

Social Tenants Access to Information Requirements (STAIRs)

Your right to information

As a Housing 21 resident, you have the right to access information about how we manage homes, deliver services and make decisions.

The Social Tenants Access to Information Requirements (STAIRs) is a Government scheme that aims to improve transparency and accountability across social housing. From October 2026, social housing providers are required to make more information available to residents.

What information can I access?

STAIRs gives you easier access to information about:

How
Housing 21
is governed
and makes
decisions



Resident
satisfaction
and
performance



Financial
performance
and
spending



Property
safety and
compliance



Complaints,
compensation
and service
improvements



Housing
management
and
maintenance



Policies
and strategies
that affect
residents



How Housing 21
is performing
nationally



SCAN ME

Where can I find this information?

Much of this information is already available on the Housing 21 website through our publication scheme.

Scan the QR code on the left, or visit housing21.org.uk



What information can local managers provide?

Your local manager can help you access a range of information, including:

- Scheme investment plans
- Fire safety risk assessments
- Asbestos information for communal areas
- Water hygiene and legionella assessments
- Building safety documents
- Other housing management information



Are there any limits?

Some information cannot be shared, including:

- Personal information about individuals
- Commercially sensitive information
- Information protected by law
- Draft documents and working papers
- Information that does not already exist
- Information unrelated to Housing 21's social housing services



Why is STAIRs important?

It helps residents:

- Understand how Housing 21 performs
- Access information about services and spending
- Learn more about decisions that affect their homes
- Hold social landlords accountable
- Feel informed and involved in their housing services

Can't find what you need?

If you think something is missing from what we have published online, you can submit a query via email.

Email:

inforequest@housing21.org.uk

Or:

Complete the online request form available on our website.



Find out more

Visit the Housing 21 STAIRs webpage or speak to your local manager for support accessing information.