

# Transparency Policy

## 1. Policy

### Transparency

We're open and transparent about how we manage our business. We aim to make information easy to find for our stakeholders and provide it in accessible formats.

We provide the information listed below on our [website](#) and we update it regularly.

### Our services and plans

- All the policies that determine how we provide services and manage our business
- Our Corporate Plan setting out our ambitions and how we're going to meet them
- Our service standards
- Our development pipeline showing the new homes we're building, when they'll be completed, their locations, tenure, the amounts we're investing and the partners we're working with
- Research projects we're working on

### How we're performing

- The performance measures used by our Board and Customer Service Committee
- Our complaints handling performance
- Our annual report
- Our gender pay gap report
- Our ethnicity pay gap report
- Payment performance (how quickly we pay our suppliers and contractors)

### Financial information

- Our annual financial statements
- Quarterly updates to our funders and investors
- Itemised expenditure (over £500) on our development programme

### Governance information

- Our regulator's assessment of our governance and financial viability
- Our Board membership and shareholding policy
- Biographical details of our board and committee members
- Board member declarations of interest
- Decisions taken by the Board (with all personal or sensitive information removed)

### **Access to Information Service**

We enable our customers and those acting on their behalf (such as councillors, MPs, Solicitors and advocates) to request information about us under our access to information service.

Requests can be made verbally or in writing.

We'll acknowledge each request by the end of the next working day in line with our customer contact standards.

In some cases, listed below, we'll be unable to provide you with all or some of the information you've requested.

- If the information is commercially sensitive, confidential, or legally privileged this will be removed or redacted in our response.
- If the information contains personal data about a third party this will not be disclosed but we will include information we hold about you.
- We won't respond to identical or similar requests made within a 6-month timeframe or where we consider the request to be vexatious.
- If we intend to publish the information you've requested within the next 6 months, we may not provide it to you, but we'll let you know when it's available.
- If the information you've requested is already available to you by other means, we'll let you know where you can find it.
- Requests made by people that aren't directly representing our customers such as members of the public or journalists will not be responded to, but we may consider these requests when updating our published information on our website.

We expect to respond to each request within 20 working days from the date we receive it, free of charge. However, if we feel the information requested is likely to take longer than 18 hours, we'll firstly offer you the chance to narrow the scope of your request otherwise we may refuse the request, in any case we'll let you know why.

### **2. Responsibilities**

All staff are responsible for recognising an access to information request about our business and the way that it's run and reporting them immediately to the governance team. Business as usual requests should be responded to by the receiver of the request.

The governance team are responsible for facilitating and responding to access to information requests.

The executive team are responsible for approving this policy.



### 3. Definitions

- Vexatious requests – a vexatious request is likely to cause disproportionate or unjustified level of disruption, irritation, or distress

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Information Governance Manager	Head of Governance	August 2023	May 2024