

ELDONIAN

STAIRs – Your Right to Information

A simple guide for tenants and residents

What is STAIRs? Social Tenant Access to Information Requirements help tenants access information about how their homes and housing services are managed.

From 1 October 2026 – our publication scheme

We must publish information we already hold within the STAIRs classes, make the scheme easy for tenants to find and keep it under regular review.

Governance & decisions	Spending	Housing stock management	Performance
Housing services	Lists & registers	Policies & strategies	How to access information

If you believe something that should be published is missing

1	Tell us	Tell us in writing what information you believe is missing. We will help if you are unsure how to explain it.
2	We log it	We record it on our STAIRs register and identify the information concerned.
3	We check	We check whether we hold it and whether it falls within the publication scheme. Information may be redacted where lawful and reasonable.
4	We respond	We normally complete the STAIRs review within 30 calendar days and explain the outcome. Where appropriate, the information will be published or made accessible.
5	Further review	If you remain dissatisfied, you can take the matter directly to the Housing Ombudsman. We will explain this in our response.

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What records will the Association keep?

A STAIRs register should record: date received; tenant/applicant and contact details; representative/authority; information requested or missing; category; responsible officer; acknowledgement; checks undertaken; decision and reasons; redactions/withholding reasons; information supplied/published and date; review outcome; Ombudsman signposting; and closure date.

From 1 April 2027 – individual information requests: tenants, or a nominated representative, can make written STAIRs requests for relevant information about the management of their social housing. The applicant must be identifiable. Requests must be acknowledged promptly and normally answered within 30 calendar days; extra time is allowed only in exceptional circumstances.

Need help? Contact the Association if you need help making a clear written request or need information in an accessible format. You do not have to use the word “STAIRs” for an eligible request to count.

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