

Four Million Homes
Knowledge and action for change in social housing

www.fourmillion.org | **CCH** The Confederation of Co-operative Housing | **PPCR** The Professional Association of Residential Landlords

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Social Tenant Access to Information Standard

Blase Lambert, Chief Executive Officer, CCH

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STAIRS – The Government's Direction

Published on 30th September 2025:
The regulator must set a standard that requires private registered providers to provide information to their tenants of social housing concerning the accommodation, facilities and services provided by them in connection with social housing.

Requirements:

- Publication Scheme – from 1st October 2026
- Information Requests – from 1st April 2027

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STAIRS – Publication Scheme

- Governance and decision making
- Spending
- Housing stock management
- Performance
- Housing services
- Lists and registers
- Social housing management

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STAIRS – Information Requests

- Relevant information – related to the management of social housing such as policies, plans and actions and information retained to support these
- Not relevant information – matters determined by local councils and information not related to social housing functions
- Making requests – who
- Processing requests – how
- Refusing requests – why
- Responding to requests – when
- Complaints

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Changes to the Consumer Standards Consultation

The consultation was launched by the Regulator of Social Housing on 9 December 2025 and runs until 3rd March 2026

Part 1: Amendments to the Transparency, Influence and Accountability Standard

- Social Tenant Access to Information Standard (STAIRS)
- Competence and Conduct

Part 2: Amendments to the Consumer Standards Code of Practice to reflect requirements under Parts 1 and 3

Part 3: Proposed introduction of a Tenant Satisfaction Measure (TSM) for Electrical Safety Checks

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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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