



Social Tenant Access to Information Requirements Policy (STAIRs)

1. Introduction

- 1.1 The policy sets out how Salvation Army Homes will comply with the Social Tenant Access to Information Requirements (STAIRs), that allows for social housing tenants and their representatives to access information held by private registered providers (PRPs) or other bodies responsible for the management of social housing on their behalf.
- 1.2 It describes how Salvation Army Homes will meet the requirements relating to the sharing of information through Information Requests and the circumstances in which Salvation Army Homes may refuse requests or withhold information.

2. Scope

- 2.1 This policy applies to:
 - 2.1.1 All tenants of Salvation Army Homes and to information relating to the management of homes owned or managed by Salvation Army Homes.
 - 2.1.2 All staff and third parties contracted to provide social housing management services by Salvation Army Homes, as the Private Registered Provider.
- 2.2 The policy aligns with the STAIRs Policy Statement (DLUHC, September 2025), the Social Housing (Regulation) Act 2023, and the Regulator of Social Housing Consumer Standard, Transparency, Influence and Accountability Standard.
- 2.3 STAIRs is designed to enable tenants and their designated representative to be able to access information which supports tenants to know more about how their services are delivered, either through information disclosed as part of a formal publication scheme or by responding to specific requests for information from tenants.

3. Principles

- 3.1 STAIRs take a principles-based approach in line with the RSH Consumer Standards. Key principles include transparency, openness, accountability and tenant involvement in how services are delivered.

- 3.2 Building a culture of openness and trust between Salvation Army Homes and its tenants and proactively publishing and providing access to information that matters to them, the policy supports greater transparency, accountability and tenant empowerment in being able to hold Salvation Army Homes to account.

4. Policy Statement

- 4.1 The STAIRs scheme has two key phases: Chapter 1 Publication Scheme, from 1 October 2026 and Chapter 2 Information Requests, from 1 April 2027.
- 4.2 Information available under STAIRs is generally available free of charge and will be provided electronically unless the tenant has specifically requested a hard copy.
- 4.3 Where information is required in a non-electronic format, specific requirements will be discussed with the tenant. Salvation Army Homes is committed to ensuring that information is made available in a way that is accessible as possible for all tenants and will enable translation where possible.
- 4.4 Chapter 1 Publication Scheme
- 4.4.1 Salvation Army Homes will proactively publish and maintain a range of information which complies with the requirements of the Publication Scheme, relating to our functions, services and activities.
- 4.4.2 The Publication Scheme will be easily identified under the following categories and will be regularly reviewed and updated:
- Governance and decision making
 - Spending
 - Housing stock management
 - Performance
 - Housing services
 - Lists and registers
 - Social housing management
- 4.4.3 Tenants will be able to access the Publication Scheme via the Salvation Army Homes Website: www.salvationarmyhomes.org.uk/stairs
- 4.4.4 Tenants will be able to query the information within the Publication Scheme information by submitting a request to stairs@saha.org.uk.
- 4.5 Chapter 2 Information Requests
- 4.5.1 The process for handling information requests including circumstances in which we may refuse a request is set out in Salvation Army Homes Access to Information Procedure.
- 4.5.2 For reporting and accountability purposes, Salvation Army Homes will maintain a log of all information requests.

4.6 Out of scope / withheld information

- 4.6.1 Salvation Army Homes is not required to create new information to comply with either the publication scheme or information requests.
- 4.6.2 When considering whether the information should be published, Salvation Army Homes will consider if the information comes within the classes of information set out in 4.4.2. It may be necessary to redact documents prior to publication.
- 4.6.3 When considering an information request Salvation Army Homes will consider whether any information may need to be withheld or redacted. Any withholding or redaction of information must be reasonable and in line with the principles set out in paragraphs 14 – 16 of the STAIRs Policy Statement (DLUHC, September 2025).
- 4.6.4 The Salvation Army Homes Access to Information Procedure sets out how we will consider reasonableness when assessing whether information should be withheld or redacted.

5. Reviews and Complaints Process

- 5.1 Using the Review and Complaints Process, from 1 October 2026 tenants can ask for a review of the information published, provided they have already submitted a query about the Publication Scheme (see section 4.4.4).
- 5.2 From April 2027, tenants will be able to ask directly for information about the management of social housing (see 4.5 Information Requests) and if dissatisfied with the response can request a review.
- 5.3 Tenants have the right to complain by contacting stairs@saha.org.uk if they consider that Salvation Army Homes has not published information, responded to a request for information appropriately or if they are otherwise dissatisfied with the handling of a request, they may request a review.
- 5.4 A request for a review will be handled **outside** of the standard internal Salvation Army Homes complaint process and will be dealt with by someone within the Business Assurance Team. This will be someone other than the officer who provided the original response.
- 5.5 A request for a review should be made within 3 months of receipt of the original decision.
- 5.6 The purpose of any review will be to assess:
 - 5.6.1 how Salvation Army Homes have responded to the request for information (for example, where we may not have provided information in an accessible format).
 - 5.6.2 where we have not published relevant information that we may hold and which a tenant believes they may be entitled to.
 - 5.6.3 where Salvation Army Homes have not complied with timelines for responding to a request and there is no good reason to have applied an extension.

- 5.6.4 where information has been withheld or redacted from disclosure and the tenant disagrees with the decision and reasons for this.
- 5.7 Salvation Army Homes will carry out a review (an “internal review”) and respond to the complaint within 30 calendar days of receipt.
- 5.8 It may be necessary in exceptional circumstances to extend the timeline for a response. If this is necessary, the tenant will be informed at the earliest opportunity. Any extension issued will be reasonable and kept to a minimum.
- 5.9 Depending on the findings, Salvation Army Homes may:
 - 5.9.1 Uphold the original position
 - 5.9.2 Publish information not previously published
 - 5.9.3 Provide information that had previously been withheld (either in full or redacted)
 - 5.9.4 Acknowledge failings and take action to put things right
- 5.10 If the tenant remains dissatisfied, they have the right to escalate their complaint to the Housing Ombudsman.
- 5.11 The Ombudsman's complaints scheme is available at www.housing-ombudsman.org.uk/landlords-info/the-housing-ombudsman-scheme
- 5.12 Any complaint to the Ombudsman should be made within 3 months of the outcome of a review.

6. Monitoring and Review

- 6.1 This policy and the STAIRs scheme will be reviewed annually to ensure accuracy and compliance.

7. Data Protection and Equality Impact

- 7.1 In developing this policy, consideration has been given to equality impacts and to privacy and data protection requirements to safeguard individual rights. The extent of assessment undertaken reflects the policy's scope and purpose.

8. Further information

- 8.1 If you have any questions regarding this policy, please contact your line manager or the Business Assurance Team at business.assurance@salvationarmyhomes.org.uk, who will direct your query to the relevant Policy owner.

Legislative and Regulatory Framework

The following legislation, regulatory standards and documents can be relied upon to inform this policy.

Legal Framework	Regulatory Standard	Other documents
Social Housing (Regulation) Act 2023	Transparency, Influence and Accountability Standard	STAIRs Policy Statement (DLUHC, September 2025)
		Anthony Collins / National Housing Federation Social Tenant Access to Information Requirements: Operational guidance for registered providers
		Salvation Army Homes Access to Information Procedure

Document History Log

Lead Reviewer	Date			Version	Approval	
	Created:	Revised:	Expiry		By	Date
HoA	May 2026		July 2027	1.0	SMT EMT	27/05/26 07/07/26