

## Procedures for the conduct of departmental business

- [PHA standing orders - February 2023](#)
- [PHA standing orders financial instructions - February 2023](#)
- [Management statement and financial memorandum 2018](#)

## Procedures for the provision of services

- [PHA standing orders - February 2023](#)

## Customer service

- [Check our page \*\*Compliments and Complaints\*\* to find out how to make a complaint](#)

## Records management and personal data policies

- [Records management policy](#)
- [Data protection/Confidentiality policy](#)
- [Good management good records guidance](#)
- Records management strategy
- [Information governance strategy](#)

## Downloads

Attachment	Size
<a href="#">Signed Management Statement Financial Memorandum.pdf</a>	435.55 KB
<a href="#">PHA Standing Orders January 2023 0.pdf</a>	1000.33 KB
<a href="#">PHA Standing Financial Instructions January 2023 0.pdf</a>	657.41 KB
<a href="#">Records-management-policy-v-1.4-November-2023.docx</a>	49.45 KB
<a href="#">GMGR-2017.pdf</a>	1.04 MB
<a href="#">Information-governance-strategy-framework-v3-November-2023.docx</a>	74.26 KB

<b>Attachment</b>	<b>Size</b>
<a href="#">Data-protection-and-confidentiality-policy- updated-for-GDPR-v.1.4-June-2019.pdf</a>	446.97 KB
<a href="#">PHA Standing Financial Instructions January 2023 FINAL 1.docx</a>	160.81 KB
<a href="#">PHA Board Register of Interests 1 November 2024 3.docx</a>	90.6 KB
<a href="#">PHA Standing Orders January 2023 FINAL 1.docx</a>	368.27 KB
<a href="#">Print</a>	