

List of Policies

Governance Policy Register

| Title | Policy Number |
|--|----------------------|
| Payments and Benefits Policy | G01 |
| Policy and Procedure on Board Members Expenses | G02 |
| Code of Governance for Board Members | G03 |
| Complaints Policy | G04 |
| Policy and Procedure on Access to Information | G05 |
| HR Policy Manual | Various |
| Equality Policy and Strategy | G08 |
| Customer Care and Service Standards Policy | G09 |
| Policy Development Framework | G10 |
| Membership Policy | G15 |
| Composition and Skills of Board | G16 |
| Standing Orders and Delegations | G24 |
| Procedure for Use of Seal | G27 |
| Policy on Charitable Donations | G29 |
| Crisis Response and Management Plan | G37 |
| Performance Management Framework | G38 |
| ICT Security Policy | G49 |
| ICT Acceptable Usage Policy | G50 |
| Procurement Policy | G51 |
| IT Policy and Strategy | F10 |
| Retention Policy | G53 |
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| Fraud, Bribery and Money Laundering Policy | G55 |
| Customer Engagement Strategy | G56 |
| Insurance Policy | G57 |
| Violence and Aggression Policy | G58 |
| Data Protection Policy | G59 |

Finance Policy Register

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| Bad Debts Policy | G33 |
| Depreciation Policy | F03 |
| Financial Regulations | F06 |
| Treasury Management Policy | F08 |

Operations Policy Register

| Title | Policy Number |
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| Housing Allocation Policy (North Lanarkshire) | HM01NL |
| Housing Allocation Policy (South Lanarkshire) | HM01SL |
| Arrears Policy | HM02 |
| Void Management Policy | HM05 |
| Scottish Secure Tenancy Agreement | HM06 |
| Estate Management Policy | HM07 |
| Short Scottish Secure Tenancy Agreement | HM08 |
| Anti Social Behaviour Policy | HM09 |
| Occupancy Agreement (Shared Housing) | HM10 |
| Customer Allowances Policy | HM11 |
| Policy on Leases, Management Agreements and SSSTs | HM12 |
| Right To Buy Policy | HM13 |
| Rent Setting & Service Charges Policy | HM14 |
| Shared Ownership Arrears | HM18 |
| Tenancy Sustainment Policy | HM19 |
| Income Maximisation Policy | HM20 |
| Mortgage To Rent Policy | HM21 |
| Decant Policy | HM23 |
| Housing Maintenance Policy | M01 |
| Alterations & Improvements Policy | M02 |
| Fire Safety Policy | M03 |
| Gas Servicing Policy | M04 |
| Electrical Inspections Policy | M05 |
| Rechargeable Repairs Policy | M08 |
| Energy Performance Certificate Policy | M09 |
| Asbestos Management Policy | M10 |
| Medical Adaptations Policy | M11 |

Investment Policy Register

All policies detailed below can be located in the linked Policy Manual.

| Title | Policy Number |
|--|----------------------|
| Development Objectives Policy | D01 |
| Consultation for Development Projects | D02 |
| Participation of Users in the Development Process | D03 |
| Handover Procedure | D06 |
| Recovery of Other Owners Costs – Capital Works Schemes | D06 |
| Dealing with Contractors in Liquidation | D07 |
| Defects Liability Procedure | D09 |
| Final Account Stage Procedure | D10 |
| Procedure for Financial Checks on Contractors | D12 |
| Procedure for Compliance with CDM Regulations Policy | D13 |
| Procedure on Professional Indemnity Insurance | D14 |
| Procedure for Dealing with Claims Against the Association | D16 |
| Procedure for Monitoring Development Contracts | D17 |
| Procedure for Compliance with Scottish Government Offer of Grant Funding | D18 |
| Procedure for Reporting to the Investment & Operations Committee | D19 |
| Procedure on Contract Insurance for Development Projects | D21 |
| Procedure for Submissions to Scottish Government for Funding | D22 |
| Procedure for Letting Building Contracts | D23 |
| Procedure for Maintenance of Approved List of Consultants for Development Projects | D26 |
| Sustainable Development Policy | D31 |
| Design Brief for New Build Housing | D33 |
| Specification Design Guide | D34 |