Social Tenants Access to Information Requirements (STAIRs)

The Social Tenants Access to Information Requirements (STAIRs) will introduce new rights for social housing tenants to access information about how their landlord operates, makes decisions and delivers services.

Many of the documents and information covered by STAIRs are already available on our website. These pages bring them together in one place and explains how you can request information that is not already published. ccha's commitment to transparency, accountability and effective information governance, is about helping residents better understand how decisions are made and how services are delivered.

What is STAIRs?

STAIRs stands for Social Tenants Access to Information Requirements.
The scheme is being introduced by Government to improve transparency across the social housing sector, and is a core component of the Transparency, Influence and Accountability standard.

Housing associations will be required to:

- Publish key information about their organisation and services.
- Make information easier for tenants to find and understand.
- Respond to eligible information requests within specified timescales (from April 2027).
- Support greater accountability to residents.

- ♦ STAIRs Publication Scheme
- ♦ STAIRs Policy Customer Friendly
- ♦ STAIRs Policy Long

Frequently Asked Questions

Is STAIRs the same as a Subject Access Request (SAR)?

- No, a SAR is for personal information we hold about you and requests are handled under UK GDPR and the Data Protection Act.

How long will ccha take to respond?

- ccha STAIRs framework is designed to ensure requests are managed and monitored with clear timescales and reporting arrangements and in line with the required 30 day timeline.

Is STAIRs the same as freedom of information?

- No it has its own rules and processes and is aimed at social tenants to have better understanding of how their homes are managed by their landlord.

Is STAIRs the same as a complaint?

- No STAIRs is specifically about requesting information on the management or services of homes. Please visit complaints page for information.

What about if I want specific information?

- ccha is not under any obligation to create information specifically, we can review if we have other information that is relevant to a request.