



Social Tenants Access to Information Requirements (STAIRs) Policy



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Date Issued: 2026

Next Review Date: 2027

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1. Introduction

This policy explains how Harrogate Housing Association (HHA) will provide residents with access to information about the management of its housing under the Social Tenant Access to Information Requirements (STAIRs). It supports transparency, accountability and meaningful resident involvement while protecting personal, confidential and legally restricted information.

2. Legal requirements

New government rules called STAIRs say that social landlords must publish certain information and respond to information requests relating to how we deliver our social housing activities. From 1 October 2026 we will start routinely publishing set types of information – this is information you can find without asking us. From 1 April 2027 you will be able to request information from us. Any information will generally be made available free of charge.

3. Aims and Objectives

- 3.1** We aim to be open and transparent. We will publish the information required under STAIRs, reflecting our size and complexity, on our website. We will aim to respond to information requests within 30 days. If you think we have not published information required under the rules then please let us know.
- 3.2** 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.
- 3.3** Information will be disclosed unless there is a lawful and reasonable basis to withhold or redact it.
- 3.4** Decisions will be explained clearly, with details of review and complaint rights.

4. Publication scheme

The STAIRs rules divides information into classes. Details of the information published under each class and its location are given below. If you think we have not published information required under the rules then please let us know.

Class of information	Further details	Location
Governance and decision making	The annual accounts, mostly as part of the Board of Management report, include the majority of information required under this class. Other information includes details of the organisation structure and team structure, policies, complaints information and performance, consultation outcomes and residents meetings minutes.	On the website under the about heading and policies section. Consultation outcomes are in the quarterly newsletters
Spending	The annual accounts include this information. Service charge accounts are sent annually to the residents living in each scheme	In performance reports under the about heading on the website
Housing stock management	The Board of Management report in the annual accounts covers this class	In performance reports under the about heading on the website
Performance	This includes operational, health and safety and complaints performance	In performance reports under the about heading on the website
Housing services	These are all included in the standard policies and quarterly newsletters where necessary	Under Our Policies on the website and publications section
Lists and registers	These are the statutory registers required by law and include members, charged assets for loans and use of the Association seal	Available for inspection, by appointment, at Associations office
Social housing management	These are included in the standard policies with strategies and progress updates included in the annual accounts	Under Our Policies on the website and in performance reports under the about heading

5. Making an information request

From 1 April 2027, an eligible resident (someone with a current tenancy or lease) may request information about the management of HHA's social housing by email, letter, telephone, in person or through any published request route. The request should describe the information sought and provide contact details, including the address at which the resident resides. No special wording is required. Staff will offer reasonable help to clarify broad or unclear requests and will record verbal requests accurately. HHA may confirm eligibility and a representative's authority where necessary.

6. Responding to requests

HHA will acknowledge and log each request, locate any relevant information, consult internal teams or service providers where needed, and respond within 30 calendar days. If clarification is needed, HCHA will explain what is required and how this affects the timetable. Information will normally be supplied in an accessible electronic format, but reasonable alternative formats will be offered.

7. Withholding and redaction

Information may be withheld or redacted only where the STAIRs policy statement permits and it is reasonable to do so. This may include protecting personal data, safety and security, legal privilege, commercial confidentiality, effective decision-making, or information whose disclosure is prohibited by law. HHA will consider partial disclosure before refusing a request in full. A refusal notice will identify the information withheld, explain the reason as far as possible, and state how to request a review.

8. Reviews and complaints

A resident who is dissatisfied with published information, a response, a refusal, redaction or delay may request an internal review. The review will be undertaken by an officer not involved in the original decision where practicable, consider the request afresh, and issue a reasoned outcome within the timetable required by STAIRs. The outcome will explain the tenant's right to complain to the Housing Ombudsman if they remain dissatisfied or do not receive a response. STAIRs reviews and complaints will be recorded separately where required and handled under the applicable STAIRs rules.