

**PROPERTY SERVICES OFFICER**

**APPLICATION PACK**



**PROPERTY SERVICES OFFICER**

**EVH Grade 7, SCP 22-25 (Pay award pending)**

Ruchazie Housing Association is a community based organisation working in the heart of Ruchazie. We provide a service to 226 tenants and we are responsible for the repairs and maintenance of their homes.

We are seeking a highly motivated individual to join our team. You will work with your colleagues to deliver a first class service to our tenants, and be able to use your initiative and prioritise your workload. A positive, flexible attitude with a commitment to providing excellent customer service is required along with experience of housing repairs.

In return, we offer an excellent package including a competitive salary, a Defined Contribution Pension Scheme, 25 days annual leave plus 15 public holidays. We also operate a flexible working week.

Ruchazie HA is striving towards equal opportunities for all

If you would like an informal chat about Ruchazie HA and this role please contact our Director, Janice Shields. Telephone 0141 774 4433 or email [janice@ruchazieha.co.uk](mailto:janice@ruchazieha.co.uk).

Read more about Ruchazie on our website where you can down load the Application Pack .[www.ruchaziaha.co.uk](http://www.ruchaziaha.co.uk)

If you wish to join the team at Ruchazie, please send your application to [janice@ruchazieha.co.uk](mailto:janice@ruchazieha.co.uk)

Closing date Friday 28th February 2025

Interview date w/c 10th March 2025

**GUIDANCE NOTES FOR APPLICANTS**

Please read these notes carefully as they are to help you make the best of your application.

1. The form can be e-mailed or posted. The form should be completed in black ink for photocopying purposes. If you return your application form by e-mail, you will be asked to sign a copy of this form if you are invited for interview.

2. If posting your application, please ensure you pay the correct postage as we shall not pay any shortfall. This should be a ‘Large Letter’ stamp if using an A4 paper sized envelope.

3. To ensure your application is considered by the Association, please return your completed form and do not send in your Curriculum Vitae.

4. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you should give the name of someone who knows you sufficiently well to confirm the information you have given. Please note that referees will only be contacted after interview and with your prior permission.

5. The enclosed Job Specification lists the minimum essential and desirable requirements for this post. When shortlisting for interview, the selection panel will only consider the information contained in your application form, which covers each of the items in the Person Specification. Please ensure you give sufficient detail within your response to allow the panel to assess your suitability for the post.

6. It is not the responsibility of the selection panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, as long as you able to demonstrate this.

7. The content and quality of your application reflects your commitment to working with Ruchazie Housing Association. Many applications are not considered beyond the shortlisting stage due to insufficient relevant information, lack of clarity and illegibility.

8. If you are shortlisted for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more detail. The questioning at interview will be designed to assess further how you meet the criteria in the Person Specification as well as your commitment to the values of Ruchazie Housing Association.

9. If you are shortlisted for interview we will arrange to view and copy any qualification documents. Please do not include copies of your qualifications with your initial application.

10. If you are shortlisted for interview a confidential Criminal Convictions Declaration Form will be required to be completed.

11. If you are related to any members of staff, management committee, contractors or suppliers to the Association, this should be shown clearly on the ‘Relationship’ section of the application form. This will not necessarily be detrimental to your application.

12. Once the short-listing is complete, we shall aim to contact all applicants to confirm the outcome. We understand that applicants appreciate feedback and so should you not be selected for interview we would generally provide feedback to you upon request. However, there may be circumstances where this is not possible. For example, in the event of us receiving an overwhelming number of applications, it would be unrealistic for us to respond to all requests individually.

13. All personal information that you provide to the Association within your application form and during interview will be handled and used by the Association in accordance with the “How we will use your personal information (Employment Applicant)” statement included in the application pack. Please read that statement carefully before completing and submitting your application form to the Association.

14. Ruchazie Housing Association aims to be an equal opportunities employer and is committed to diversity in employment. If you feel that there is anything specifically that you need from us to encourage our commitment, or you wish an informal discussion with us then you may contact Janice Shields, Director on 0141 774 4433

Once completed your application should be submitted:

By e-mail to: [janice@ruchazieha.co.uk](mailto:janice@ruchazieha.co.uk)

Or by post to: Janice Shields, Ruchazie Housing Association, 24 Avondale Street, Glasgow G33 3QS and mark as ‘Private and Confidential’



**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Post** | Property Services Officer |
| **Grade** | EVH Grade 7 , SCP 22-25 |
| **Responsible to** | Director |
| **Objective** | Objective To provide an efficient and effective front line service  delivering high quality services to customers of the Association |
| **Date Approved** | March 2022 |

**Job Overview**

The Property Services Officer is a key operational staff member for the day-to-day running of the service, with a focus on repairs, estate management, dealing with complaints and ensuring all properties are maintained to the highest standard including compliance with gas safety regulations and EEESH.

In a small organisation, the post holder will be required to have a generic approach to other tasks supporting colleagues to deliver services to a high standard.

**Expected behaviours**

To do your job and deliver the desired outcomes you need to be

* Pro-active and enthusiastic
* Keen to keep learning and improving
* Committed to social housing and social justice
* Determined to contribute to improved lives for our customers
* Honest and trustworthy
* Respectful, reliable and dependable for colleagues and for our customers
* Flexible, adaptable and responsible
* Up for a 'can do' positive culture
* A good team-player; supporting colleagues irrespective of status
* Willing to work on your own without constant supervision

# Job purpose

## To carry out a full range of housing property and maintenance duties with minimum supervision.

## To provide an efficient and effective estate management and cost effective, good quality repairs and maintenance service for residents to the highest possible standard.

## Provide effective, responsive customer focused repairs service that delivers for the needs of the Association and its customers.

## To meet specific work targets as agreed by the Director.

# Key Activities

* Support the Director to deliver services
* Ensure that the repairs service is delivered to achieve the best outcomes for tenants and the Association
* Manage allocated budgets achieving value for money and meeting financial and audit requirements
* Minimise rent loss through good working practices an working in partnership with contractors and colleagues.
* Ensure that contractors meet targets set and report to management Committee on outcomes.

## 

# Specific Duties

## Contractors

## Ensure contractors are suitable qualified and that the relevant documents are of file and up to date, to include all health and Safety Information and documents relating to GDPR.

* Maintain the list of contractors
* Monitor contractor performance.

## Hold bi-annual meetings with contractors to report on performance

* Prepare reports for Committee on proposed contractors

## Repairs

* Raise job lines to approved contractor on Associations computerised system
* Evaluate and action repairs requests
* Carry out pre- inspections to determine work required
* Carry out post inspections to confirm completion of work
* Scrutinise contractors invoices for accuracy
* Identify rechargeable repairs and insurance claims in line with the Association’s repairs and Maintenance Policy
* Monitor response times for completing repairs, measure contractor performance.

## Planned and cyclical maintenance

* Assist the Director and external consultants to identify projects in line with the association’s stock condition survey and planned maintenance programmes.
* Co-ordinate and monitor planned and cyclical maintenance programmes including the annual servicing of gas boilers to properties.

## Void properties

* Inspect and instruct identified repairs to void properties, monitor progress and ensure all works completed as quickly as possible to minimise void loss.
* Liaise effectively with Housing Officer to ensure prospective tenants can view void property early to minimise rental loss.

**3.5 Health & Safety**

* Manage gas safety repairs and inspections to meet statutory and regulatory requirements in tenanted and void properties
* Be sensitive and flexible to achieve contact and access for all essential inspections and works
* Apply all landlord health & safety requirements outlined in strategies, manuals, policies and procedures

## 3.6 Out of Hours

* Respond to out of hours calls as necessary and occasionally attend on site if the situation arises.
* Attend as necessary out of hour’s committee meetings, resident’s association meetings, training courses, seminars and conferences.

## New Build Development (if programme in place)

* Liaise with Development staff from an early stage on new Build specification and products.
* Attend on-site inspections during the construction phase to gain knowledge of the buildings fabric and services.
* Contribute to smooth handover of the building from the contractor to ensure all the necessary procedures and documentation is received as per the Association’s policy.
* Inspect and distinguish between repairs and defects during the defects period and ensure the appropriate works orders are issued.

## Estate and Property Management

* Carry out regular estate and close inspections and order necessary repairs.
* Oversee landscape contractor and report and instruct any remedial works.
* Liaise closely with Housing Management Staff on estate management issues and services.
* Liaise with estate contractor and remedy any issues

## Special Services

* Oversee specialist contractors that maintain specialist equipment in our homes
* Maintain records and log books for special service contractors and ensure all documentation is in order.

## Customer Care

* Respond to all the Association customers (tenants, owners and others) in a prompt, polite and efficient manner and deal with any complaints as per the housing associations complaints handing policy and procedure.
* Where required assess customer satisfaction with the repair and maintenance service and co-ordinate the production of information leaflets about the service.
* Ensure that the Associations repairs and maintenance service achieves agreed performance standards.
* Handle Insurance claims

## Policy and procedures

You must achieve and maintain knowledge of the Association’s policies, strategies and procedures for:

* + - Repairs Management
    - Estate Management
    - Complaints
    - Planned Maintenance
    - Customer Care
    - Customer Engagement

Financial Regulations & Procedures

* + - Procurement

**3.11 Performance**

- Monitor progress against targets, and collate performance information

- Achieve team objectives and targets to contribute to achieving RHA aims

- Collate information and statistics as required, e.g. for annual returns

- Recognise complaints and respond in line with policy and procedures

- Update records appropriately following contact with customers

**3.12 General**

- Carry out all duties conscientiously in accordance with our policies and

Procedures

* Liaise with our solicitors and attend court to represent the Association
* Contribute to the development and use of ICT systems
* Contribute to the review and implementation of policy and procedures
* Attend training, both internal and external as required
* Comply with the Association’s Health and Safety and Risk Management policies
* Any other duties considered by the Director to be appropriate to

the grade

This job description will be kept under review by the Director and Management Committee.



**PERSON SPECIFICATION**

**PROPERTY SERVICES OFFICER GRADE 7**

|  |  |  |
| --- | --- | --- |
| **EDUCATION AND QUALIFICATIONS** | **Essential** | **Desirable** |
| 4 or more O’ Grades/Standard Grade equivalent at pass level, including English and Arithmetic |  |  |
| Knowledge of property Maintenance through work experience and work related qualifications |  |  |
|  | | |
| **KNOWLEDGE, SKILLS AND EXPERIENCE** | | |
| **KNOWLEDGE** | | |
| Demonstrate knowledge and experience of property maintenance |  |  |
| Understanding the customer service environment |  |  |
| Understanding customer engagement |  |  |
| Track record of achieving individual and team objectives |  |  |
| Knowledge of social housing management |  |  |
| Working within a housing or public service environment |  |  |
| Awareness of housing legislation and regulation |  |  |
| Experience of handling Insurance claims |  |  |
| Awareness of the Ruchazie community |  |  |
|  | | |
| **SKILLS** | | |
| Problem solving |  |  |
| Decision making |  |  |
| Customer Care |  |  |
| Able to meet competing demands |  |  |
| Computer and data processing |  |  |
| Interpersonal and Communication |  |  |
| Microsoft packages |  |  |
| Housing Management Software |  |  |
|  | | |
| **PERSONAL ATTRIBUTES** | | |
| Pro-active and enthusiastic |  |  |
| Keen to learn and improve |  |  |
| Committee to social housing and social justice |  |  |
| Can contribute to improving customer lives |  |  |
| Honest and Trustworthy |  |  |
| Respectful, reliable and dependable for colleagues and customers |  |  |
| Flexible and adaptable |  |  |
| Team player supporting colleagues |  |  |
| Can work with limited supervision |  |  |
| Embrace a positive culture |  |  |



**PROPERTY SERVICES OFFICER**

**SUMMARY OF TERMS AND CONDITIONS (March 2022)**

|  |  |
| --- | --- |
| Location | 24 Avondale Street, Glasgow G33 3QS |
| Standard hours of work | 35 Hours per week, Monday – Friday as follows  Monday – Thursday 8.30am – 4.30pm  Friday 8.30am – 3pm |
| Grade and Salary | EVH Grade 7  Pa22- Pa25  £39,072 - £42,903 (Pay award pending) |
| Payment Method | Paid 25th of each month by the BACs system |
| Annual Leave | 25 days per annum |
| Public Holidays | 15 days per annum |
| Notice period | One month written by either party |
| Pension | The Association currently offers a defined contribution pension scheme |



**PLEASE COMPLETE ALL SECTIONS**

NAME:

POST APPLIED FOR: **Property Services Officer**

The information that you supply in this application form will enable the interview panel to decide whether to invite you to an interview.

Whilst all sections may not be relevant to you personally, you should complete the form as fully and as accurately as possible to enable your application to be given full consideration.

**CV will not be considered**

**When completed this form should be returned to:**

Janice Shields

Ruchazie Housing Association

24 Avondale Street

Glasgow G33 3QS

**By e-mail** to: janice@ruchazieha.co.uk

*(If returning the application form by e-mail, please note that there is no need to also post a hard copy. If shortlisted you will be asked to sign your application form at a later stage.)*

**Closing date for receipt of applications is 5pm 28th February 2025.**

**Applications received after this time will NOT be considered**

**Interviews will take place week commencing Monday 10th March 2025**

*The information provided within your application form*

*will be processed in accordance with the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016 (the GDPR).Unless successful, all employment applications will be retained for 12 months and then destroyed.*

***This page will not be shown to the short-listing panel.***

**Eligibility to work in the UK**

Do you currently have the right to work and live in the UK? **Yes/No** (please delete as appropriate)

In order to comply with current UK Legislation, Ruchazie Housing Association requires that all potential employees provide certain documents concerning their eligibility to work in the United Kingdom. Listed below are some examples of common documents to prove your eligibility (this list is not exhaustive):

* British Passport.
* Passport from the EEC.
* Passport showing you are a British Citizen or that you have the right to abode in the UK.
* Passport with working visa.
* Full UK Birth Certificate **WITH** National Insurance Number.
* Work permit issued by Work Permits UK along with a letter issued to you by the Home Office confirming that you are able to stay in the UK and can take the work permit employment in question.
* A passport or other travel document endorsed to show that you can stay indefinitely in the UK or that has no time limit on your stay.

**By signing and returning this application form you acknowledge and understand the above legal requirement and that you recognise the restrictions on recruitment with which Ruchazie Housing Association is required to follow.**

**Please note you will be required to produce the documents / declarations required by legislation if short listed for interview.**

**Note:**

**Under relevant United Kingdom Legislation you should note that a Work Permit, a Visa, or both, may be required if you are not a citizen of a European Economic Area (EEA) Country. It is an offence to employ an individual who is subject to immigration control, and who does not have permission to reside in the UK.**

**Rehabilitation of Offenders Act 1974**

The Rehabilitation of Offenders Act 1974 enables some criminal convictions to become spent or ignored, after a ‘rehabilitation period’. Excepted posts are those to which the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 applies. You may be entitled to withhold information about convictions that are ‘spent’ under the provision of the act. In the event of employment, any failure to disclose could result in dismissal or disciplinary action by your employer. If selected for interview you will be required to complete a criminal convictions declaration form that will only be reviewed if an offer of employment is being made.

**Canvassing**

Canvassing directly or indirectly in connection with the appointment shall disqualify your application. If discovered after appointment you will be liable to dismissal.

**Confirmation of Qualifications**

If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

**Advertisement Source**

Where did you see this post advertised? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Declaration**

I have read this application form fully and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Personal Information**

|  |
| --- |
| Title: Surname: First Name:  Address for Correspondence:  Postcode:  Private Telephone Number: Mobile Number:  E-mail Address:  Your Daytime Telephone Number (on which a message may be left): |

**Referees**

|  |  |
| --- | --- |
| Please give details of two referees. They should be qualified to comment on your ability and experience for this appointment and should include a referee from your current or most recent employer. Ruchazie Housing Association does not accept references from family members.  **References will only be requested after interviews have taken place.** | |
| Name:  Job title:  Company:  Address:  Postcode:  Email:  Tel No:  Fax No: | Name:  Job title:  Company:  Address:  Postcode:  Email:  Tel No:  Fax No: |

**Secondary Education (please list subjects passed)**

|  |  |  |  |
| --- | --- | --- | --- |
| Standard/ O Grade  or equivalent | Grade | Higher Grade  or Equivalent | Grade |
|  |  |  |  |

**Further Education**

|  |  |  |
| --- | --- | --- |
|  | Course(s) &  Subjects Studied | Degrees, Diplomas, Certificates Obtained |
|  |  |  |

**Professional Qualifications**

|  |  |
| --- | --- |
| Name of Awarding Body | Qualifications Obtained, Membership of Professional Institution etc |
|  |  |

**Training Courses**

**(Please give details of any relevant short courses or training undertaken)**

|  |  |
| --- | --- |
| Course(s) Undertaken | Provider(s) |
|  |  |

**Computer Skills (please detail your experience)**

|  |
| --- |
|  |

**Present or Most Recent Employment, if applicable**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name & Address of  Employer | Date From: |  | | Date To: |  |
|  | Position Held: | |  | | |
|  | Salary and other benefits/payments | |  | | |
|  | Notice Required: | |  | | |
|  | Reason For Leaving: | |  | | |
| Nature of Post (describe your main duties): |  | |  | | |

**Employment History (list in order of most recent first)**

|  |  |  |  |
| --- | --- | --- | --- |
| Name & Address of  Previous Employer(s) | From  Month/Year | To  Month/Year | Position Held, Main Duties and Reason for Leaving |
|  |  |  |  |

*Please continue on a separate sheet if necessary.*

**Employment with Ruchazie Housing Association**

Ruchazie Housing Association wishes to compare your experience, skills and knowledge with its requirements for the post you are applying for. You should therefore, **try to show in the following part of the form how you satisfy these giving specific examples**. This does not have to be from paid work, but can be from other experience. The Selection Panel may consider candidates, who do not meet all the requirements, therefore please complete all sections as appropriate.

|  |  |  |
| --- | --- | --- |
|  | **E-Essential**  **D- desirable** |  |
| Understand a customer service environment and customer engagement | **E** |  |
| Track record of achieving individual and team objectives | **E** |  |
| Knowledge of property maintenance | **E** |  |
| Knowledge of social housing management | **E** |  |
| Working within a housing or public service environment | **D** |  |
| Awareness of housing legislation and regulation | **D** |  |
| Handling Insurance claims | **D** |  |
| Customer Care | **E** |  |
| Problem Solving | **E** |  |
| Decision making | **E** |  |
| Ability to cope calmly with competing demands | **E** |  |
| Awareness of Ruchazie Community |  |  |
| Interpersonal and communication | **E** |  |
| Computer and data processing skills, including Microsoft Office and specialist housing software. | **D** |  |

**Additional Information**

|  |
| --- |
| Please provide any relevant information not covered elsewhere on this form, which may include other activities e.g. voluntary work, major achievements, projects to date and indicate how this will enable you to contribute further to this post. |

**Disability**

|  |
| --- |
| We are committed to the employment and career development of disabled people. To demonstrate our commitment, we guarantee an interview to anyone with a disability whose application meets the minimum essential criteria for the post at the short-listing stage. The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment, which has a substantial and adverse long-term effect on his or her ability to carry out normal day-to-day activities.  □ Tick this box if you consider yourself disabled as defined by the Equality Act 2010.  False declarations will subsequently invalidate any contract of employment. |

**Relationship to Staff Members**

If you are related to any employee of Ruchazie Housing Association or anyone who has been employed as a staff member or has been engaged as a supplier, consultant or contractor in the last 12 months, please provide details:

**Relationship to Governing Board Members**

If you are related to a Board member of Housing Association or anyone who has been a Board member in the last 12 months, please provide details:

**Confirmation of Qualifications**

If selected for interview you will be required to bring with you the original certificate(s) of all qualifications referred to in this application. This extends to membership of professional bodies.

**Advertisement Source**

Where did you see this post advertised? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Declaration**

I have read the guidance above and I declare that the information I have given in support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld any relevant information my application may be disqualified or, if I have already been appointed, I may be dismissed without notice.

**Signed: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**



**RUCHAZIE HOUSING ASSOCIATION**

**Privacy Notice**

(How we use employee information)

**Introduction**

This notice explains what personal data we collect, why we collect it and how we use it. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Ruchazie Housing Association (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to the requirements set out in Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR), together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z7471848 and we are the data controller of any of your personal data that we hold. Our Data Protection lead is the Director, Janice Shields and our Data Protection Officer (DPO) is:

RGDP LLP

Level 2

One Edinburgh Quay

133 Fountainbridge

Edinburgh

EH3 9QG

info@rgdp.co.uk

0131 222 3239

Any questions relating to this notice and our privacy practices should, in the first instance, be sent to Janice Shields, Director, Ruchazie Housing Association, 24 Avondale Street, Glasgow, G33 3QS.

**What personal data do we collect?**

We collect the following personal data and special category personal data from you in a variety of ways either directly from you or via third parties, for example, Employment Agencies or the pensions service. The data we collect includes:

* Name
* Date of Birth
* Address
* Telephone Number
* E-mail address
* NI number
* Personal characteristics such as gender and ethnic group
* Qualifications
* Absence information

**How we use your personal data and our legal bases for doing so**

We collect and use the above information and personal data for:

* Administration of contracts of employment
* Payment of salaries
* Recruitment and selection
* Pensions and associated benefits, appraisal, training and development
* Membership of professional bodies

The main legal basis used for processing your personal data is ‘contract’ and, for special category personal data, ‘employment’. However, there are other legal bases such as ‘consent’ or ‘explicit consent’ that we may use from time to time. In these instances, we will inform you beforehand.

**Data Sharing**

We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

* To process your monthly salary payments;
* To allow your pension provider to process pensions information and handle your pension; (delete if not applicable)
* To allow your electronic payslips to be produced and issued to you (delete if not applicable)
* If we enter into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

**Data Storage, Security and Retention**

Your information will only be stored within the UK or EEA. When you give us information we take steps to make sure that your personal data is kept secure and safe:

* All information is stored in a secure file or scanned onto our system where a password is required to access that information.
* We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Data retention guidelines on the information we hold is provided in our Retention Policy and Schedule.

**Your Rights**

You have rights in relation to your personal data and can ask:

* ask for a copy of the information about you held by us in our records;
* require us to correct any inaccuracies in your information;

If you would like to exercise any of these rights, please ask the Director, Janice Shields.

You also have the right to complain to the Information Commissioner’s Office in relation to our use of your information. The Information Commissioner’s Office contact details are below:  
  
**The Information Commissioner’s Office**

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

www.ico.org.uk

0303 123 1113

We keep this privacy notice under regular review and will place any updates on this website.

This Privacy Notice was last updated on 01/11/2024



**Equalities Monitoring Form**

**Why are we asking for equality information?**

We collect equality information to help us to plan and deliver effective services and to meet our legal and regulatory obligations.

**What do we do with equality information?**

We use equality information for a range of purposes, including to help us to:

* protect and promote your rights and interests;
* promote equality objectives across our services;
* identify and address our customers’ needs, improve our services, develop policies; and
* identify and eliminate any form of discrimination.

**Do you need to answer every question?**

All equalities monitoring questions are optional. You are not obliged to answer any of these questions but by answering as many questions as possible you will help us improve our policy development. We provide options throughout the form to allow you to provide only the information you want to give us. You can complete some questions and not others or you can complete parts of the questions. The form has space for you to tell us more about your needs if you want.

We may ask for some information in other forms where this is required by law. For example, where we need to know your age if you are applying for a home as only those over 16 years old can be registered on our housing list.

**How do we process your equality information?**

We process equality information strictly in line with data protection law, including by:

* processing your equality data confidentially;
* restricting access only to relevant staff members;
* retaining equality information only as long as necessary;
* sharing data only as lawfully permitted; and
* destroying data securely.

**Who do we gather equality information about?**

We gather equality information from:

* people who apply for a home;
* tenants;
* people who apply for a job with us;
* our employees;
* board and Committee members

**Age**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Please tick the band for your age:** | 16–24 |  | 25–34 |  |
| 35–44 |  | 45–54 |  |
| 55–65 |  | 65+ |  |
| Prefer not to say |  | | | |

**Belief or religion**

Please tick the box which best describes your belief or religion from the list below?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Buddhism: | | | | |  |
| Christianity | | | | |  |
| Catholic: |  | Protestant: |  | Other: |  |
| Hinduism: | | | | |  |
| Islam: | | | | |  |
| Judaism: | | | | |  |
| Sikhism: | | | | |  |
| Other religion (please state what this is): | | |  | | |
| No specific belief in religion (for example, atheism or agnosticism): | | | | |  |
| Other belief (for example, humanism): | | | | |  |
| Prefer not to say | | | | |  |

Please use the space below to tell us about any particular requirements relating to your beliefs or religion:

|  |
| --- |
|  |

**Disability**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you a disabled person? | Yes |  | No |  |

If yes, please tick the box which category you would use from the following list:

|  |  |  |
| --- | --- | --- |
| Autoimmune: (for example, multiple sclerosis, HIV, Crohn’s/ulcerative colitis) | |  |
| Learning difficulties: (for example, Down’s Syndrome) | |  |
| Mental health issue: (for example, depression, bi-polar) | |  |
| Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia) | |  |
| Physical impairment: (for example, wheelchair-user, cerebral palsy) | |  |
| Sensory impairment – hearing impairment | |  |
| Sensory impairment – visual impairment | |  |
| Other: If none of the categories above apply to you, please specify the nature of your impairment. | |  |
| Prefer not to say |  | |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Ethnicity**

Please tick the box that best describes your particular ethnic group:

**African**

|  |  |  |
| --- | --- | --- |
| African, African Scottish or African British: | |  |
| Other African background (please specify): |  | |

**Asian, Scottish Asian or British**

|  |  |  |
| --- | --- | --- |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British: | |  |
| Indian, Indian Scottish or Indian British: | |  |
| Pakistani, Pakistani Scottish or Pakistani British: | |  |
| Chinese, Chinese Scottish or Chinese British: | |  |
| Other Asian background (please specify): |  | |

**Black or Caribbean**

|  |  |
| --- | --- |
| Caribbean, Caribbean Scottish or Caribbean British |  |
| Black, Black Scottish or Black British |  |
| Other Caribbean or Black background (please specify) |  |

**Mixed groups**

|  |  |
| --- | --- |
| Mixed or multiple ethnic group (please specify) |  |

**White**

|  |  |
| --- | --- |
| English |  |
| Gypsy Traveller |  |
| Irish |  |
| Polish |  |
| Roma |  |
| Scottish |  |
| Welsh |  |
| Other British |  |
| Other group (please specify your ethnic group) |  |
| Prefer not to say |  |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Marriage and civil partnership**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you presently in a civil partnership? | Yes |  | No |  |
| Are you presently married? | Yes |  | No |  |
| Prefer not to say | | | |  |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Pregnancy and maternity**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you pregnant? | Yes |  | No |  |
| Have you taken maternity or paternity leave in the past year? | Yes |  | No |  |
| Prefer not to say | | | |  |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Sex**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| What is your sex? | Female |  | Male |  | Intersex |  | |
| Prefer not to say | | | | | | |  |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Gender re-assignment (trans/transgender)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Do you consider yourself to be a trans person? | Yes |  | | No |  |
| Prefer not to say | | |  | | |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**Sexual orientation**

**What is your sexual orientation?**

|  |  |  |
| --- | --- | --- |
| Bisexual | |  |
| Gay man | |  |
| Heterosexual/straight | |  |
| Lesbian/ gay woman | |  |
| Other | |  |
| Prefer not to say |  | |

Please use the space below to advise us if you have any particular requirements:

|  |
| --- |
|  |

**What to do now**

**When completed, this form can be returned, along with your application form, by e-mail to:**

**janice@ruchazieha.co.uk**

Or by post, marked **Private and Confidential** to:

J Shields, Director, Ruchazie Housing Association, 24 Avondale Street, Glasgow G33 3QS