

A PCH GUIDE TO SOCIAL TENANTS ACCESS TO INFORMATION REQUIREMENTS (STAIRs)

What is STAIRs?

STAIRs (Social Tenants Access to Information Requirements) is a new Government standard that gives people living in social housing more rights to access information about their home and housing services.

Why is STAIRs being introduced?

The aim of STAIRs is to:

- Help you understand how decisions are made
- Give you better access to information about your home and housing services
- Support tenants to hold landlords to account for the services they provide

STAIRs is divided into two parts (also known as Chapters), which are designed to make information about your home and housing services more accessible.



Part 1: Publishing Key Information

From October 2026, we must publish important information about how we manage homes and services. This includes information about:

- Repairs and maintenance
- Health and safety checks
- Performance and service standards

- How the organisation is run and how money is spent
- Resident engagement and complaints

This information must be easy for you to find and access.

Much of this information is already available on our website. You can find links to the relevant information on our dedicated STAIRs webpage.



Part 2: Information Requests



From April 2027, you (or someone acting on your behalf) will be able to request specific information about your home or housing services.

You may request information about a range of housing-related topics, including:

- Anti-social behaviour
- Complaints handling
- Policies, procedures and performance
- Health and safety
- Rent levels and rent-setting
- Property condition, repairs and planned improvements

- Service charges
- Housing stock information
- Energy efficiency
- Estate management

We will provide the requested information, or explain why it cannot be provided, within 30 calendar days of receiving your request.

In some circumstances, we may withhold information where there is a valid reason to do so. Requests for personal information are not covered by STAIRs and should instead be made as a Subject Access Request under data protection legislation.



Requesting a Review

If you are unhappy with:

- Information published under the STAIRs Publication Scheme; or
- The response you receive to an Information Request,

you can ask us to carry out a review.

We will acknowledge your request and complete the review within 30 calendar days of receiving it. We will then write to you with the outcome and explain any actions we have taken as a result.

What if you are still unhappy?

If, after our review, you remain dissatisfied with the outcome, you can make a complaint to the Housing Ombudsman through its STAIRs review scheme. For more information, visit the Housing Ombudsman website:

www.housing-ombudsman.org.uk/residents



For all general enquiries and repairs,
call us on **0808 230 6500**

