



Social Tenants Access to Information Requirements (STAIRs) Policy

Policy Name	Social Tenants Access to Information Requirements (STAIRs) Policy
Date of Tenant Forum Consultation	30 September 2026
Equality Impact Assessment Completed	Yes
Date to be approved by the Customer Experience Committee	21 October 2026
Next Review date	October 2027
Lead Officer	Head of Governance & Regulatory Compliance

Who this policy applies to

This policy applies to MHA as the landlord (or Registered Provider) and everyone who works for MHA or any other body responsible for managing a service to MHA homes on our behalf.

Aim of this policy

This policy explains how tenants can request information from us, about the services we provide.

At Manningham Housing Association (MHA) we want to make sure our tenants can easily find or request information about how we run our social housing management services. This type of information will help the tenant understand what we do and hold us to account.

What the rules are

New government rules called STAIRs state that social landlords must publish certain information and respond to information requests relating to how a landlord delivers social housing activities.

From 1 October 2026: MHA will start routinely publishing set types of information – this is information tenants can find on the STAIRs section of our website without asking us for the information.

From 1 April 2027: MHA tenants will be able to request information from us – any information not already published, tenants can request that information is made available to them. Information will generally be made available free of charge.

Our approach

MHA aim is to be open and transparent. We will publish as much information as we reasonably can, and we will generally respond to information requests within 30 days.

What MHA cannot share

MHA will not create new information. Sometimes our Association must withhold information if it is reasonable for us to do so. MHA will also generally withhold any personal information. If a tenant wants to see their personal data, the tenant can make a subject access request via verbal or written request to our Association or a member of our staff.

If a tenant is unhappy with our response

If a tenant thinks we have not published some information that MHA holds and MHA should have, the tenant can ask us for a review. A tenant can also ask us for a review if they are unhappy with our handling of, or response to the request.

A tenant can ask for a review within 3 months; MHA will explain how to ask for a review when a response is sent to the tenant. If the tenant is still unhappy, the tenant can contact the Housing Ombudsman at housing-ombudsman.org.uk under the STAIRs scheme publication.

Annex 1: Publication Scheme - Phase 1 from 1 October 2026

MHA publishes information about how our Association runs our social housing management services. This is to make sure tenants can easily see how decisions are made and what services we deliver.

The information we publish includes different categories, such as how we are governed, how we spend money, and how we manage homes. We will keep this information up to date.

Most information will be published on our website. We can give tenants the information in a different format, such as large print, or in a different language upon request. If a tenant would like extra printed copies, we may charge for printing, binding, or postage at cost.

Tenants can view information at our offices for free by booking an appointment. We welcome tenant feedback about STAIRs. Our tenants can contact us by email, by raising a question at the Tenant Forum, or through a Neighbourhood Officer.

From time to time, we may need to redact documents prior to publishing them. If a tenant thinks something is missing from our publication scheme, or we have removed too much information from a document we have published, a tenant can request a review.

Annex 2: Responding to Information Requests – Phase 2 from 1 April 2027

A tenant can ask us for information if they are a current tenant or if they choose someone to act on behalf of them. MHA must be able to confirm the identity of the tenant.

A request by a tenant (or someone acting on their behalf) can be made in writing, including by email or text message. The tenant does not need to mention STAIRs for the request to count. If a tenant requires assistance, we can help the tenant to make a valid request – Tenants should speak with their support worker or tenant liaison officer.

MHA will acknowledge a request within 10 working days and respond within 30 calendar days. If we need more information from a tenant to understand a request, the 30 days start once the tenants informs MHA with what we need.

In exceptional cases, MHA may need more time to respond to a request. If so, we will inform the tenant why and when the tenant can expect a response.

If the information is held by another person or organisation providing a social housing service on our behalf MHA will try to get it from them. We will also keep a record of our attempts.

MHA may refuse a request if it is unclear, abusive, or repeated. If answering the request would take more than 18 hours of staff time, we may need to refuse it or ask the tenant to narrow the request. We may also refuse if sharing the information could cause harm or if the law prevents us from sharing or if we find it is reasonable to do so.

MHA will always try to share information unless there is a good reason not to. It doesn't matter why the tenant is asking us for information, or how the tenant plans to use it – we won't take this into account.

If MHA withholds or removes (redacts) information, we will explain why. We may need to balance the benefits of sharing with any risk of harm, such as risk to safety, confidentiality, or business negotiations.

MHA will consider whether releasing information could harm individuals or third parties, or whether it would break data protection rules. We will also consider any views of relevant third parties if the information relates to them.