



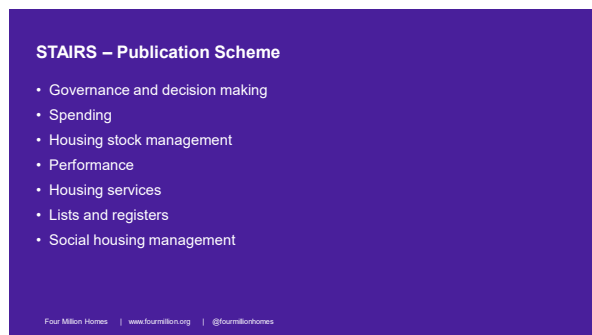
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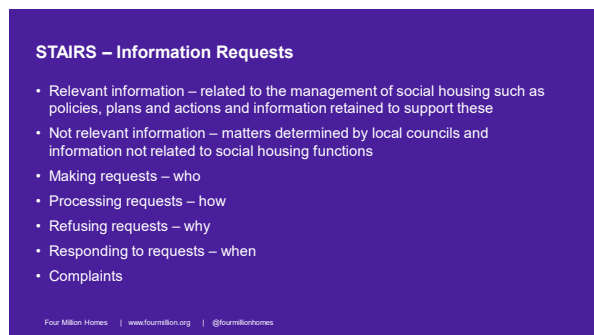
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Part 1: STAIRS

Private registered providers must provide information to their tenants concerning the accommodation, facilities and services provided by them in connection with social housing. In doing so they must meet the expectations set out in the Government's policy statement entitled Social Tenant Access to Information Requirements dated 30 September 2025.*

**The Social Tenant Access to Information Requirements (STAIRs) apply to private registered providers only.*

Consultation question: Do you agree or disagree that the proposed change to the Transparency, Influence and Accountability Standard accurately reflects the government's STAIRs Direction to the regulator?

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Part 2: Consumer Standards Code of Practice

- Requirement to publish information, provide relevant information to tenants on request unless it is reasonable to withhold it; communication of information must be clear, accessible, relevant and timely and appropriate to tenants' diverse needs.
- Registered providers must determine whether it is reasonable to withhold information having regard to classes of information as defined in the Freedom of Information Act 2000 and Data Protection Acts 1998 and 2018

Consultation question: Do you agree or disagree with the proposed changes to the Code?

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Questions and Answers

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CCH The Construction
Contractors' Hub
2024-2025

PPCR Public
Private Partnership
2024-2025

HM Ministry of Housing,
Communities &
Local Government

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