

Social Tenant Access to Information Requirements (STAIRs) Policy

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1 Aims

1. This policy sets out how Jigsaw complies with the Social Tenant Access to Information Requirements (STAIRs) to ensure its tenants and shared owners can easily view and access relevant information concerning the management of their homes.
2. The policy aims to meet the obligations placed upon Jigsaw under the Transparency, Influence and Accountability Consumer Standard.

2 Scope

3. This policy covers the requirements of STAIRs. These requirements can be summarised as follows:
 - The publication of relevant information
 - The response to individual requests for information from anyone holding a general needs, sheltered or supported tenancy, or a shared ownership lease with the Group
 - The process for review and handling of complaints
4. The details of the scope of STAIRs is available at [Social Tenant Access to Information Requirements](#)

3 Policy Statement

5. In achieving compliance with STAIRs the Group will publish clear and transparent information on its website and respond in a timely manner to requests for information.
6. Content on the website will focus on the following key areas:
 - Governance and decision making
 - Finances
 - The management of housing stock
 - Performance as a landlord
 - Policies used to deliver services and manage homes
7. The Group will regularly review the content of its website to ensure that relevant information is accurate and up to date.

4 Requests for Information

8. Should information not be readily available on our website tenants and shared owners, or their representatives, may request information from the Group.

4.1 Process for requests

9. Requests under STAIRs 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

4.2 Designated Representative

10. Jigsaw recognises that a tenant or shared owner may make a STAIRs request through a designated representative. For the purposes of this policy the Group considers a designated representative to be any person nominated by a tenant or shared owner to communicate on their behalf. For example, this could be a family member, a friend, a support worker, a local councillor, a MP or a solicitor or legal advisor.
11. Jigsaw will seek the tenant or shared owner's agreement for the representative to act on their behalf before responding to a request. In the event of multiple individuals notifying the Group that they act as a representative, Jigsaw will not proceed with processing a request until the tenant or shared owner has identified their sole representative.
12. The Group will not recognise requests made by any designated representative who is subject to specific conditions applied through the Group's Unreasonable Behaviour Policy.

4.3 Timescales

13. The Group will acknowledge any request within five working days and seek to provide a response within 30 calendar days of the request.
14. In the event a request requires clarification the 30 calendar days will commence from receipt of the clarification.

15. In exceptional circumstances it may be necessary to extend the response time beyond 30 calendar days. If that becomes necessary the Group will inform the person making the request at the earliest opportunity, provide an explanation for the need to extend a response time and agree a timescale for responding.

4.4 Responses

16. The Group will ordinarily respond to requests for information digitally and may make STAIRs information available through the My Jigsaw portal. This is to ensure that we process information requests in a timely and efficient manner. We will make information available in alternative formats should a need be identified through the Group's Service Adjustment Policy. Where a request can be fulfilled digitally the Group will not simultaneously produce a paper version of the disclosure.
17. If the Group considers a request can be fulfilled with the addition of content on its website the requester will be issued with a link to the relevant information. Adopting this approach will increase the visibility of information for other customers.
18. It is recognised that certain STAIRs requests may be more specific to an individual's home. Ordinarily we will not publish information relating to an individual property or a limited number of properties on the Group's website.

4.5 Fair use

19. The Group reserves the right to charge an individual for providing copies of previous STAIRs responses that have not been made available on the website. This charge will be payable in advance of any duplicate disclosure and will reflect the cost of re-production and delivery.
20. The Group will consider incidences of excessive use of STAIRs requests under its Unreasonable Behaviour Policy. In such circumstances consideration will be given to the volume, complexity and frequency of STAIRs requests.

5 Exclusions

21. Whilst the Group will always seek to operate in a transparent manner there may be circumstances that preclude STAIRs requests from being processed or where it is necessary for the Group to redact information prior to disclosure.
22. STAIRs requests may be withheld where fulfilling this would:
- Breach data protection legislation or other legal duty that Jigsaw is bound by.
 - Disclose personal information about another individual
 - Compromise the safety of an individual.
 - Prejudice the prevention or detection of crime.
 - Reveal legally privileged information.
 - Breach contractual confidentiality.
 - Disclose commercially sensitive information.
 - Present a security or cyber-security risk.
 - Conflict with Jigsaw's statutory obligation.
23. Similarly, a STAIRs request may be refused if:
- The identity of the tenant, shared owner or their representative making the request cannot be established.
 - The request is unclear and the meaning of the request or the information being sought could not be determined after reasonable attempts by the Group to do so.
 - The information being sought does not fit the relevant information definition set out by STAIRs. The government define relevant information to be information related to the management of a registered provider's social housing.
 - To fulfil the STAIRs request is not practical as it would mean using in excess of 18 hours of staff time to do so.
 - The request is a repeat of a previous request made or can be associated with other similar requests made by other tenants or shared owners.
 - The request has been communicated in an abusive or offensive manner and/or fulfilling it may be offensive and contrary to the Group's values and mission.
24. When a decision is made to decline a request the reasons for refusal will be relayed to the person making the request.

6 Review Process

- 25. Should an individual feel that the Group has not published information or responded to a request for information appropriately, they may exercise the Group's STAIRs Review procedure and ultimately escalate this matter for the Housing Ombudsman Service's consideration.
- 26. For tenant information requests, a review request should be made within 3 months of receipt of the original decision. For review requests received outside of this timescale the Group will notify the requester whether it plans to undertake a review and, if necessary, signpost the requester to the Housing Ombudsman Service.
- 27. Upon receipt of a review request the Group will review the initial decision concerning the STAIRs request and aim to respond to the review request within 30 calendar days. In exceptional circumstances it may be necessary to extend this deadline. We will notify an individual of this at the earliest opportunity and agree an indicative timescale for the response.
- 28. The Group will provide clear guidance on the escalation process to the Housing Ombudsman Service.
- 29. The Request for Review Policy is available on the Group's website [social-tenant-access-to-information-requirements-stairs](#)

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 Meeting the needs of our Tenants

- 30. We recognise that tenants may require additional support to make a STAIRs request, and we have arrangements in place to support all tenants to be able to exercise their rights under STAIRs.

8 Equality Impact & Accessibility

31. This policy increases transparency, accountability and tenant empowerment for all social housing tenants.
32. 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.
33. 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.

9 Confidentiality/Data Sharing

34. The Group will treat all information we receive from customers in relation to this policy in confidence and in accordance with its Privacy Notice [Privacy Notice](#).
35. The Group's processing of personal data, including sharing with third parties, will only take place where there is a lawful basis for doing so.

10 Monitoring and Delivery

36. The Chief Executive's Department will monitor the delivery of this policy, which will be reviewed annually. We may review this policy sooner if appropriate, for example, if there are changes to legislation or business requirements.
37. Records of the completion of STAIRs requests and the outcome of any reviews will be reported to Group's Executive Management Team and the Customer Committee on a quarterly basis.

11 Legislation and Regulation

- Social Housing (Regulation) Act 2023
- Consumer Regulation (Transparency, Influence and Accountability expectations)
- Data Protection legislation (UK GDPR / Data Protection Act 2018)

- Housing Ombudsman Complaint Handling Code

12 Related Policies and Procedures

38. This policy has links with all customer facing Policies and Procedures.

13 Document Control

Responsible Officer/s:	Sarah Chilton Assistant Director of Corporate Services - Customer Experience
Date of Review & Approval:	8/9/2026
Reviewed & Approved by:	Customer Committee
To be Reviewed Every:	Year

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