Easy Read Guide for Residents

Social Tenant Access to Information Requirements Scheme

What is STAIRs?

Social Tenant Access to Information Requirements Scheme (STAIRs for short) is a new law.

It gives you the right to:

- Get information about your housing services
- Understand how your home is managed

Housing 21 is committed to being:

- Open
- Honest
- Clear

What is happening now?

We are working on Chapter One.

There are two 'chapters' within in:

- **Chapter One:** Publication Scheme
- **Chapter Two:** Request for Information Scheme

This means:

We must publish information for you to access

What information can I see?

You can access information about:

- How Housing 21 is run
- How decisions are made
- How money is spent (for housing services)

Registered Office: Tricorn House | 51–53 Hagley Road | Edgbaston | Birmingham B16 8TP
Regulated by the Regulator of Social Housing Reg. No. L0055
Community Benefit Society FCA Reg. No. 16791R / Chief Executive: Bruce Moore

- Repairs and maintenance
- Safety checks
- How services are performing
- Complaints and feedback
- Policies

Where can I find this information?

You can find information:

- On our website (Resident Information section)
- In your Resident Handbook
- From your local manager

If you cannot find something, please ask us.

How do I ask for information?

You can:

- Speak to your local manager
- Call us: **0370 192 4000**
- Email us via inforequest@housing21.org.uk
- Write to us:

  Housing 21
  Tricorn House
  51–53 Hagley Road
  Birmingham
  B16 8TP

- (your local manager will help you contact us if you need them to)

We will help you find what you need.

What information is not included?

Some information cannot be shared.

This includes:

- Care services
- Personal information
- Confidential or sensitive information
- Information not about housing

If we cannot share something, we will explain why.

What happens when I ask?

We will:

1. Listen to your request
2. Help you find and provide the information
3. Provide it in a way you can understand

We can also provide:

- Large print
- Audio
- Other formats (where possible)

What if I am not happy?

You can make a complaint if:

You cannot find information

- Information has not been shared which you believe should be

What will happen:

- **We will acknowledge your complaint within** five working days
- We will look into it
- **We will respond within** 30 days

This is a simple, one-stage process

If you are still not happy, from April 2027 you may be able to contact the Housing Ombudsman.

What's next?

Chapter Two

More guidance (Chapter Two) is coming later.

This will include:

- New ways to request information
- Set response times

We do not have full details yet and will update you when we know more.

Our promise to you

We will:

- Be open and transparent
- Help you access information
- Treat your request seriously
- Explain things clearly

Need help?

If you need support:

- Speak to your local manager or contact our team via email: inforequest@housing21.org.uk

We are here to help you.