

Requests for Review under the Social Tenant Access to Information Requirements (STAIRs)

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1 Aims

1. This policy sets out how Jigsaw Homes Group will handle requests for review where a tenant, shared owner or their designated representative is dissatisfied with the Group's response to a request under the Social Tenant Access to Information Requirements (STAIRs).
2. The policy aims to:
 - Promote transparency and accountability.
 - Ensure there is a fair opportunity to challenge decisions.
 - Provide a simple and accessible review process.
 - Ensure compliance with STAIRs and regulatory requirements.
 - Learn from review requests to strengthen the extent of easily accessible information about services the Group provides.
3. Jigsaw Homes Group's approach to handling requests for information under STAIRs is set out in the STAIRs Policy.

2 Scope

4. STAIRs place a requirement on registered providers of social housing to ensure customers have access to relevant information relating to the management of their homes.
5. This policy applies where a tenant, a shared owner or their representative is unhappy with the content of the information contained in our STAIRs Publication Scheme, or is dissatisfied with a response to a STAIRs request because either:
 - Information was not provided.
 - Information was only partially provided.
 - Information was withheld or redacted.
 - The Group failed to respond within published timescales.
 - There is a belief that exemptions have been applied incorrectly or the request has been handled incorrectly.
 - The Group did not adequately explain its decision.
6. This policy does not apply to:
 - Housing management complaints unrelated to STAIRs information requests.

- Subject Access Requests made in accordance with UK GDPR/Data Protection Act 2018.
- About decisions made by other organisations.

3 Policy Statement

7. Jigsaw Homes is committed to openness, transparency, and accountability in the services it provides to customers. We recognise the rights of tenants, shared owners or their representatives to access information held by the organisation in accordance with applicable legislation and regulatory requirements.
8. This policy sets out a clear and consistent process for reviewing requests for information under the Social Tenant Access to Information Requirements (STAIRs)

4 Request for Review

9. A tenant, shared owner or their representative may request a review if they are dissatisfied with the content of our STAIRs publication scheme or a response to a STAIRs request.
10. When considering a request for review, the Group will:
 - Be open and transparent.
 - Treat residents fairly and respectfully.
 - Consider each case on its merits.
 - Apply exemptions consistently.
 - Seek to disclose information wherever reasonable and lawful.
 - Ensure reviews are conducted independently from the original decision.
11. Requests for review relating to dissatisfaction with a STAIRs information request response should be submitted in writing within three months of the original decision. Requests for review may be made by:
 - Contacting Connect on 0300 111 1133
 - Completing the online form on our website [Social Tenant Access to Information Requirements \(STAIRs\) - Jigsaw Homes Group](#)
 - Emailing STAIRs@jigsawhomes.org.uk

- Writing to our head office at 249 Cavendish, Cavendish Street, Ashton-under Lyne. OL6 7AT

5 Review Process

5.1 Stage 1 - Internal Review

12. The review will be carried out by a member of staff who was not involved in the original decision.
13. The reviewer will consider:
 - The request.
 - Information held by the Group.
 - Any exemptions or redactions applied.
 - Relevant legal and regulatory obligations.
 - Information provided by the individual requesting the review.

5.2 Timescale

14. We will normally issue a written review outcome within 30 calendar days of receiving the review request.
15. Where a matter is particularly complex, for example the review involves obtaining a large volume of data from a third party, this may be extended, with the review requester being informed of the reason for the extension and when they can expect a response.

5.3 Review Response

16. The review outcome response letter will include:
 - The decision reached.
 - Reasons for the decision.
 - Details of any additional information being provided following the review.
 - An explanation of any exemptions relied upon.
 - Information about further escalation rights including the right to directly refer the complaint to the Housing Ombudsman.

6 Escalation to the Housing Ombudsman

17. Where the review requester remains dissatisfied following the internal review process, they may refer the matter to the Housing Ombudsman Service. The review outcome response letter will provide details of how to contact the Housing Ombudsman service.

Housing Ombudsman contact details:

Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

0300 111 3000

info@housing-ombudsman.org.uk

<https://www.housing-ombudsman.org.uk/contact-us/>

7 Partnership working

18. Partnership working with the Housing Ombudsman can add value when handling STAIRs review requests because it helps ensure decisions are fair, consistent, transparent and aligned with emerging good practice across the social housing sector. The government has designated the Housing Ombudsman to act as adjudicator when a tenant, shared owner or their representative remains dissatisfied following the use of this policy.

8 Monitoring and Delivery

19. We will monitor and maintain records of:
 - Requests received.
 - Decisions made.
 - Reviews conducted.
 - Outcomes issued.
 - Compliance with timescales.
 - Housing Ombudsman referrals.
 - Learning and service improvements identified.
20. STAIRs performance information will be reported regularly to the Executive Management Team and Customer Committee.

9 Equality Impact Assessment and Accessibility

9.1 Help in making a request for review

9.1.1 Support for raising a request for review

21. Where an individual requires assistance to make a review request, we will assess how best to support them in doing so based on their individual needs using the Group's Service Adjustment Policy.

9.1.2 Requests via a designated representative

22. The Group's STAIRs policy defines who the Group recognises as a designated representative.

9.1.3 Accessible information

23. Customers who identify as having a vulnerability or additional communication needs can access the STAIRs Review Policy and related information in alternative formats and languages. This includes using the website's built-in translation function and accessibility toolbar. We will accept requests for review by telephone and can arrange office or home visits where this would provide additional support.

9.2 Equality Impact Assessment

24. We are committed to providing equal access to the STAIRs review process for all customers. No protected group is intentionally disadvantaged. Adjustments will be made where necessary to meet individual needs, including alternative formats, interpreters, and home or office visits upon request.
25. This policy and related information are published on our website and is available in different communication modes and languages using the website translation tools and accessibility options.
26. Potential negative impacts are likely to arise from accessibility, language or digital inclusion barriers and will be mitigated through reasonable adjustments where necessary and inclusive communication methods.

10 Legislation and Regulation

- Social Housing (Regulation) Act 2023

- Consumer Regulation (Transparency, Influence and Accountability consumer standard)
- Data Protection legislation (UK GDPR / Data Protection Act 2018)
- Housing Ombudsman Scheme.

11 Related Policies and Procedures

- Social Tenant Access to Information Requirements (STAIRs) Policy.
- Data Protection Policy
- Service Adjustment Policy
- Complaints Policy

12 Glossary

27. “STAIRs” (Social Tenant Access to Information Requirements)

13 Document Control

Responsible Officer/s:	Sarah Chilton, Assistant Director of Corporate Services - Customer Experience
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Reviewed & Approved by:	Customer Committee
To be Reviewed Every:	Year

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