

STAIRs – All you need to know

A tenants' guide to the new STAIRs Requirements

Helping you understand how HCHA works,
how decisions are made,
and how you can access information
about your home and services.



Welcome

At Hull Churches Housing Association (HCHA), we believe that tenants should have easy access to information about how we manage and maintain our homes and services.

The Government has introduced new requirements called **STAIRs (Social Tenant Access to Information Requirements)** to help social housing tenants access more information about their landlord.

STAIRs is designed to improve:

- Transparency
- Accountability
 - Trust
- Tenant involvement

The aim is simple: **to make it easier for tenants to understand how decisions are made and how services are managed.**

What Is STAIRs?

STAIRs stands for Social Tenant Access to Information Requirements.

The new requirements give social housing tenants greater access to information held by their housing provider. This will happen in two stages:

Stage One from October 2026 - Housing associations must publish and make available key information about their organisation and services.

Stage Two from April 2027 - Tenants gain the right to request certain recorded information about the management of their social housing

Information We Will Publish

We will make a wide range of information available through our website. You can also request this information in other formats or to be explained. The information we publish includes:

How we are governed:



- Who we are – our people and history
- Our purpose and values
- Board membership
- How decisions are made
- Important policies and strategies

How Money Is Spent



- Annual accounts
- Financial information
- Use of rents and service charges

How We Manage Homes



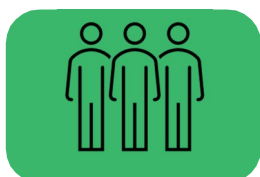
- Repairs and maintenance programmes
- Investment in homes
- Energy efficiency projects
- Property standards

Our Performance



- Tenant Satisfaction Measures (TSMs)
- Complaints performance
- Service standards
- Regulatory information

Tenant Services



- Repairs services
- Complaints services
- Tenant engagement opportunities



Why Is STAIRs Important?

STAIRs helps strengthen the relationship between you, our tenants, and us, as your landlords.

It allows you to:

- **Understand Decisions**
Find out how important decisions are made and who makes them.
- **See How Money Is Used**
Understand how rents and other income are invested in homes and services.
- **Hold Us Accountable**
Check how well services are performing and whether promises are being met.
- **Get More Involved**
Use information to participate in consultations, surveys and tenant engagement activities.
- **Build Trust**
Greater openness helps build confidence between you and us.

Our Commitment to You

We will:

- | | |
|--|---|
| ✓ Be open and transparent | ✓ Respond as promptly as possible |
| ✓ Make key information easy to access | ✓ Support tenants who need assistance |
| ✓ Treat requests fairly and consistently | ✓ Continue to listen to tenant feedback |

STAIRs is another step towards ensuring tenants have a stronger voice and a clearer understanding of how HCHA operates.



Requesting Information

From April 2027, tenants will be able to request recorded information that is not already publicly available.

You can make a request:

- By email
- By letter
- By telephone
- In person
- Through any published HCHA request route

You do not need to use special wording.

Simply tell us:

- What information you are looking for
- How you would like us to contact you

HCHA will review your request and respond in accordance with the STAIRs requirements.

What Information Can Be Requested

If it's not already published, from 1st April 2027, you can request information on things like...

- *Housing services*
- *Repairs and maintenance activities*
 - *Performance information*
 - *Policies and procedures*
- *Governance arrangements*
- *Decision-making processes*
- *Tenant engagement activities*

Please note, STAIRs doesn't require HCHA to create entirely new information in response to a request. The information must already exist in a recorded form.



What Information Can Be Requested

Whilst we want to be as open and transparent as possible, sometimes there may be certain circumstances where we cannot share information. This could be:

- **Breach Data Protection Laws**

Personal information belonging to another individual cannot normally be shared.

- **Breach Confidentiality**

Some information is provided to HCHA in confidence and cannot be disclosed.

- **Create Health and Safety Risks**

Information may be withheld if disclosure could put people at risk.

- **Affect Commercial Interests**

Some contract or procurement information may need to be protected.

- **Break Other Legal Requirements**

HCHA must comply with all applicable laws and regulations when handling information requests.

In some cases, information may be provided with sensitive sections removed, this is known as redaction

What If I'm Not Happy With the Response?

If you disagree with a decision or believe information has been wrongly withheld, there will be a review process available.

HCHA will explain:

- **Why a decision was made**
- **Whether a review can be requested**
- **Any further rights available to you**

The Housing Ombudsman Service will also have a role in complaints relating to STAIRs.

In some cases, information may be provided with sensitive sections removed

Accessing Information

We want information to be available to everyone. Most information will be available on our website, but we recognise that not everyone uses digital services.

If you need help accessing information, we can:

- Provide printed copies where appropriate
 - Explain information in a different way
- Support tenants with accessibility requirements
- Help identify information already available

HCHA is committed to making information easy to find, understand and use.

Please use the QR code below to visit the dedicated STAIRs page on our website – here you will find all the information we publish, and from 1st April 2027, be able to submit an information request



Get In Touch



Email us at info@hcha.co.uk – we aim to reply within 3 days.



Visit our website hcha.co.uk



Call us on 01482 210842 to speak to a member of the team who will be happy to help.



Speak to a member of the HCHA team if you see us out and about. We might not be able to help straight away, but we will do our best.



Write to us at the address below.

Hull Churches Housing Association Ltd
Studio 701
17 Princess Street
Hull
HU2 8BJ

If you would like this guide in any other format for accessibility, please contact us