Social Tenant Access to Information Requirements Policy

This policy is in plain English and uses clear language and straightforward explanations. It explains how you can get information from us about the services we provide. We want everything to be clear and easy to understand

1. What this policy is for

We want to make sure you can easily find or request information about how we run our social housing management services. This helps you understand what we do and hold us to account.

2. Who this policy applies to

This policy applies to us as the landlord (or Registered Provider) and everyone who works for us or any other body responsible for managing our social housing on our behalf. This policy is made available publicly, so you are able to understand how we will make information available.

3. What the rules are

New government rules called STAIRs say that social landlords must publish certain information and reasons to information requests to how we deliver our social housing activities.

From 1 October 2026: We will routinely publish set types of information. This is information you can get without asking us.

From 1 April 2027: You will be able to request information from us – any information not already published you can ask for it. Any information will generally be made available once and free of charge.

4. Our approach

We aim to be open and transparent. We will publish as much information as we reasonably can. We will generally respond to information requests within 30 days. In exceptional circumstances, we may require more time and if that is the case, we will write to you.

5. What we cannot share

We will not create new information. Sometimes we must withhold information if it is reasonable for us to do so. We will generally withhold any personal information. If you want to see your personal data, you can make a Subject Access Request.

6. If you are unhappy with our response

If you think we have not published something we hold and we should have, you can ask us for a review. You can also ask us for a review if you made an information request, but you are unhappy with our handling of it or our response to it. You can ask for a review within 3 months of our letter. A review is not a complaint. We will explain how to ask for a review when we send you our response, we will have 30 days to respond to you.

If you are still unhappy, you can complain to the Housing Ombudsman

Housing Ombudsman Service PO Box 1484 Unit D Preston PR2 0ET

Phone 0300 111 3000 Monday Tuesday Wednesday and Friday 9am-3.30pm

Online complaint form | Resident complaints | Housing Ombudsman

7. Who is responsible

A senior manager is responsible for this policy. All staff must follow it.

8. Reviewing this policy

We will review this policy regularly to keep it up to date

Version History	
Policy name	**STAIRS** **Social Tenant Access to Information Requirements Policy**
Version code	1
Lead Officer	Governance Manager/ Company Secretary
Data Protection Impact Assessment	All have equal access
Equality Impact Assessment	Policy contains no personal data
Date of Issue	August 2026
Review Due	August 2028
Policies and procedures replaced	N/A