

Social Tenant Access to Information Requirements (STAIRs) Policy

Scope of Policy

This policy sets out the approach of Platform Housing Group (referred to in this policy as ‘the Group’ or ‘Platform’) to publication of information relating to the Social Tenant Access to Information Requirements (STAIRs), the first part of which comes into effect from 1 October 2026. Part 2 comes into effect from 1 April 2027.

Applicability

The policy applies to all members of the Group.

1. Policy Statement

- 1.1 We are committed to being transparent while ensuring we meet our legal duties around data protection, security and confidentiality.

This policy sets out our Group approach and is supported by a detailed Publication Scheme, which sets out clearly what information we hold, where to find it, how often it is updated and how customers can access it.

2. Context

- 2.1 Private registered providers (registered providers), such as Platform, must provide their social housing tenants with access to information related to the management of social housing that they hold or is held by other bodies responsible for the management of social housing on their behalf.
- 2.2 Registered providers must publish certain information about their activities and provide relevant information in response to requests from tenants unless it is reasonable to withhold the information from disclosure. In doing this, registered providers should demonstrate a commitment to transparency, accountability, and tenant involvement.
- 2.3 The primary objectives of the requirements are to ensure that registered providers are open with their tenants, that tenants can access the information they need about their housing, and that tenants are empowered to hold their landlords to account for the quality of housing and services they provide.
- 2.4 Registered providers will not be required to disclose information where doing so would bring them into conflict with any statutory provision.
- 2.5 This policy supports our compliance with the Transparency, Influence and Accountability Standard and requirements introduced under the Social Housing (Regulation) Act 2023.

3. Aims and Objectives

3.1 We will proactively publish information which we hold, and which falls within one or more of the classes set out as follows:

- Governance and decision-making
- Spending and finance
- Housing stock management
- Performance
- Housing services
- Lists and registers
- Social housing management

3.2 These categories will help customers understand how Platform is run, how decisions are made, and how we manage homes and services.

4. Policy Outline

4.1 The Information Platform Holds

For each class of information, we will list the specific policies, strategies, data sets and registers we hold.

This includes:

- Customer-facing policies (such as Lettings, Anti-Social Behaviour (ASB), Tenancy Management and Repairs)
- Asset and safety strategies
- Performance results and reports
- Governance structures
- Registers (such as procurement and building safety)

A full list of items is published on our webpage at [Social Tenant Access to Information Requirements \(STAIRs\)](#), with links to view or download each document.

4.2 Where to Find Each Item

Every item in our Publication Scheme will include:

- A link to the document or webpage
- A short summary explaining what it covers
- The responsible department
- The expected review cycle

We aim to publish information in accessible HTML format wherever possible. Where this is not practical, we will provide accessible PDF versions.

4.3 How Often We Update Information

We will keep our published information accurate and up to date. Our update cycle is:

- **Policies and strategies:** every 1–3 years (or sooner if required)
- **Performance information:** updated quarterly
- **Financial information:** annually or quarterly
- **Safety and compliance registers:** updated at least quarterly
- **Governance information:** updated as changes occur

Each item will include the date it was approved and when it is next due for review.

4.4 How Customers Can Access Information

All information listed in this Publication Scheme will be freely available on our website. Customers will be able to:

- Browse information by STAIRs category
- Download documents directly
- Request alternative formats or support with accessibility needs

4.5 From **1 April 2027**, customers will also have a legal right to request additional information relating to the following which is intended to strengthen social tenants' rights to request and access information relating to the management of their homes and housing services. This will include information relating to:

- The handling of property moves
- Rent collection
- Rent rates
- Service charges for shared owners
- Occupancy rights
- Estate management, communal areas and boundary issues
- Property condition, repairs and improvements
- Anti-social behaviour
- Staffing and training
- Complaints handling, procedures and performance
- Compensation and redress
- Communication and customer service
- Health and safety
- Data handling and privacy
- Security
- Housing stock transfers and mergers
- Housing stock profile
- Environmental and energy efficiency information

- 4.6 **Phase 2 Begins 1 April 2027.** Landlords are obliged to formally respond to individual residents' information requests within **30 calendar days** of receipt.

We will respond to requests for information which relate to the management of our social housing. Requests can be made by tenants or their designated representative. We will publish clear guidance, including response times and appeal routes, ahead of this date.

4.7 **Redaction, Exemptions and Data Protection**

While we aim to publish as much information as possible, there are times when we cannot publish certain content.

We may **withhold or redact** information where publishing it would:

- Breach data protection laws or reveal personal information
- Expose commercially sensitive or confidential information
- Create a risk to health, safety or security
- Reveal legally privileged material
- Breach any statutory restriction

Where redaction is needed, we will only remove the minimum amount of information necessary and will clearly indicate that a redaction has taken place.

4.8 **If Information Is Not Available**

If an item in the Publication Scheme is marked as *“in development”* or *“not currently held”*, we will explain:

- why it is not yet available
- when it is expected to be published
- what steps we are taking to prepare it

This may include registers such as our Contracts Register and certain safety compliance registers, which are currently being prepared for publication.

5. **Equality and Diversity**

- 5.1 We are committed to fairness and equality for all, regardless of age, gender reassignment, marriage or civil partnership, pregnancy, disability, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation, as set out in our relevant Group policies.

Our aim is to ensure that our policies and procedures do not create an unlawful disadvantage for anyone, either directly or indirectly.

- 5.2 An Equality Impact Assessment (EIA) for this policy is currently in progress. The assessment will consider the potential impact on individuals and groups with protected characteristics and identify any necessary mitigations.

6. Complaints

- 6.1 We aim to meet the needs of our customers by providing an excellent service. However, it is acknowledged that occasionally things go wrong and customers may wish to complain. Should the need arise to make a complaint, please refer to our Complaints, Comments and Compliments Policy.

7. Monitoring and Review

- 7.1 We will monitor compliance with this policy through regular reporting on publication completeness, timeliness and response performance.

- 7.2 The next policy review is scheduled for February 2027 and then every three years thereafter.

We may update this policy from time to time to reflect changes in the law, regulations, or how we operate.

- 7.3 Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until an updated version is available.

8. Associated Documents

- 8.1 List of documents - associated policies, procedures and publications:

- Social Tenant Access to Information Requirements: policy statement - GOV.UK
- Social Housing (Regulation) Act 2023
- Regulator of Social Housing – Consumer Standards (Transparency, Influence and Accountability Standard)
- Platform Housing Group STAIRs Publication Scheme
- Complaints, Comments and Compliments Policy
- Customer and Community Engagement Policy
- Data Protection Policy
- Equality, Diversity and Inclusion Policy
- Material Non-Public Information Policy

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