



Freedom of Information & EIR Charging Schedule

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This document can be produced in different formats, for example, in larger print or audio-format, and in other languages, as appropriate.

Freedom of Information – Draft Charging Schedule

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises.

We may charge for providing information to you e.g. photocopying and postage, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

In the event a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Our photocopying charge per side of paper is shown below.

Size of Paper	Pence per sheet (black and white)	Pence per sheet (colour)
A4	10p	20p
A3	20p	40p

Alternative Format

Information provided on USB Flash drive will be charged at £2.80 Per 8GB USB Flash drive (TBC).

Postage Costs

Postage costs will be recharged at the rates we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run. We do not pass on any other costs to you in relation to our published information.

Charges for Information which is not available under the scheme (un-published information)

If you submit a request to us for information which is not available in this Guide, the charges will be based on the following calculations:

- There will be no charge for information requests which costs us £100 or less to process
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost 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.
- We are not obliged to respond to requests which will costs us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be

released. Charges may be made for locating, retrieving and providing information to you.

- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for Environmental Information

The rules for charging for environmental information are slightly different because requests for Environmental Information is provided under the EIRs rather than FOISA.

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage.

If we decide to impose a charge, we will issue you with a notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge.

If you decide not to proceed with the request there will be no charge to you. Charges are calculated based on the actual cost to New Gorbals Housing Association in providing the information:

Size of Paper	Pence per sheet (black and white)	Pence per sheet (colour)
A4	10p	20p
A3	20p	40p

Postage costs will be recharged at the rates we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

- There will be no charge for information requests which costs us £100 or less to process
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost 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 cost.

Charges for requesting your own person data (Subject Access Requests)

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request. We will provide a copy of the information free of charge.

However, we can charge a “reasonable fee” when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee must be based on the administrative cost of providing the information.