

Social Tenant Access to Information Requirements Scheme (STAIRs) Policy

1. What this policy is about

- 1.1 STAIRs is short for Social Tenant Access to Information Requirements scheme. It gives our customers access to information we hold about how we manage their home, as well as how we perform as a landlord.
- 1.2 There are two ways for customers to access this information:
 - Through our publication scheme (from October 2026)
 - Through an information request in writing (from April 2027)
- 1.3 What is covered by this Policy?
 - Our publication scheme for our customers on information relating to the management of social housing
 - Our information request scheme where our customers can request information relating to the management of social housing
 - How our customers can request a review or complain about our schemes
- 1.4 What is not covered by this Policy?
 - Information accessible under another statutory regime (e.g. subject access request in accordance with General Data Protection Regulations)
 - Information that constitutes personal data
 - Customer feedback relevant to our Complaints and Compliments Policy
 - Information that does not relate to the management of social housing
 - Matters determined by the Local Authority

2. Our approach

Publication scheme

- 2.1 We publish information about how we run our services. This is to make sure customers can easily see how decisions are made and the services we deliver. The information we publish includes different categories such as how we are governed, how we spend money and how we manage homes. Appendix A shows the categories of information that our publication scheme covers.
- 2.2 Information is available on our [website](#). We can provide information in a different format, such as large print or audio or in a different language on request.

This policy applies from 1 October 2026
This policy applies to: Livv Housing Group, Livv Maintenance

- 2.3 We review the information we publish on a regular basis to make sure it remains comprehensive and up to date. This includes considering any themes from information requests once this scheme goes live.
- 2.4 If you would like to provide feedback on the scheme you can contact us through the contact form on our website <https://livvhousinggroup.com/contact-us/>. We will review your feedback and respond, normally within 30 days.

Information request (from April 2027)

- 2.5 You can make a request for information related to the management of social housing, where this is not already available through our publication scheme. Appendix B shows further detail on 'relevant information' the scheme covers.
- 2.6 We aim to present all information requested in an accessible format but cannot create new information or provide information not currently held.
- 2.7 We manage our social housing directly and do not use a third party (e.g. managing agent).

Who can make a request

- 2.8 You can ask us for information if you are a current customer, this includes if you are a shared owner or licensee but does not include 100% leaseholders. We must be able to confirm your identity.
- 2.9 You can also choose someone to act for you. We must also be able to confirm customer consent where a customer has nominated someone to act for them.
- 2.10 Where you are a representative of a customer who does not have capacity to authorise someone to act on their behalf, we must be able to confirm you have legitimate authority to act on the customer's behalf.
- 2.11 The scheme is not open to former or prospective customers or the general public.
- 2.12 We require requests to be made in writing and are happy to help you exercise your rights under STAIRs. If you need any support to submit a request, you can contact us through the contact form on our website <https://livvhousinggroup.com/contact-us/>.
- 2.13 Responses will be within 30 calendar days, and we will acknowledge receipt of your request. In exceptional circumstances, we might need more time to respond, we will let you know at the earliest opportunity and make every effort to respond in a reasonable timeframe.

How we assess redacting or withholding information

- 2.14 There may be circumstances where we need to redact or withhold information from our publication and information request schemes where appropriate and reasonable.
- 2.15 We cannot disclose information where this brings us into conflict with any statutory provision. Reasons why we may not publish or provide the information you request include:



- Where information is already publicly available, e.g. financial statements. We will signpost this through our publication scheme or direct you to the appropriate way to access.
- Where an exemption would apply under the Freedom of Information Act, Environmental Information Regulations or the Data Protection Act 2018. For example, where this is personal data, where there could be harm to Livv or third-party commercial interests or commercial confidentiality obligations, where information has been provided to us by a third party and disclosing it may result in a breach of confidence.
- Where the harm caused by disclosure would outweigh the benefit in us disclosing the information. This includes the need to protect the health and safety of any individual or safeguard vulnerable individuals or other public protection purposes.
- Where the disclosure of information would likely prejudice the prevention or detection of crime.
- Information that is legally privileged.

2.16 We aim to be as transparent as possible while maintaining due regard to freedom of information, data protection and other relevant laws when considering whether it is reasonable to withhold information. We will assess the potential harm that disclosure could cause, including the type of harm, its severity and likelihood of it occurring (i.e. the balancing test).

2.17 Where we withhold information or provide information but with redactions, we will confirm why.

2.18 As a not-for-profit housing association, we are not a public body. This means freedom of information legislation does not apply to us directly, and we are not bound by the statutory rules and obligations under that regime.

When we will refuse an information request

2.19 We will not be able to respond to an information request where:

- We cannot establish your identity (the identity of someone acting for you and/or your consent or legitimate authority to act).
- The request is unclear and we have not received a response to reasonable request for clarification.
- The information requested is not relevant to this scheme (information not related to the management of social housing).
- The request is excessive (the work involved exceeds 18 hours of colleague time).
- Where we receive repeated requests or multiple customers acting in coordination or seeking the same information.
- A request is offensive, abusive or clearly intended to cause disruption.

2.20 If we refuse a request we will confirm why.



Request for review

- 2.21 Customers can request a review where they consider information is missing from our publication scheme or relating to the handling of or response to an information request. We will consider all review requests brought to our attention within a reasonable timeframe, generally three months following publication or response. Customers can choose someone to act for them on their behalf.
- 2.22 Response will be within 30 calendar days, and we will acknowledge receipt of your request within 5 working days. In exceptional circumstances, we might need more time to respond, we will let you know at the earliest opportunity and make every effort to respond in a reasonable timeframe.
- 2.23 The review will assess all the issues raised on a case-by-case basis and be dealt with by someone other than the original responder. Depending on the findings we may:
- Uphold our original position
 - Publish further information
 - Provide further information
 - Acknowledge failings in the handling of an information request and take action to put things right.
- 2.24 We will provide reasons for the decision made in the review in writing.
- 2.25 We may not consider a customer's request for a review in circumstances where:
- The review has not been requested in a reasonable time frame, generally more than three months following publication or response.
 - The review relates to a request or publication that has already been subject to a previous review.
 - Where the review is being requested in an unacceptable manner, any unacceptable behaviour will be managed in line with our unacceptable behaviour policy.

Complaints

- 2.25 Customers that remain dissatisfied with how a request has been handled following internal review have the right to complain to the Housing Ombudsman under the terms of the [Housing Ombudsman Scheme](#).
- 2.26 Any complaint made to the Housing Ombudsman should generally be made within three months of the outcome of your request for review.
- 2.27 We note that a request for review under STAIRs is handled differently to complaints as referred to in our Complaints and Compliments Policy.

Charges for information

- 2.28 We are committed to making information in our publication and information request schemes available free of charge, this includes accessible formats. There may be exceptional circumstances where we will consider reasonable charges strictly to



cover the costs e.g. providing additional hard copies, which will be considered and agreed on a case-by-case basis.

3. Responsibilities

- 3.1 All colleagues are responsible for carrying out their work in line with this policy and associated procedures. The Executive Director Customer is responsible for overall implementation of this policy. Specific responsibilities are set out below:

Role	Responsibility
Customer Committee	Approval of the Policy. Oversight of complaints' performance relating to the Publication and Access to Information Schemes.
Executive Director Customer	Oversight of development and implementation of the publication and information request schemes.
Executive Director Team	Oversight of performance reporting relating to the publication and information request schemes.
Director Communication	Oversight of delivery of the publication scheme.
Communication Team	Publication scheme management, monitoring and review.
Director Risk, Audit & Assurance	Oversight of delivery of the information request scheme.
Risk and Assurance Team	Review of publication scheme documentation for redaction, privacy and restricted information purposes. Management and monitoring of the information request scheme requirements.
Manager – Complaints	Oversight of requests for review and complaints relating to the publication and information request schemes.
Complaints Team	Management of requests for review and complaints relating to the publication and information request schemes.
Directors and Data Owners	Oversight of the provision of information for use in the publication and information request schemes relevant to their area.
Individual teams	Providing timely information as requested relevant to the publication and information request schemes.



4. Monitoring and review

- 4.1 We will complete regular review of our publication scheme to make sure it remains accessible, comprehensive, up to date and reflects any themes from information requests (once this element goes live).
- 4.2 We will monitor the level, response times and themes arising from information requests and report these regularly to the Executive team.
- 4.3 Performance information reflecting the management and outcomes of requests for review will be reported to the Executive team regularly.
- 4.4 Performance information for complaints to the Housing Ombudsman including outcomes will be reported regularly to the Executive team and Customer Committee.
- 4.4 We will review this policy every three years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.



Control framework

Compliance

This policy supports compliance with:

- Regulator of Social Housing: Consumer Standards and in particular the Transparency, Influence and Accountability Standard and related Code of Practice
- Housing Ombudsman Scheme: including part 2B of the Scheme
- MHCLG: Social Tenant Access to Information Requirements policy statement, September 2025
- Data Protection Act 2018 and UK General Data Protection Regulations (see Data Protection Policy)

Document control	
Version	1.0
Policy applies from	1 October 2026
Policy applies to	Livv Housing Group; Livv Maintenance
Approved by	Executive Directors' Team Customer Committee
Approved on	Executive Directors' Team: 14 September 2026 Customer Committee: 5 November 2026
Replacing	New policy
Next review due by	November 2029
Responsible Executive Director	Executive Director Customer
Policy author	Director Risk, Audit & Assurance
Equality Analysis	August 2026
Environmental Impact Assessment	August 2026
Circulation	Intranet; Livv Housing Group website

Version control		
Version	Date of Review	Summary of changes made
1.0	September 2026	New Policy



Appendix A

Livv Housing Group Publication Scheme

Classification of Information	Information Included
Governance and decision making	• About Livv • Our Executive Management Team • Our Organisational Structure • Our governance arrangements • Key decision-making policies • Complaint information • Information on Tenant Consultations • Tenant meetings and agendas
Financial information	• Financial Statements and accounts • Spending connected to social housing management • Service Charges • Partners and Suppliers
Housing Stock Management	• Corporate Plan and supporting Strategies • Key Housing Management Strategies • Planned Improvement works • Repairs and Maintenance • Net Zero Progress • Property profile and transfers
Performance information	• Regulatory Grading • Annual report to Customers • Social Accounts • Complaint performance and service improvement report • Annual Self-Assessment against the Housing Ombudsman Complaint Handling Code • Service Performance information • Tenant Satisfaction Measures • Media releases • Health and Safety Performance • Evictions
Housing Services	• Service standards • Help and Support • Customer Handbook
Lists and Registers	• Registers required by law • Other registers relating to Housing Management
Social Housing Management	• Policies & publications

The publication scheme is based on the Government's Social Tenant Access to Information Requirements: policy statement, published by the Ministry of Housing, Communities and Local Government (MHCLG): <https://www.gov.uk/government/consultations/social-tenant-access-to-information-requirements-consultation/outcome/social-tenant-access-to-information-requirements-policy-statement>



Appendix B

Information Request

Extract from MHCLG Social Tenant Access to Information Requirements: policy statement:

<https://www.gov.uk/government/consultations/social-tenant-access-to-information-requirements-consultation/outcome/social-tenant-access-to-information-requirements-policy-statement>

What information is covered

Relevant information is information related to the management of a registered provider's social housing. This may include details of policies, plans and actions carried out in the management of social housing, and information captured and retained to support these activities. Examples of relevant information may include, but are not limited to:

- the handling of property moves
- rent collection
- rent rates
- service charges for shared owners
- occupancy rights
- estate management, management of communal areas and boundary issues
- property conditions, repairs, and improvements to property
- anti-social behaviour
- staffing and training
- complaints handling, procedures and performance
- compensation and redress
- communication and customer service
- health and safety
- data handling and privacy
- security
- housing stock transfers and mergers
- housing stock profile
- environmental and energy efficiency information

Information which is not relevant information includes, but is not limited to:

- matters determined by local councils, including the council's allocations policies and homelessness
- information about the management of property that is not related to the provider's social housing functions

Information is not 'relevant information' if - (a) there is a right of access to that information under any statutory provision, or (b) the information was created after the information request was received.

