CROYDON CHURCHES HOUSING ASSOCIATION

PUBLICATION SCHEME AND RESPONDING TO INFORMATION REQUESTS

Publication Scheme

We will publish information about how we run our social housing management services. This is to make sure tenants can easily see how decisions are made and what services we deliver.

The information we publish includes different categories such as how we are governed, how we spend money, and how we manage homes. We will keep this information up to date and publish at least two years' worth unless stated otherwise.

Most information will be published on our website. We can give you this information in a different format such as large print or audio or in a different language upon request.

If you would like extra copies, we may charge you for printing, binding, or postage at cost. Black and white 10p a sheet, colour 25p a sheet

We welcome resident feedback about this scheme. You can contact us by email customers@ccha.biz, or through your Housing Officer.

From time to time, we may need to redact documents prior to publishing them. If you think something is missing from our publication scheme or we have removed too much from a document we have published, you can request a review

Responding to Information Requests

You can ask us for information if you are a current tenant or if you choose someone to act for you. We must be able to confirm your identity.

You can make a request in writing, including email. You do not need to mention STAIRs for your request to count. If you need it, we can help you make a valid request. Please speak to Customer Service or your Housing Officer.

We will acknowledge your request within a set number of working days and respond within 30 calendar days. If we need more information from you to understand the request, the 30 days start once you tell us what you need.

In exceptional cases, we may need more time. If so, we will tell you why and when you can expect a response.

If the information is held by another person or organisation providing your social housing on our behalf, we will try to get it from them. We will keep a record of our attempts.

We may refuse a request if it is unclear, abusive, or repeated. If answering a request would take more than 18 hours of staff time, we may need to refuse it or ask you to narrow the search to make it more reasonable. We may also refuse if:

- sharing the information could cause harm
- the law prevents us from sharing
- we find it is reasonable to do so

We will always try to share information unless there is a good reason not to. It does not matter why you are asking for the information or how you plan to use it; we won't take this into account.

If we withhold or remove (redact) information, we will explain why. We may need to balance the benefits of sharing with any risk of harm, such as risk to safety, confidentiality or business negotiations.

We will consider whether releasing the information could harm individuals or third parties, or whether it would break data protection rules. We will also consider any views of relevant third parties if the information is related to them.

We aim to provide information in a format that is accessible to you. If you would like to view a copy of our full length STAIRs policy, please ask us.

Version History	
Policy name	**STAIRS** **Publication Scheme**
Version code	1
Lead Officer	Governance Manager/ Company Secretary
Data Protection Impact Assessment	Publication Scheme contains no personal data
Equality Impact Assessment	All have equal access
Date of Issue	August 2026
Review Due	August 2027
Policies and procedures replaced	N/A