



Charges for Environmental Information

This schedule of fees covers requests under the Environmental Information (Scotland) Regulations 2004 and applies to information that is not publicly available via our website or from publications which anyone can request from us. ng homes have the right to charge a reasonable fee towards the costs of responding to requests under the Environmental Information Regulations.

What we will not charge for

- Employee time spent determining whether information is actually held
- Employee time determining if the information can be disclosed.

What we may charge for

- Employee time taken in the location and/or retrieval of the requested information
- Employee time to redact information so that it can be provided in response to a request
- Photocopying / Printing
- Postage

There must be a published schedule of charges in order to be able to charge applicants for environmental information. Charges are based on the actual cost to ng homes of providing the information.

- Copying or printing of material is charged at 10p per black and white copy of A4 or 20p A3 and 20p per colour copy of A4 or 40p for A3.
- Postage is charged at the current Royal Mail cost for Second Class postage.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you free of charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that costs us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500. Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the costs

Charge waiver

The Association may elect to waive the fee if satisfied that there is a genuine and widespread public interest in the publication of the information in question.

Notice of Fees

If we intend to make a charge for any requested information we will contact you as soon as possible. We will issue you a Fees Notice which sets out the charge and how it has been calculated. The notice will tell you how to pay the fee to us. It will also offer advice and assistance to help you narrow your request to reduce or avoid charges altogether.

If you receive a Fees Notice you can decide whether to pay for the information or to take up our

offer of advice and assistance. The issue of a fees notice will stop the timeline for the request until a response is received/ the fee paid.

If we do not hear from you within 60 working days of issue of a fees notice, we will assume that you have withdrawn your request. If you decide not to proceed with the request there will be no charge to you.

Advice and Assistance

ng homes will provide advice and assistance to anyone who would like to request information from us. Please contact our Data Protection Officer via the contact details below:

Email: dataprotection@nghomes.net

Data Protection Officer ng homes, 50 Reidhouse Street Glasgow, G21 4LS

Telephone: 0141 560 6000