

Social Tenant Access to Information Requirements (STAIRs) Policy

Policy Author: [REDACTED]	Policy Valid From: 01/10/2026
Policy Approved Date: 18/09/2026	Policy Review Date: 03/08/2029

Policy/Strategy Control Statement

1	Document Title	Social Tenant Access to Information Requirements (STAIRs) Policy
2	Date of Document (Created Date)	03/08/2026
3	Service Lead	[REDACTED]
4	Author	[REDACTED]
5	Date Approved and approved by who i.e. Service Delivery Project Board, Executive, Group Board, etc.	18/09/2026
6	Date last reviewed	
7	Amendment record	
8	Next review date (Planned review Date)	03/08/2029
9	Staff Consultation	STAIRs Project Steering Group
10	Other Services Consultation	N/A
11	Customer Consultation	N/A
12	Equality Impact Assessment: insert priority as agreed with E/D team, Insert date copy of EIA sent to E/D team.	Draft
13	Confirm that document meets current legislative requirements	Yes
14	Further Information/Comments	
15	Sign off of statement by Author and Service Lead (name and date):	[REDACTED]

Policy Applicable To

Business Area: Regulatory Compliance Applicable to: Homes Plus

Amendment Sheet Record

Revision Date	Description of Changes	Approved By	Date Approved

Please summarise the current policy requirements and how this is changed in the new policy.

New policy

Please explain the reason for changes/improvements/new policy.

New policy to cover Social Tenant Access to Information Requirements
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Please explain any new actions required to put the policy changes into practice.

New processes including triage and review process will be required. Steering group in place to oversee operational changes.

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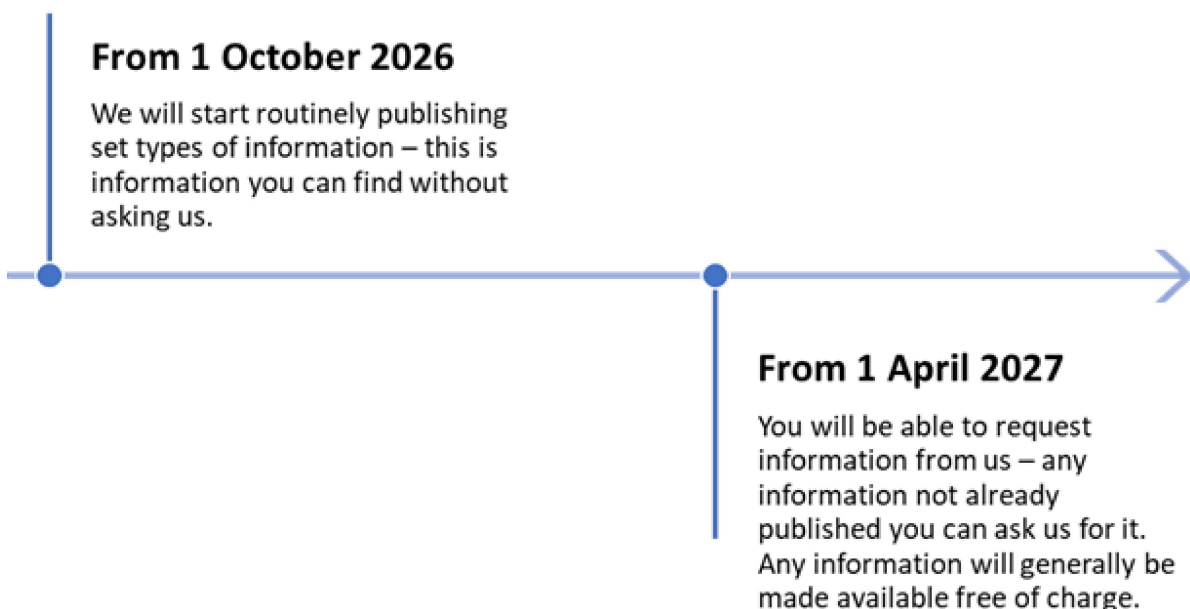
1. What this policy is for

This policy sets out how PfP will comply with the Social Tenant Access to Information Requirements (STAIRs).

We want to make sure you can easily find or request information about how we run our social housing management services while meeting legal requirements.

2. What is STAIRs?

New government rules called STAIRs say that social landlords must publish certain information and respond to information requests about how we manage social housing.



3. Our approach to STAIRs

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.

4. Publication scheme

We will maintain a STAIRs Publication Scheme on our website and publish information where we hold it relating to:

- Governance and decision making
- Spending
- Housing stock management

- Performance
- Housing services
- Lists and registers
- Social housing management

We will regularly review and update this information and make it so that you can easily find information without asking us. Information provided under STAIRs will generally be made available free of charge.

5. Responding to requests

Who can make requests?

You can ask us for information if you are a current tenant or if you choose someone to act for you. We may ask for proof of who you are.

If you choose a representative to act for you, we may ask for evidence that they are authorised to act on your behalf.

STAIRs applies to:	STAIRs does not apply to:
licensees (people with permission to occupy a home but who do not have a tenancy agreement)	leaseholders who own 100% of their property
shared owners with less than 100% ownership	tenant panels or resident associations making a group request
PfP tenants	council tenants – they can request information under the Freedom of Information Act
	private landlord tenants

How should requests be made?

You can make a request in writing, including by email. You do not need to mention STAIRs for your request to count.

If you need support to make a request, we will take reasonable steps to help you submit a valid written request, including helping to record a verbal request where appropriate.

How long will we take to respond?

We will acknowledge your request promptly 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 we need.

What if we don't respond in that time?

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

What if information is held by a third-party?

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.

6. What isn't included?

What we cannot share

- We will not create new information.
- In some cases, we may need to withhold information where it is reasonable to do so.
- Personal information. You can request a copy of the personal information we hold about you by making a subject access request.
- Information that could cause harm if shared.
- We cannot share information if we cannot confirm your identity, or the identity of your representative.
- We cannot share information if we do not understand what information you are asking for. If your request is unclear, we will work with you to clarify it before deciding whether we can provide the information.
- Information that is not covered by STAIRs.
- Requests that would take more than 18 hours of staff time to complete.
- Requests that are unreasonable because they repeat a previous request. This includes repeated requests from multiple customers asking for the same information.
- Requests that are offensive or communicated in an abusive manner.

This list is not exhaustive. We may also remove ('redact') parts of documents before sharing them where this is appropriate.

How we will decide whether to withhold or redact information

We need to consider if it is 'reasonable' to withhold or redact information. There are certain things we can and cannot take into account when we are deciding whether withhold requested information, set out in the table below:

	Things we can take into account
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Freedom of information requirements	We must consider the principles behind freedom of information laws when deciding what information to share, but we don't automatically need to follow them. We must explain and keep a record of our decision.
Data protection laws	We must consider data protection laws when deciding what information we can share. We must explain and keep a record of our decision.
Whether sharing the information could cause harm.	We will normally share information when it is requested. We will only withhold information if there is a good reason to do so and the reasons for withholding it outweigh the benefits of sharing it. We will consider: • Type of harm – physical, mental, financial, or operational / commercial. • Severity – how serious could the harm be? • Likelihood – is harm speculative, possible, or reasonably likely? • Harm to third parties – e.g., other individuals, third party organisations, whether or not the information is in the wider public interest to disclose or withhold If the information relates to another person or organisation, we may ask for their views before deciding whether to share it. When assessing the risk of harm, our approach is that the reference to "third party" here means <i>any</i> third party or individual (i.e. not solely a body responsible for the management of social housing instructed on our behalf).
Whether we already provide the information under other legislation	We already publish certain types of information under other legislation. For example, we must give Companies House information about our corporate activities. So, we don't need to share this information again as part of STAIRs. Where information can be accessed through another legal process, we will explain this and direct you to the appropriate route.

	Things we cannot take into account
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Your identity	We can't refuse to share information because of your identity.
The reason you're asking for the information	We can't refuse to share information because we're worried about what we think you'll do with it.
Whether it could harm our reputation	We want to publish information in the spirit of openness and transparency.

Where information is withheld or redacted, we will explain the reasons for our decision where possible.

7. Review

If you think we should have published information that we hold, you can ask us to review our decision. You can also ask us for a review if you asked for information, but you are unhappy with our handling of or response to it.

You can ask for a review within 3 months – we will explain how to ask for a review when we send you our response.

We will review how we handled your request and aim to respond to your complaint within 30 calendar days of receiving it. A STAIRs review is separate from our standard complaints process and only covers matters relating to the publication of information or responses to information requests.

During the review, we will consider:

1. How we have responded to your request (e.g. whether we've shared it in an accessible way)
2. If we have not published relevant information that you might be entitled to
3. If we haven't responded on time, and there is no good reason for us to have applied an extension
4. Where we have withheld or redacted information you don't agree with our decision, and the reasons for this.

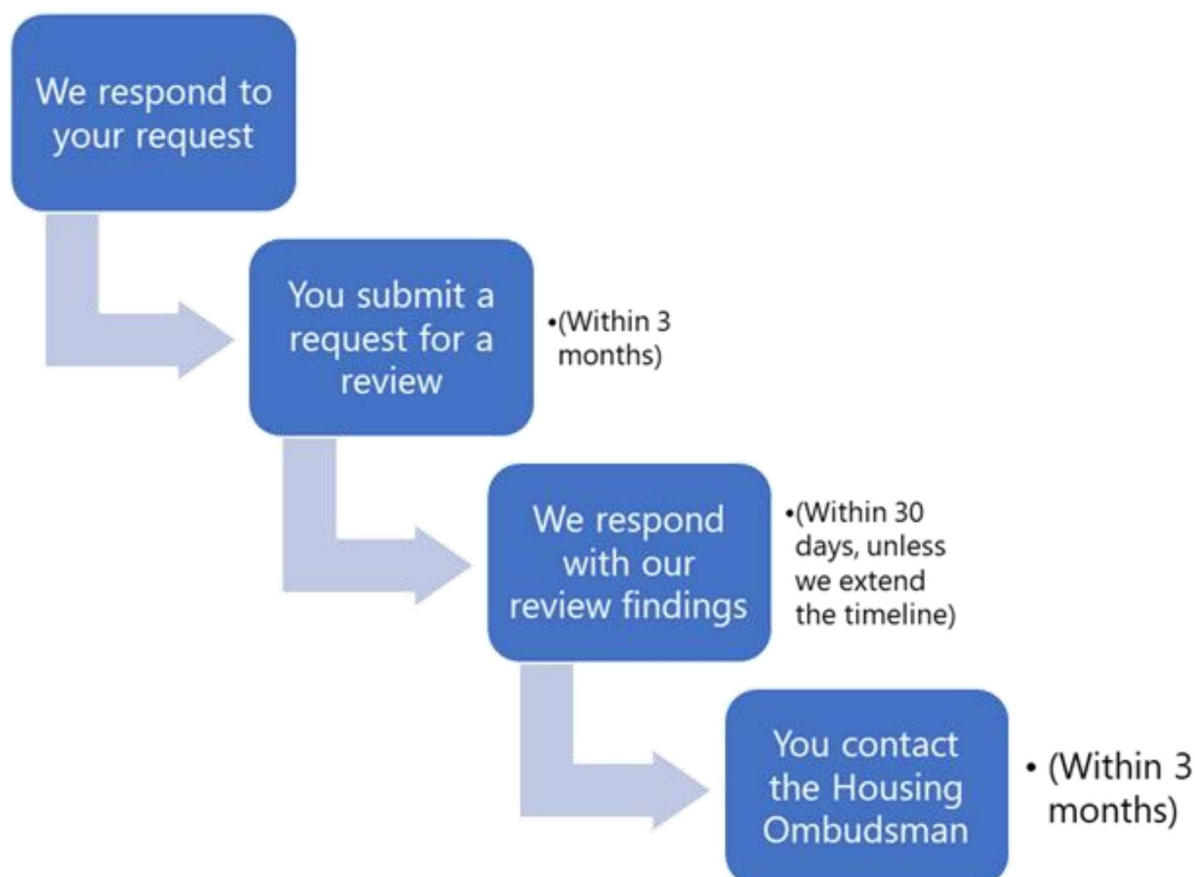
We may sometimes need to extend the timeline for a response. If this is necessary, we will let you know as soon as we can. If we do extend the timeline, this will be reasonable and kept to a minimum.

If you are still unhappy, you can contact the Housing Ombudsman [via the online complaint form](#) or by calling on 0300 111 3000.

Any complaint to the Ombudsman should generally be made within 3 months of the outcome of your review.

We can only review matters related to STAIRs as part of a STAIRs review process. Please note that if your concern relates to an alleged breach of data protection legislation you should inform us that your issue concerns a data protection complaint, which would then be dealt with via our usual complaints process for data protection matters.

STAIRs Review Process



8. Accessibility

When sharing information, we will take all reasonable steps to ensure that information is provided in a format which is accessible to you.

9. 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 can understand how we will make information available.