

---

## LEASE publication policy

In preparing our publication policy we have followed the Information Commissioner's model publication scheme.

This publication policy commits LEASE to make information available to the public as part of its normal business activities. The information covered is included in the classes of information mentioned below, where this information is held by LEASE. Additional assistance is provided to the definition of these classes in sector specific guidance manuals issued by the Information Commissioner.

The policy commits us:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by LEASE and falls within the classifications in paragraph 4 below.
- To specify the information held by LEASE and that falls within the classifications below.
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this policy.
- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
- To review and update on a regular basis the information we make available under this policy.
- To produce a schedule of any fees or charges for access to information which is made readily available.
- To make this publication policy available to the public.

### Classes of information

- a. Who we are and what we do
  - Organisational information, locations and contacts and governance.
- b. What we spend and how we spend it
  - Financial information relating to expenditure over £500 per month
- c. What our priorities are and how we are doing
  - Strategy and performance information.
- d. Our policies and procedures
  - Current written protocols for delivering our functions and responsibilities.
- e. Lists and registers
  - Information held in registers required by law and other lists and registers relating to the functions of LEASE.
- f. The services we offer
  - Advice and guidance, booklets and leaflets. A description of the services offered.

The classes of information will not generally include:

- Information the disclosure of which is prevented by law, or exempt under FOIA, or is otherwise properly considered to be protected from disclosure.
- Information that is in draft form.
- Information that is no longer readily available as it is contained in files that have been placed in archive storage, or is difficult to access for similar reasons.

The method by which information published under this policy will be made available

- Information will be provided on a website. Where it is impracticable to make information available on a website or when an individual does not wish to access the information by the website, LEASE will indicate how the information can be provided by other means and provide it by those means.
- In exceptional circumstances some information may be available only by viewing in person. Where this manner is specified, contact details will be provided. An appointment to view the information will be arranged within a reasonable timescale.
- Information will be provided in the language in which it is held or in such other language that is legally required. Where LEASE is legally required to translate any information it will do so.
- Obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats will be adhered to when providing information in accordance with this policy.

Charges which may be made for information published under this policy

- The purpose of this policy is to make the maximum amount of information readily available at minimum inconvenience and cost to the public. Charges made by LEASE for routinely published material will be kept to a minimum. Material which is published and accessed on a website will be provided free of charge. Charges may be made for information subject to a charging regime specified by Parliament.
- Charges may be made for actual disbursements incurred such as:
  - photocopying;
  - postage and packaging;
  - the costs directly incurred as a result of viewing information.
- Charges may also be made for information provided under this policy where they are legally authorised. They are in all the circumstances, including the general principles of the right of access to information held by public authorities, justified and are in accordance with a published schedule or schedules of fees which is readily available to the public.
- If a charge is to be made, confirmation of the payment due will be given before the information is provided. Payment may be requested prior to the provision of the information.

### *Written requests*

- Information held by LEASE that is not published under this policy can be requested in writing, when its provision will be considered in accordance with the provisions of FOIA.

### *Complaints*

- Complaints about LEASE's publication policy or about our response to a request for information that is not published under the policy should be made in writing to the Head of Office Services at the following address:

The Leasehold Advisory Service  
Fleetbank House  
2-6 Salisbury Square  
London  
EC4Y 8JX

Website: [www.lease-advice.org](http://www.lease-advice.org)  
Email: [info@lease-advice.org](mailto:info@lease-advice.org)  
Tel: 020 7832 2500  
Fax: 020 7832 2529

We will aim to provide you with a full response within 20 working days and if we are unable to do so we will let you know and give you a date by which you can expect a reply.

If you remain dissatisfied with our response, you can complain to LEASE's Chief Executive at the above address. There is no further right of redress.

*Last updated April 2015*