

Social Tenant Access to Information Requirements (STAIRs)

Access to information about our housing services

1. About this procedure

We want residents to be able to find information about how we manage our homes and services. The Social Tenant Access to Information Requirements, known as STAIRs, set out what information we must publish and how we must respond to information requests from our social housing tenants.

This procedure explains what you can find through our publication scheme, how to contact us if information is missing, and how we will deal with individual requests from 1 April 2027.

2. Who this procedure is for

This procedure is for Hastoe's social housing tenants and shared owners who own less than 100% of their home. If you cannot or would prefer not to contact us yourself, you can ask someone to contact us on your behalf. We will ask you to identify that person so that we know they are acting for you.

3. Information we publish

From **1 October 2026**, we will publish information we hold about the management of our social housing. Our publication scheme will help you find information about:

- how Hastoe is governed and makes decisions;
- how money is spent on housing services;
- how we manage, maintain and improve our homes;
- our performance, including complaints and tenant satisfaction information;
- the services and advice available to residents; and
- policies, strategies and relevant registers.

We will review the published information regularly and update it when needed. Some documents may have information removed before publication, for example where disclosure would affect someone's privacy or safety.

You can find our publication scheme at: www.hastoe.com/stairs

4. If you cannot find information

Please contact us if you need help finding published information or need it in another accessible format. If you believe we hold information that should appear in our publication scheme but has not been published, you can ask us to review this.

We will normally complete a review within 30 calendar days. If we need longer, we will explain why. If you remain unhappy after our review, you can take the matter to the Housing Ombudsman.

Contact us www.hastoe.com/contact-us or email DPO@hastoe.com

5. Requesting information from 1 April 2027

From **1 April 2027**, you will also be able to make a written request for information we hold about the management of our social housing. You do not need to use the word “STAIRs”. An email or letter is enough. If you need help putting your request in writing or explaining what you need, please [contact us](#).

You can ask for information about matters such as repairs, the condition of homes, estate management, rent and service charges, housing services, complaints, or health and safety. The information may be held by Hastoe or by an organisation handling areas of our social housing on our behalf.

We will acknowledge your request promptly and normally respond within 30 calendar days of receiving it. We may take longer only in exceptional circumstances allowed under STAIRs. If our response will be delayed, we will explain why and tell you when to expect it. We will make reasonable efforts to provide the information in a format you can access.

6. When we may withhold information

We will consider each request on its merits and provide information wherever we reasonably can. We may remove part of a document or withhold information where there is a proper reason to do so. For example, we will consider whether disclosure could affect another person’s privacy, safety, or another interest protected by law.

When making that decision, we will consider the relevant protections in the Data Protection Act 2018 and other applicable law. We will balance reasons for disclosure against the likely harm from disclosure and consider the views of an affected third party where relevant. We will not withhold information simply because it may reflect badly on Hastoe, because of your reason for asking, or because of how you intend to use it.

We may also refuse a request in the circumstances set out in STAIRs, including where we cannot establish the applicant’s identity, the request remains unclear after we have offered help, responding would take more than 18 hours of staff time, or the request is repeated or abusive. We will explain a refusal. We do not have to create a new record to answer a request.

7. Requests for your personal information

If you want a copy of the personal information we hold about you, please use our [subject access request process](#). Your data protection rights are separate from STAIRs and are already available. If another legal route gives you a right to particular information, we will help direct you to the right process.

Accessing your personal information: <https://www.hastoe.com/contact-us/subject-access-request-form/>

8. If you are unhappy with our response

If you are unhappy with how we have handled a STAIRs request or with the information we have provided, please ask us to review our response. We will normally complete the review within 30 calendar days and explain if we need more time.

If you remain unhappy after our review, you can refer the matter to the Housing Ombudsman Service. We will include details of that option in our review response.