

Social Tenants Access to Information Requirement scheme (STAIRs)

What is STAIRs?

The Social Tenant Access to Information Requirements (STAIRs) will enable tenants of Adullam Homes and their representatives to access information about the management of their housing held by their landlord or by other bodies responsible for the management of their housing. STAIRs will also require Adullam Homes to proactively publish certain information about their activities through a publication scheme.

The aim of STAIRs is to address the shortfall between the right to make a Freedom Of Information request, which currently only council tenants enjoy, and the Subject Access Request right, which residents of housing associations are limited to relying on at the present time.

STAIRs will be tailored to meet the needs of Adullam Homes and our tenants, residents and service users. This will ensure ease-of-use and accessibility. The government requires that all housing providers introduce a STAIRs Publication Scheme before October 2026.

Difference between SAR and stairs request - The Subject Access Request (SAR) is a request made by or on behalf of an individual for information they are entitled to ask for under Article 15 of the UK GDPR. It does not have formal requirements and can be made verbally or in writing. The Social Tenant Access to Information Requirements (STAIRs) request is a request made by a social housing tenant or their designated representative for information related to the management of their social housing. STAIRs requests must be made in writing and are subject to specific requirements set out in the STAIRs policy statement.

Adullam Homes STAIRs Publication Scheme

Most of the information that we are required to publish under STAIRs is already available on the Adullam Homes website. This is broken down into specific Strategic and Operational Areas.

Governance and Decision Making

- Names and roles of senior staff
- Board member biographies and declarations of interest
- Organisational structure charts
- Governance arrangement (e.g., board compositions, terms of reference)

- Decision-making policies and procedures
- Minutes and agendas of tenant meetings
- Summaries of tenant consultation outcomes and methodologies/Records of tenant involvement in governance
- Governance codes of conduct
- Annual governance statement

Strategy and Objectives

- Corporate strategy and business plans
- Annual reports and strategic reviews
- Environmental, social, and governance (ESG) commitments

Financial

- Annual financial statements
- Breakdowns of service charge revenue and expenditure
- Service charge policies and summaries
- Details of grants received and how they are used
- Annual reports in accessible formats
- Executive pay disclosures (where applicable)
- Value for money assessments

Housing Stock and Asset Management

- Corporate plans and strategic objectives
- Asset management strategies
- Maintenance and improvement plans
- Information on stock transfers (past and planned)
- Update on major repairs or regeneration projects
- Stock profile summaries
- Fire and building safety compliance reports
- Retrofit and decarbonisation plans

Performance and Service Delivery

- Key performance indicators (KPIs) and metrics
- Results of tenant satisfaction surveys
- Outcomes of inspections (e.g., from the Regulator of Social Housing or Housing Ombudsman)
- Complaints data and how complaints are handled
- CQC inspection ratings (for care and support services) (specifically Ofsted for Adullam Housing)
- Repairs and maintenance performance

Tenant Engagement and Empowerment

- Tenant engagement strategies
- Records of tenant panels and forums
- Feedback mechanisms and how tenant input is used
- Reports on tenant involvement in decision-making
- Tenant scrutiny reports

Policies and Procedures

- Allocations and lettings policies
- Anti-social behaviour policies
- Repairs and maintenance policies
- Complaints handling procedures
- Equality, diversity, and inclusion policies
- Safeguarding and whistleblowing policies

Information Requests

The second element of the STAIRS scheme is that the government requires that all housing providers implement processes to respond to information requests from their tenants by April 2027. From April 2027, Adullam Homes will be expected to provide tenants with access to information on request. Adullam Homes is currently developing these processes and will publicise them when they are introduced.