



## **Aire Valley homes Leeds PUBLICATION SCHEME**

### **Background**

#### **Freedom of Information Act**

The Freedom of Information Act 2000 gives a general right of access to all types of recorded information held by public authorities, from 1 January 2005. It sets out exemptions from that right, and places a number of obligations on public authorities. Any person who makes a request to a public authority for information will have to be informed whether the authority holds that information, and subject to exemptions, supplied with that information.

The Act says “public authorities” include any “publicly owned company.” These are companies which are “wholly owned” by a public authority, and this includes circumstances where a company has no members except that public authority. Aire Valley homes Leeds has no members other than Leeds City Council.

The Act also requires all public authorities to adopt and maintain a Publication Scheme, setting out the classes of information it publishes or intends to publish, the manner in which it intends to publish each class of information, and whether a charge will be made for the information. The purpose of a scheme is to ensure a significant amount of information is available, without the need for a specific request. Schemes are intended to encourage organisations to publish more information pro-actively and to develop a greater culture of openness.

The Act says that in adopting or reviewing a Publication Scheme, a public authority must have regard to the public interest in allowing public access to information held by the authority, and in the publication of reasons for decisions made by the authority. Authorities are under duties to publish information in accordance with their schemes, and to review their schemes from time to time.

#### **THE PUBLICATION SCHEME**

##### **The structure of the scheme**

The scheme does not limit the rights public’s existing rights of access to information, nor the large amounts of information which the company publishes routinely about its services.

## **Changing the scheme**

The Act requires the company regularly to review the scheme. The company plans to do this annually and to add classes of information wherever possible. The company will then update its website and paper copies of the scheme.

## **Asking for information**

The company plans to make increasing amounts of information available on its website [www.avhleeds.org.uk](http://www.avhleeds.org.uk). However, information will continue to be available in other formats, such as printed copies. If you have a disability, and this prevents, or makes it difficult for you to read this information, we will be pleased to provide it in braille, large print, audio tape or on a computer disk. If this is the case please contact the Customer Communications Manager on 0113 2141798, to enable us to make the appropriate arrangements.

The scheme gives contact details for information.

The Chief Executive has general responsibility for the scheme on behalf of the company (please see contact details below).

*The Head Corporate Service* has responsibility for maintaining the scheme on a day-to-day basis and can be contacted as follows -

Aire Valley Homes Leeds  
Navigation House  
8 George Mann Road  
Leeds  
LS10 1DJ

Tel. 0113 2141916

[Gail.Webb@avhleeds.org.uk](mailto:Gail.Webb@avhleeds.org.uk)

## **Charges**

At present, any text on the company's website can be downloaded by our customers and citizens free of charge, to file or print without our permission. This is subject to the material being reproduced accurately and not being re-used or re-published in any way. This permission does not extend to any material on our site, which belongs to someone else, for example where it is identified as being the copyright of someone else.

Generally, there is no charge for inspection, but the company makes reasonable charges for photocopying printed copies of documents where it is entitled to do so lawfully. Charges will comply with any legal requirements.

## **Feedback**

We welcome comments and suggestions on how we can improve the scheme, as it is important that the scheme meets your needs.

Your comments on the following questions would help us to review the scheme -

- Are there any other areas of our services that you would like us to include in our scheme?
- Did the structure of the scheme allow you to find the information you needed easily?
- How can we improve the publication scheme?

Please send your reply to:

Ian Montgomery  
Customer Communications Manager  
Aire Valley Homes Leeds  
Navigation House  
8 George Mann Road  
Leeds  
LS10 1DJ

Email: [ian.montgomery@avhleeds.org.uk](mailto:ian.montgomery@avhleeds.org.uk)

Telephone: 0113 214 1798

## **Complaints**

The named section or officer should understand what information you have asked for and be able to tell you whether or not it is available. If you have been told that information is not available, but you believe you are entitled to the information, please contact the Head of Corporate Services at the address shown above.

<b>Who are we and what we do</b>		
Organisation information, structures, locations and contacts:		
<b>Information Available:</b>	<b>Available from:</b>	<b>Format</b>
Guide to Contacting Us	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798 Website: <a href="http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/Contact_Us.aspx">http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/Contact_Us.aspx</a>	Electronic or hard copy
'About us' web page – description of who we are and what we do, including role of senior executives.	Website: <a href="http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us.aspx">http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us.aspx</a>	Electronic
'Our Board' web page – list of current Board Members	Website: <a href="http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Our_Board.aspx">http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Our_Board.aspx</a>	Electronic
Aire Valley Homes Leeds 2007/08 Annual Report - Biographical details of Board Members	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy.
Memorandum and Articles of Association (Dec 06)	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Staff Structure Charts	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy

<b>What we spend and how we spend it</b>		
Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit.		
<b>Information Available:</b>	<b>Available from:</b>	<b>Format:</b>
Aire Valley Homes Leeds Report and Financial Statements – period ending 31 <sup>st</sup> March 2008	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Value for Money and	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a>	Electronic or

Procurement Strategy	0113 214 1798	hard copy.
Aire Valley Homes Leeds 2007/08 Annual Report – Financial overview	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy.
Code of Conduct and Governance for Board Directors, including description on gifts, hospitality and expenses.	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy.

<b>What our priorities are and how we are doing</b>		
Strategies and plans, performance indicators, audits, inspections and reviews.		
<b>Information Available:</b>	<b>Available from:</b>	<b>Format:</b>
Aire Valley Homes Leeds 2007/08 Annual Report	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy.
Audit Commission Inspection Report, September 2008	Website: <a href="http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Audit_Commission_Inspection.aspx">http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Audit_Commission_Inspection.aspx</a>	Electronic
Monthly Performance Summary	Website: <a href="http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/Our_Performance.aspx">http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/Our_Performance.aspx</a>	Electronic
Aire Valley Homes Leeds Business Plan 2007/8 to 2011/12	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy.

<b>How we make decisions</b>		
Decision making processes and records of decisions.		
<b>Information Available:</b>	<b>Available from:</b>	<b>Format:</b>
AVHL Governance Structure	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Minutes of Board Meetings including forward schedule of	Website: <a href="http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Our_Bo">http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Our_Bo</a>	Electronic

dates.	ard.aspx	
Minutes of Area Panel meetings, including membership, terms of reference and the code of conduct.	Website: <a href="http://www.avhleeds.org.uk/page.aspx?pageidentifier=3b4f9d25-21a3-4efc-9578-4737f2e18ce8">http://www.avhleeds.org.uk/page.aspx?pageidentifier=3b4f9d25-21a3-4efc-9578-4737f2e18ce8</a>	Electronic

<b>Our policies and procedures</b>		
Current written protocols, policies and procedures for delivering our services and responsibilities:		
<b>Information Available:</b>	<b>Available from:</b>	<b>Format:</b>
Adaptations Policy	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Allocations, Terminations and Voids Procedure Manual	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Anti-Social Behaviour Procedure Manual	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Compliments and Complaints Policy	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Former Tenants Arrears Collection Procedure Manual	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Decoration Grant Policy	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Domestic Violence Policy	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Fencing Policy	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Gas Servicing Policy	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Introductory Tenancies Management – Procedure Manual	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Leeds City Council Lettings	Website:	Electronic

Policy	<a href="http://www.leeds.gov.uk/Housing/Council_housing/Applying_for_a_home_in_Leeds.aspx">http://www.leeds.gov.uk/Housing/Council_housing/Applying_for_a_home_in_Leeds.aspx</a>	
Leeds City Council Local Lettings Policy	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Right to Buy and Leaseholder Services Policy 2008/10	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Risk Management Policy	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Sheltered Housing Procedure Manual	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Tenants Home Improvements – Procedures and Guidance	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy
Website Privacy Statement	Website: <a href="http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Privacy_Statement.aspx">http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Privacy_Statement.aspx</a>	Electronic

<b>Lists and registers</b>		
Any information we are currently legally required to hold in publicly available registers:		
<b>Information Available:</b>	<b>Available from:</b>	<b>Format:</b>
List of Sheltered Properties	<a href="mailto:ian.montgomery@avhleeds.org.uk">ian.montgomery@avhleeds.org.uk</a> 0113 214 1798	Electronic or hard copy

<b>The services we offer</b>		
Information about the services we offer, including leaflets, guidance and newsletters.		
<b>Information Available:</b>	<b>Available from:</b>	<b>Format:</b>
Media Coverage	Website: <a href="http://www.avhleeds.org.uk/page.aspx?pageidentifier=ed023dbe-827d-45ef-8ac6-da7f4d57bbbd">http://www.avhleeds.org.uk/page.aspx?pageidentifier=ed023dbe-827d-45ef-8ac6-da7f4d57bbbd</a>	Electronic
Guides to our service: Describing what we do, and if the service is	Website: <a href="http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/Service_Standards">http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/Service_Standards</a>	Electronic

<p>used, the level of service customers can expect.</p> <ul style="list-style-type: none"><li>Guide to Adaptations</li><li>Guide to Asbestos</li><li>Guide to our Caretaking Service</li><li>Guide to Contacting Us</li><li>Guide to Customer Care</li><li>Guide to Customer Involvement</li><li>Guide to Decent Homes and Major Repairs</li><li>Guide to Domestic Violence</li><li>Guide to Equality and Diversity</li><li>Guide to Hate Crime</li><li>Guide for Leaseholders</li><li>Guide to Letting Homes</li><li>Guide to Maintaining Your Environment</li><li>Guide to Neighbour Nuisance and Anti-Social Behaviour</li><li>Guide to Repairs and Maintenance</li><li>Guide to Planned Maintenance</li><li>Guide to Rents, Service Charges and Arrears</li><li>Guide to Rewarding Good Customers</li><li>Guide to Supported and Sheltered Housing</li><li>Guide to Translations</li><li>Guide to the Standard of your New Home</li><li>Guide to Your Tenancy – Rights</li></ul>	<p>.aspx</p>	
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and Responsibilities		
Newsletters – Aire Living	Website: <a href="http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Aire_Living_Newsletter.aspx">http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Aire_Living_Newsletter.aspx</a>	Electronic
Newsletters – Silver Lining	Website: <a href="http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Silver_Lining_Newsletter.aspx">http://www.avhleeds.org.uk/Aire_Valley_Homes_Leeds/About_Us/Silver_Lining_Newsletter.aspx</a>	Electronic