



Social Tenant Access to Information (STAIRs)

Policy Number 18

Policy Date: July 2026

Next Review Date: July 2028 (or sooner if legislation changes)

Signed: Head of Housing & Property Services

1. Policy Statement

Littlehampton & Rustington Housing Society Ltd (LRHS) is committed to being open, transparent and accountable to its tenants.

We recognise that tenants have the right to understand how their landlord is governed, how decisions are made, how money is spent and how services are delivered.

This policy sets out LRHS's approach to meeting the requirements of the Social Tenant Access to Information Requirements (STAIRs), introduced under the Social Housing (Regulation) Act 2023.

2. Purpose

The purpose of this policy is to:

- comply with the Social Tenant Access to Information Requirements;
- promote openness and accountability;
- improve trust between LRHS and its tenants;
- ensure tenants have easy access to information about LRHS;
- establish procedures for handling information requests.

3. Scope

This policy applies to:

- all LRHS tenants;
- prospective tenants requesting published information;
- Board Members;
- employees;
- contractors where relevant.

4. Principles

LRHS will:

- publish information wherever possible;
- make information easy to find;
- use plain English;
- provide information in accessible formats where required;
- protect confidential and personal information;
- comply with UK GDPR and Data Protection legislation.

5. Information Available to Tenants

Governance

- Board structure
- Committee structure
- Governance arrangements
- Annual Report
- Strategic objectives

Financial Information

- Annual accounts
- Value for Money Statement
- Rent setting policy

Performance

- Tenant Satisfaction Measures
- Complaints performance
- Repairs performance
- Planned maintenance
- Stock condition information

Housing Services

- Repairs Policy
- Complaints Policy
- Allocations Policy
- Anti-Social Behaviour Policy
- Property Hazards (Awaab's Law) Policy
- Equality & Diversity Policy

Safety

Information about:

- fire safety;
- gas safety;
- electrical safety;
- water hygiene;
- asbestos management;

6. Accessing Information

LRHS will ensure that information covered by this policy is made available to tenants in a manner that is accessible and appropriate. Information may be provided through our website, by email, in paper format, or on request, depending on the nature of the information and the needs of the tenant.

7. Requests for Information

From **1 April 2027**, tenants may request information covered by the STAIRs Regulations.

Requests should:

- be made in writing;
- clearly identify the information requested.

LRHS will:

- acknowledge requests;
- consider whether the information can be disclosed;
- respond within the statutory timescale;
- explain any refusal.

8. Information That May Not Be Released

Information may be withheld where disclosure would:

- breach Data Protection legislation;
- identify another tenant;
- prejudice legal proceedings;
- compromise building security;
- reveal commercially sensitive information;
- create safeguarding risks.

Where information is withheld, LRHS will explain the reasons wherever possible.

9. Responsibilities

Board

Responsible for ensuring compliance with STAIRs.

Chief Executive

Overall responsibility for implementation.

Head of Housing & Property Services

Responsible for maintaining published information and for ensuring information within their service areas remains accurate.

10. Monitoring

LRHS will:

- review published information annually;
- monitor response times;
- report compliance to the Board;
- review complaints relating to information requests.

11. Equality & Accessibility

Information will be provided in accessible formats wherever reasonably practicable.

Reasonable adjustments will be made to ensure tenants can exercise their rights.

12. Complaints

Where a tenant is dissatisfied with how LRHS has handled an information request, they may use the LRHS Complaints Policy.