HYELM

Tenant Access to Information publication scheme

Version Number: 1
Approval Date: September 2026
Approved by: CEO
Next Review Date: September 2028
Responsible Officer: CEO

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1. Publication Scheme

1.1 This Appendix sets out the basis on which HYELM will proactively publish information relating to the management of its social housing function.

1.2 We are committed to being open and transparent about the way we work, the services we provide and the decisions we make. The information covered by this scheme is included in the classes of information set out in the table below, where this information is held by us.

The table sets out a non-exhaustive list of classes of information we routinely publish, how to access them, and any applicable charges. Much of the information may already be freely available on our website. We publish information within each class which is up to date and correct as at the date of publication and for the previous two financial years, unless stated otherwise.

1.3 We have also included for transparency purposes a list of types of information which may be out of scope and not subject to inclusion in their publication scheme. We have included a table with proposed categories of out-of-scope information at the end of this publication scheme. This Scheme will be reviewed at least on an annual basis.

2. How relevant information will be published

2.1 Information will be available on our website at [enter webpage details for publication scheme] and will be regularly updated.

2.2 Formats other than online: We are committed to making information listed in our Publication Scheme available free of charge online. If information is required to be provided in an accessible alternative format we also commit to providing a single copy of this information free of charge. However, where an individual requests additional copies of information, we may apply charges strictly to cover the actual costs incurred in providing additional copies.

2.3 Charges may apply for additional copies in the following circumstances:

- Printed or Hard Copy Documents
- Black and white printing/ photocopying
- Colour printing/photocopying

- Binding or large volume printing: charged at cost
- Postage and packaging: charged at Royal Mail rates.

2.4 Alternative Formats If information is requested in an alternative accessible format (e.g., large print, Braille, audio format), we will provide the information free of charge. We will also provide one translated copy of any information you request free of charge.

2.5 No Charge for Inspection: Information may be inspected at our offices by appointment free of charge. Please contact us to arrange an appointment.

2.6 Tenant Feedback on this Publication Scheme: Tenants can provide suggestions for improvements to this Scheme via: Email to hi@hyelm.com

2.7 Tenant panels / meetings or via your tenant liaison officer.

3. Reviews

Should you consider that we have not included information in our publication scheme, or that we have unduly redacted information which you consider ought not to be redacted, please request a review at hi@hyelm.com

We will normally complete a review within 30 days.

3. Published Information

CLASS OF INFORMATION	Publications
Governance and decision making	Mission statement; vision and values; corporate objectives – published Strategy 2025-2028 Our board – HYELM webpage Our committees – Terms of Reference for Committees. Our Executive Team – HYELM Webpage Our decision-making processes – Articles of Association, key policies. Tenant consultation documents – resident engagement strategy, Tenant Satisfaction Measures Board papers – a public version of Board agendas and papers on HYELM webpage. Key documents relating to strategic decision making by the board – Strategy 2025 – 2028.
Finance and spending	Audited accounts and financial statements Rent collection; rent rates – annual rent levels and service charges. Procurement procedures relating to the acquisition of goods and services designated for the provision of housing management services.

	Contracts and tenders that exceed £500 for housing management services.
Housing Stock Management	Corporate Plans and Objectives Maintenance and Repairs Policy Damp and Mould Policy Resident engagement strategy Property conditions and improvements to property: Performance data maintenance and repairs works carried out over the last [12] months and response times. Stock/asset condition data
Performance Information	Internal/external audits results and action plans. Tenant Satisfaction Measures/Annual reports to tenants. Media releases. Complaints handing, procedures and performance metrics; service standards. Information request / data breach data report where applicable. Health and Safety performance data, Fire Risk Assessment findings and action plans. Number of evictions (in Performance reporting) Compensation and redress (in annual report to Board) Awaab's law compliance – Reports on response times for emergency and significant hazards – contained in Performance reporting.
Housing services and tenant liaison Information	Residents Handbook.
Lists and registers Information in this class is published for the current and previous two financial years Information held in registers required by law:	Gas safety registers. Fire safety risk assessments (for communal and multi-occupied buildings). Electrical safety (EICR) records. Asbestos register – Not Applicable. Water hygiene logs / legionella risk assessments Building safety performance documents and inspection outcomes. Other lists and registers relating to the management of social housing, Damp and mould case tracking reports The above will be published in Performance and Compliance reporting.
Social housing management Policies and strategies relating to	Anti-social behaviour and adverse behaviours e.g. domestic abuse policy; hate incidents.

the management of social housing.	Building safety (General Health and Safety Policy, Fire Safety Management Policy) Rent Management Policy. Compensation Policy. Complaints Policy. Safeguarding Policies. Damp and mould Policy. Repairs and Maintenance Policy. Anti-Fraud and Corruption Policy. Lettings Policy. Tenure Management Policy. Ending a Tenancy Policy.

4. Information Out of Scope

Categories of Out-of-Scope Information	Examples of Types of Information (not exhaustive list)
Internal Business or Commercial Activities	Contracts or agreements unrelated to the provision of housing management services (eg payroll services, software providers). HR policies unrelated to social housing management (e.g. disciplinary policy). Finance policies governing day to day business operations unrelated to the provision of housing management services. Investment strategies relating to non-social or private housing. Information which relates to internal discussions and the development of internal policy and strategy before board approval ("pipeline" information).
Matters decided by Local Authorities	Homelessness assessments. Housing benefit or council tax-related decisions. Planning applications and planning enforcement actions.
Non-Social Housing Management Function	Service charges for non-social housing. Commercial lease management. Repairs or safety data for market rent homes.
Property that is not social housing	Shops; offices; community centres/spaces. Moorings, storage units or other non-residential lets. Any build-to- rent or for-profit schemes held separately from the PRP.
Wider activities unconnected to social housing	Group level commercial ventures – e.g.: renewable energy subsidiaries; trading companies; joint ventures for private sale developments. Commercial investment or treasury activities.

Version Control

Date	Amendment	Version

01.09.2026	New Document	1