events or seminars (e.g. SFHA Conferences) or openings/similar events hosted by other RSLs	Yes	There is no requirement to declare and record in the register of interests.

<b>EXAMPLE</b>	<b>CAN THIS BE PERMITTED?</b>	<b>FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?</b>
<p>The organisation paying for accommodation in connection with attendance at relevant conferences or events that you are attending on behalf of or in connection with your role with us or our subsidiaries</p>	<p>Yes</p>	<p>Accommodation that is part of a conference or training package does not need to be recorded in the register, but attendance will be recorded on the relevant individual training plan.</p> <p>Residential conferences are important in ensuring that our people have the necessary skills, knowledge and experience to make an effective contribution to our activities.</p>
<p>Attendance by you at events to mark awards, achievements or other significant milestones relevant to our business.</p>	<p>Yes (where total cost does not exceed £500)</p>	<p>The Committee must approve attendance in advance, and will only do so if:</p> <ul style="list-style-type: none"> <li>• The organisation or one of our people (because of their role with us) has been nominated for an award; or</li> <li>• attendance is in recognition of achievement of or in pursuit of appropriate business development; or</li> <li>• we can demonstrate that attendance or participation is directly related to furthering our aims and objectives.</li> </ul> <p>Where we ask you to represent us at such an event, this should be recorded in the register along with any associated costs (including travel, accommodation and the costs of attendance at the event) within five days of attendance.</p>

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
		<p><b>The total cost should not exceed £500 per person and we will make all arrangements in advance.</b></p> <p>Where costs would exceed £500, you will not be permitted to attend unless there is a clear, viable business case for attending. In such a case, specific approval of the Committee would be required.</p>
<b>GIFTS AND HOSPITALITY</b>		
<p>Gifts received from tenants and external sources</p>	<p>Yes (not exceeding a value of £60)</p>	<p>Small gifts (e.g. a box of chocolates, pens, folders, paperweights, flowers) can be accepted if:</p> <ul style="list-style-type: none"> <li>• the cumulative value of gifts received from the same source in a 12 month period does not exceed £60</li> <li>• you do not receive more than two such gifts from the same source in a 12 month period</li> <li>• you record receipt of the gift(s) in the register</li> </ul> <p>You should not normally accept other gifts and should decline any gifts with a value of more than £60 unless to do so would cause offence or otherwise damage our reputation. In these cases you must:</p>

<b>EXAMPLE</b>	<b>CAN THIS BE PERMITTED?</b>	<b>FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?</b>
		<ul style="list-style-type: none"> <li>• Advise the donor that the gift will be donated to charity or will form part of our annual charity fund raising activities</li> <li>• Record the gift and the action taken in the register within five days</li> </ul> <p>You should not regularly accept gifts from the same source and never more than twice from the same source within a 12 month period. The total cumulative value of gifts received from the same source over the course of a year must never exceed £60.</p> <p>You should also record any offers that you decline and the reasons for this, in the register within five days.</p>
<p>Gifts given from us to one of our people or received by one of our people from external sources to mark special occasions.</p>	<p>Yes (not exceeding a value of £100)</p>	<p>Gifts from the organisation to our people can be permitted in cases where it is to mark a special occasion or significant events including:</p> <ul style="list-style-type: none"> <li>• Family events (e.g. marriage, milestone birthday, birth of a child),</li> <li>• Retirement</li> <li>• Leaving the organisation</li> </ul>

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
		<p>These must be recorded in the relevant register and the value of such gifts will not normally exceed £100.</p> <p>Please note, that this does not include collections by our people using their own personal funds to mark special occasions. These are always permitted with no requirement to declare. For staff, contractual terms may be in place that dictate the value of any gift upon retirement/long service.</p>
<p>Hospitality associated with our business and that of its partners</p>	<p>Yes (when not exceeding a value of £60)</p>	<p>Modest hospitality, such as a sandwich lunch or networking event, is permitted and does not need to be recorded</p> <p>All other hospitality up to a value of £60 is permitted but must be recorded in the register, along with an estimation of the value of hospitality received, within five days of attendance.</p> <p><b>You should not accept invitations with a value that is greater than £60, unless you have prior approval from the Committee. The type of hospitality offered will also be taken into consideration, e.g. we will not normally accept invitations to sporting events, concerts, golf tournaments etc.</b></p>

<b>EXAMPLE</b>	<b>CAN THIS BE PERMITTED?</b>	<b>FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?</b>
		In this case, the reason for acceptance must also be included in the register and countersigned by the CEO/Chairperson as appropriate
Our people seeking donations from our contractors/suppliers when fundraising for charity	Yes	This is permitted provided: <ul style="list-style-type: none"> <li>• Approval is gained from the CEO prior to making any approach</li> <li>• Any donations received are recorded in the register</li> </ul> We recognise our social responsibility and promote charity fundraising by the organisation and our people. We have a separate policy that sets out our approach to supporting other charities.
<b>PROCURING GOODS/SERVICES</b>		
Sale of our interest (whole or part) in a property to someone affected by this policy via LIFT, HomeBuy; Help to Buy or other LCHO scheme	Yes	This is permitted, provided: <ul style="list-style-type: none"> <li>• Our policy and procedures are followed</li> <li>• The prospective purchaser should play no part in the processing of the transaction by the organisation</li> <li>• It is declared and recorded in the register within five days of the missives being concluded confirming the process followed.</li> </ul>



<b>EXAMPLE</b>	<b>CAN THIS BE PERMITTED?</b>	<b>FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?</b>
<p>The organisation entering into a contract with an organisation where one of our people, or someone connected to them, has significant control.</p>	<p>No (in almost all cases)</p>	<p>This is not permitted in almost all circumstances. We could only consider this where:</p> <ul style="list-style-type: none"> <li>• The person affected by this policy is not involved in any part of the procurement process or decision</li> <li>• The appointment is approved by the Governing Body which is satisfied that the appointment is reasonable in the circumstances</li> <li>• There is no reasonable alternative (e.g. because of geography or the specialist nature of the goods/services)</li> </ul> <p>In such rare circumstances, the appointment would be recorded in the register along with details of the process followed.</p>
<p>The purchase of land or other assets from anyone who is, or has been in the last twelve months, one of our people or who is connected to one of our people</p>	<p>No (in almost all cases)</p>	<p>This cannot be permitted in almost all cases.</p> <p>The only exception would be if you were referred to us under the Scottish Government’s Mortgage to Rent scheme, where this would be permitted provided:</p> <ul style="list-style-type: none"> <li>• Our policy and procedures are followed</li> </ul>

EXAMPLE	CAN THIS BE PERMITTED?	FURTHER ACTION NECESSARY BEFORE THIS WILL BE PERMITTED?
		<ul style="list-style-type: none"> <li>• The prospective seller plays no part in the decision to purchase the property or the processing of the transaction by the organisation</li> <li>• It is declared and recorded in the register within five days upon conclusion</li> </ul>
The purchase of goods/services from our suppliers/contractors by one of our people	Yes	This should normally be avoided, and will only be potentially permitted if the procedure identified in Section 4 is followed

Appendix 3 - Schedule of Registers to be maintained by Tollcross Housing Association

Register	Content	Notes	Required by	Public <sup>7</sup>
Membership Register (Full)	Names and addresses of all shareholding members; their e-mail addresses; the share held and its value; date name entered and, where appropriate) date membership ceased; statement of any other property held by the member in the association		Rule 64	No
Shareholding Members (Abbreviated)	Names and addresses of all shareholding members; their e-mail addresses; date name entered and, where appropriate) date membership ceased	Whilst the register is not publicly available, Rule 81 states: <i>“Any Member or person having a financial interest in the Association can inspect their own account. They may also inspect the second copy of the Register of Members which shall be made available to them for inspection within 7 days of the request of a Member or eligible person. The books must be available for inspection at the place they are kept at all reasonable hours. The Committee</i>	Rule 65	No

<sup>7</sup> Maybe on request at RSL office; this column indicates whether there is a requirement (statutory, regulatory or other) to make publicly available – with particular reference to the Publication Scheme requirements under FOI. Associations may choose to give access to other Registers

Register	Content	Notes	Required by	Public <sup>7</sup>
		<i>may set conditions for inspecting the books.”</i>		
Office Bearers	Names and addresses; positions held; date appointed to and left office	Regulatory Framework requires the publication (via website) of the membership of the Governing Body, Office Bearers and length of service.  Please note that whilst Rule 64 requires addresses to be kept on the register, there is no requirement to make these public.	Rule 64 Regulatory Framework	Yes (not addresses)
Interests	Register of all declarations of interest made by GBMs and Staff	Should be maintained only for current GBMs and current staff but records should be retained for 12 months in case of any retrospective application and to ensure that any decisions taken in the twelve months following a resignation/ retiral are informed by interests declared.  The Chair should make an annual report to the GB to confirm that the register has been reviewed by him/her.	Regulatory Framework  EPB  Annual Report required by EPB 4.7	Yes

Register	Content	Notes	Required by	Public <sup>7</sup>
Entitlements, Payments, Benefits, Gifts and Hospitality	Register of all payments and benefits; gifts offered, received and declined by GBMs and staff	<p>Include all/any payments and benefits received that are NOT covered by the terms of a contract of employment or policy (e.g. expenses).</p> <p>Include description and estimated value as well as donor and recipient; where relevant, also record destination of gift (e.g. retained by individual; shared with colleagues; included in Christmas raffle)</p>	Regulatory Framework  EPB	No
Use of Seal	Schedule of all occasions when Seal is used; purpose of use and names of those signing		Rule 63	No
Complaints	Register of all complaints received; outcomes and any consequent action	Individuals should not be identified; complaints listed according to category e.g. repairs, ASB, allocations	Complaints Policy/ Procedure	No
Assets	Schedule of all moveable and heritable property owned by the association or in which it has an interest: description; date of purchase; value (book and insurance); date and method of disposal (where relevant)		Financial Regulations Audit Requirement	No
Title Deeds	List of title deeds; brief description and insurance		Asset Management Policy	No

Register	Content	Notes	Required by	Public <sup>7</sup>
	value; details of where deeds retained		Financial Regulations Insurance Requirement	
Disposals	Schedule of all asset disposals; authorisation to dispose (including from SHR); value; direction of disposal and application of proceeds		Audit Requirement Asset Management Policy Financial Regulations	No
Loans	Part 1: Schedule of all loans outstanding to <b>be repaid</b> by the association; capital borrowed; security provided; lender; repayment term Part 2: Schedule of any loans made <b>by</b> the association		Rule 65	No
Contracts	Schedule of all contracts entered into by the association; purpose; value; duration		Procurement Reform (Scotland) Act	Yes

Register	Content	Notes	Required by	Public <sup>7</sup>
Fraud	Schedule of all instances of detected/attempted fraud	Available for review by external and internal auditors; reported quarterly to Audit Committee/GB	Financial Regulations	No
Accidents	Schedule of all reported accidents; details of reports made to HSE (where required) and outcomes		HSE	No

## Appendix 4 - Schedule of Contractors and Suppliers used by Tollcross Housing Association

Company Name	Service Provided
<b>Day to Day Repair works</b>	
Argee	Roofers / Builders
Bell and Higgins	Gen Builder / Plasterer
Bromac	Rot treatment
City Building	All trades / Contracts
Clyde Valley Landscapes	Landscape / Builder work
Cozy Homes	Cent Heating + Plumb
I&D Cant	Drainage works
I McDonald Flooring	Floor coverings
James Johnston	Cent Heating + Plumb + Drainage
J&R Anderson	Painterwork
John Payne	Cent Heating + Plumb
L&D	Adaptations
Mears	Adaptations / All trades / Voids
NR Joinery	Joiner + Glazier / Voids
Patterson Safety Anchors	Roof Anchor install+test + Gutter cleaning
Pestguard	Infestation works
PMFM Ltd	Joiner + general builder / Voids
R+G Glass	Glazing / Joinerwork
S Mills	Electrical / Voids
SELECT	Electrical / Voids / Various
Scotia	Gas repairs + Audits
Sight Sound and Security	Door Entry / Electrical / Glazing (M&M)/Voids
Shettleston Comm Ent (Upkeep)	Uplifts / Voids / Roofing etc
SK Aerials	TV system repairs
Swinton Powerwash	Close cleaning
Thain Commercial	White goods at Sheltered housing
Ventilation Experts	Communal extract fans
Reid Wire	Blacksmith
PT Flooring	Flooring
<b>Contract Works</b>	
PH Jones	Cent heat installations
City Technical	Gas Contract
Continental	Landscape Maintenance
CCG	Kitchen, Bathroom Replmts
Everwarm	Central Heating installation
McColl	Painterwork
Nurture Landscapes	Landscape Maintenance



RB Grant	Smoke +Heat Detector installation
T4S	Arboculturists
<b>Miscellaneous Works</b>	
ADT	Office Alarms
Allander	Office security
Chubb	Fire and safety
Clydetec	Alarm systems
Enviraz Surveys	Asbestos Inspections etc
Enviraz Scotland Ltd	Asbestos Remedial works
Glasgow City Council	Stairlighting etc
Hanover	Out of Hours
Martec Engineering	Entry doors / Metal work
Sitex Orbis	Voids / Security etc
Tunstall	Alarm monitoring
<b>Consultants</b>	
Brown and Wallace	Quantity Surveyors / CDM
D Gilmour	Clerk of Works (KBR)
H Couper	Clerk of Works (Landscape)
I Naismith	Energy Performance Certification
Scott Bennett	Structural Engineers
Elder & Canon	Architects
Research Resource	Tenant Satisfaction Surveys
RGDP	Data Protection
Quinn Internal Audit Services	Internal Audit & training
<b>Legal/Financial</b>	
Alexander Sloan	Accounting
BTO/TC Young	Solicitors
<b>Corporate/Facilities Management/IT</b>	
SOS	Stationery and printing
Spotless cleaning	Office cleaning
IDSL	Shredding
Richo	Photocopier
Autoclock systems	Kelio Time Management system
Brightridge	Office telephones
SDM/Homemaster	Housing Management Software
Eden	Water at work
Initial	Office hygiene facilities
Mobile mini	Storage container
Biffa	Waste disposal
Stratiis	ICT