



**Green
Square
Accord**

Social Tenants Access to Information Requirement scheme (STAIRs) Publication Scheme

Last Updated: June 2026

Next Review Date: June 2029

Contents

1. Our purpose
2. Introduction
3. Scope of Policy and Exclusions
4. Definitions
5. Roles and Responsibilities
6. Policy
7. Reporting and Monitoring
8. Assurance
9. Equality Impact Considerations
10. Data Protection Considerations
11. Training and Competency
12. Communication and Implementation
13. Legal and Regulatory Framework
14. Information Sharing and Confidentiality
15. Document Control

1. Our purpose

We're proud to be able to support tens of thousands of people across England by providing affordable housing and care to help people live independently.

Everything starts at home, and we are privileged to be able to do work which makes a real difference to the lives of people in our communities. Everything we do is about people – whether that's providing a good quality, safe home or providing care which helps someone to live an independent life.

We live and breathe this social purpose.

2. Introduction

STAIRs is the Social Tenants Access to Information Requirement scheme. It is a new standard introduced by the Government to enhance transparency for tenants of social housing providers, such as GreenSquareAccord (GSA).

STAIRs will come into law in October 2026. The first stage, effective from October 2026, is focused on ensuring that key information is available to tenants and their designated representatives through a clear publication scheme that ensures relevant information is available.

The second stage, effective from April 2027, provides a framework for social housing providers to manage information requests from tenants and their designated representatives, with clear timescales to meet where information requested is deemed to be in scope of the regulations.

This Policy defines GSA responsibilities in meeting the STAIRs publication scheme. A separate policy is in place in relation to how we will manage information requests.

3. Scope of Policy and Exclusions

The Policy applies to GSA's social housing operations only.

4. Definitions

The STAIRs guidance includes the following definitions:

Tenant	This refers to a tenant, including a licensee, a shared owner owning less than 100% of the property equity, and any other person in a landlord-tenant relationship with a registered provider.
Designated representative	Any person nominated by a tenant, to communicate on their behalf with their landlord.
Landlord:	This refers to private registered providers of social housing.
Relevant Information	STAIRs provisions relate to 'relevant information'. 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. Please also see section 6 for examples.

5. Roles and Responsibilities

The **Executive Board** have overall responsibility for ensuring systems and processes are in place to ensure compliance with regulatory requirements with appropriate oversight through our governance structures.

The **Head of Communications** through the **Communications Team** has responsibility for ensuring we have a clearly published information scheme on our website and that this is regularly updated.

Operational Directors and **Heads of Service** are responsible for ensuring website content is reviewed and remains up to date.

The **Head of Risk and Assurance** through the **Data Protection Team** is responsible for ensuring the operational delivery of the scheme, including management of any requests to review the adequacy of the information we have published.

6. Policy

6.1 The Publication Scheme

The STAIRs guidance does not provide a prescriptive list as to precisely which documents landlords are required to publish. Instead, registered providers retain flexibility with the expectation that we take a proactive approach to publishing information which falls within one or more of the classes set out in Table 1 below.

Table 1:

Class of information	Information typically included
Governance and decision making	Senior staff names and roles, organisational structure and governance arrangements. Decision making processes and policies, prioritisation of complaints, information on tenant consultations (including methodology), tenant meeting minutes and agendas.
Spending	Spending, grants, use of service charge revenue.
Housing stock management	Plans, maintenance work, progress towards net zero, stock transfers.
Performance	Inspections outcomes, ratings, performance reviews, evaluation reports, Tenant Satisfaction Measures, media releases, complaint metrics, information request data, health and safety performance and assessments, maintenance work, number of evictions.
Housing services	Description of services, advice, and guidance for tenants.
Lists and registers	Information held in registers required by law and other lists and registers relating to the management of social housing.
Social housing management	Policies and strategies relating to the management of social housing.

To comply with the requirements of the STAIRs publication scheme, GSA will:

- Publish certain information proactively via a publication scheme on our website:
- Make tenants aware of the publication scheme so that information can be easily identified and accessed by tenants
- Ensure information is subject to regular review and updates.

In response to this requirement, our publication scheme can be found here: [Access to information | GreenSquareAccord](#)

6.2 Formats other than online

We are committed to making information listed in our Publication Scheme available free of charge online. If information is required to be provided in an accessible alternative format, we also commit to providing a single copy of this information free of charge.

If information is requested in an alternative accessible format (e.g., large print, Braille, audio format), we will provide the information free of charge.

We will also provide one translated copy of any information you request free of charge.

Information may also be inspected at our offices by appointment free of charge. Please contact us to arrange an appointment.

Where an individual requests additional copies of information, we may apply charges to cover the actual costs incurred in providing additional copies.

6.3 Reviews

If you believe we have not published relevant information that we may hold and which you believe you may be entitled to, you should let us know under our STAIRs publication scheme review process. You can also nominate a designated representative act on your behalf through following our authority to act process.

We then carry out a review within 30 calendar days of receipt and provide you with a response. Additional time may be required in certain circumstances and, where this is the case, we will keep you up to date with the reasons for delay and the expected response time.

If you are dissatisfied with our response to the review, you will be able to directly escalate this to the Housing Ombudsman under the terms of the Housing Ombudsman Scheme.

Responses to requests for reviews will inform you of your right to access the Housing Ombudsman scheme.

6.4 Tenant Feedback

You can provide suggestions for improvements to this Scheme via: [Make a suggestion | GreenSquareAccord](#)

7. Reporting and Monitoring

From October 2026, we will monitor and report quarterly on any concerns raised in relation to the adequacy of our publication scheme, and our response.

This will be available as part of a wider suite of STAIRs reporting, and will be expanded as the second phase (relating to information requests) goes live in April 2026.

8. Assurance

- ◆ First Line Assurance – the Communications Team will hold regular reviews with business areas to ensure relevant information is held and remains up to date.
- ◆ Second Line Assurance – additional checks will be made by the Data Protection team as part of any requests for reviews. Additional checks may also be carried out by the Quality and Compliance Team.
- ◆ Third Line Assurance – third line assurance will be provided through any audits conducted through our internal audit programme. We will also use feedback from any cases referred to the Housing Ombudsman Service to assess our compliance against the requirements.

9. Equality Impact Considerations

This policy will be applied to ensure that all our customers have a fair and equal access to our services, and it does not discriminate against any protected group.

We recognise that not all tenants will be digitally active and some tenants may have additional needs in relation to accessing information.

We will consider any requested reasonable adjustments in how we provide information and will endeavour to provide information in an accessible and user-friendly manner.

10. Data Protection Considerations

Consideration has been given to data protection by ensuring this policy adheres to data protection principles, including confidentiality, fairness, transparency and data minimisation.

We will consider any measures we need to take to ensure compliance with our data protection obligations. This may include redaction and, in some circumstances, there may be limits of the information that we can share.

For further information as to how we handle your personal data, please see our privacy notice [Privacy notice | GreenSquareAccord](#)

11. Training and Competency

All colleagues will receive appropriate guidance to be able to direct tenants to the publication scheme and follow the provisions set out within this Policy.

12. Communication and Implementation

This policy will be subject to a clear communication and implementation plan, with input from the Customer Panel.

For tenants we will ensure we publish STAIRs information on our website in advance of implementation.

For colleagues, we will ensure that information is cascaded through our communication channels and meeting structures.

13. Legal and Regulatory Framework

- ◆ **Social Housing Regulation Act 2023-** This Act strengthened consumer regulation in response to sector-wide concerns about transparency, tenant voice, and accountability.

It expanded the powers of the Secretary of State and the Regulator of Social Housing to set and enforce new consumer standards, including the Transparency, Influence and Accountability Standard.

STAIRs flow directly from these strengthened powers, enabling mandatory requirements for information disclosure to social housing tenants. The Act provides the legal authority for requiring registered providers to:

- Publish information proactively
- Respond to tenant information requests
- Demonstrate transparency and accountability in service delivery

- ◆ **UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018-**

- STAIRs does not override data protection law
- Personal data must still be processed lawfully, fairly and transparently
- Redaction and partial disclosure may be required

- ◆ **Equality Act 2010** – provides a discrimination law to protect individuals from unfair treatment and promotes a fair and more equal society. The Act requires any person or organisation which carries out public functions to have ‘due regard’ to how they can eliminate discrimination, advance equality of opportunity and foster good relations in doing so.

- ◆ **Human Rights Act 1998** – sets out the fundamental rights and freedoms that everyone in the UK is entitled to. The Act requires all public authorities - and other bodies carrying out public functions - to respect and protect individuals' rights.

14 Information Sharing and Confidentiality

We will provide information as required in line with relevant law and regulation.

We collect information (personal data) to enable us to:

- ◆ manage and support our relationship with customers to comply with legal obligations
- ◆ improve our services
- ◆ achieve our legitimate business aims

We are committed to complying with data protection legislation when handling data.

Customers have rights including access to their data and to object to the way it is processed. For more information on how and why we process customer data and how customers can exercise their rights please view our full Privacy Policy on our website at [Privacy notice – GreenSquareAccord](#).