

# Charging Policy

Customer  
Focus

Respect

Communication

Integrity



[www.clochhousing.org.uk](http://www.clochhousing.org.uk)



## Draft Charging Policy and schedule

This Policy and schedule covers charging for:

- A. Documents that are published but which you wish to access in printed form rather than from the website.
- B. Documents we need to produce as part of a request for information.
- C. Charges for Environmental Information provided under the Environmental Information Regulations rather than Freedom of Information
- D. Data Subject Access Requests (Data Protection)

### **A. Information that is available on our website, but a print copy is required.**

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, but we will charge you no more than it costs us to do so. If we do charge, it will be for any request of 10 or more copies of a document. We will always tell you what the cost is before providing the information to you. Our photocopying charge per side of paper is shown in the tables below:

#### ***Black and White Photocopying***

Size of Paper	Pence per sheet
A4	5p
A3	10p

#### ***Colour Photocopying***

Size of Paper	Pence per sheet
A4	10p
A3	20p

#### ***Alternative Formats***

Format	Charge
Computer Discs	25p

## **Postage Costs**

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

### **B. Documents we need to produce as part of a request for information.**

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

#### **General information requests**

- There will be no charge for information requests which cost 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 cost 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. 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.

### **C. Charges for Environmental Information provided under the Environmental Information Regulations rather than Freedom of Information**

The rules for charging for environmental information are slightly different.

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 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 of providing the information:

- Photocopying is charged at 5p per A4 sheet for black and white copying, 10p per A4 sheet for colour copying.
- Postage is charged at actual rate for 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.

The first £100 worth of information will be provided to you without 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 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.

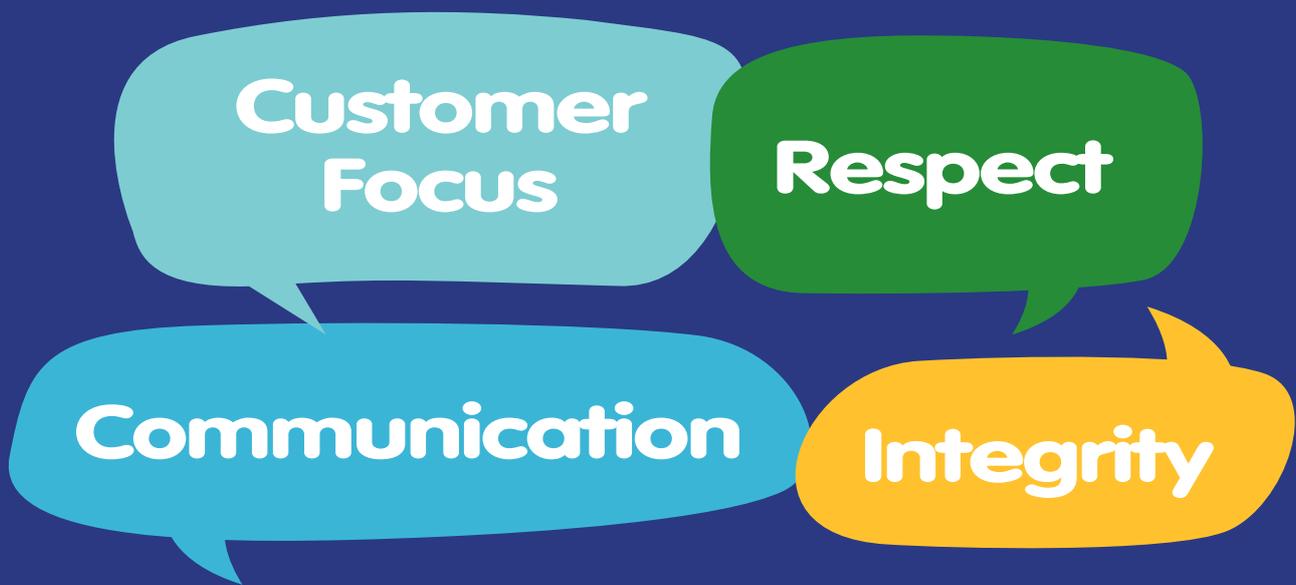
Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

#### **D. Data Subject Access Requests**

There is no charge for requesting your own personal data under the Data Protection Subject Access Request. We must 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.

Further information on Data Protection regulations can be found on the Information Commissioner's Office website. Click [here](#) to access.



CLOCH HOUSING ASSOCIATION LTD	
<b>Policy Name</b>	Charging Policy
<b>Policy Category</b>	GOV
<b>Policy Number</b>	084
<b>Date Adopted</b>	19/11/2019
<b>This Review</b>	
<b>Next Review</b>	November 2022
<b>Equalities Impact Assessment Required</b>	
<b>Link to other policies</b>	Environmental Information Regulations Policy
<b>Consultation</b>	
<b>Need for Procedure</b>	