WILLOW TREE
HOUSING PARTNERSHIP

Social Tenant Access to Information Requirements (STAIRs) Policy

Version:	**v1**
Responsibility for the Policy	**Head of Corporate Services**
Date approved by Executive	**October 2026**
Tenant Consultation (Yes/No)	**Yes – November 2026**
Date approved by Board (if applicable)	**Yes – Outstanding**
Date due for review:	**October 2029**

Statement of Intent

Willow Tree Housing Partnership (WTHP) is committed to being open, transparent and accountable to its tenants. We recognise that access to information is fundamental to building trust, enabling meaningful tenant involvement and supporting effective scrutiny of our services.

WTHP will comply with the Social Tenant Access to Information Requirements (STAIRs) and ensure that tenants can access information about how their homes and services are managed. We will proactively publish information about our governance, performance, finances, housing management and resident services and will respond to reasonable requests for information in a timely and accessible manner.

We will provide information wherever possible whilst balancing our obligations relating to data protection, confidentiality, safeguarding, legal privilege and commercial sensitivity.

Through this approach, WTHP aims to strengthen transparency, improve accountability and empower tenants to influence and challenge service delivery where appropriate.

Policy Objectives

The objectives of this policy are to:

- Comply with the Social Tenant Access to Information Requirements (STAIRs).
- Ensure tenants have access to information relating to the management of their homes and services.
- Promote openness and transparency in decision-making.
- Enable tenants to scrutinise WTHP's performance and hold the organisation to account.
- Increase tenant confidence in WTHP's governance and service delivery.
- Support meaningful tenant engagement and influence.
- Ensure information is accessible, understandable and available in appropriate formats.
- Protect personal, confidential and commercially sensitive information where disclosure would be inappropriate.
- Support compliance with regulatory expectations, including the Transparency, Influence and Accountability Standard.

Performance Standards

Publication of Information

Willow Tree will maintain and regularly review a publication scheme that makes key

information available to tenants, including:

- Governance arrangements and Board structures.
- Strategic priorities and business plans.
- Annual reports and financial statements.
- Tenant Satisfaction Measures.
- Complaints performance information.
- Service standards and performance data.
- Resident engagement and scrutiny activities.
- Relevant policies affecting tenants.
- Information relating to housing management and property services.

Information will be published through appropriate channels including the WTHP website, tenant communications and annual reports.

Information Requests

WTHP will:

- Provide a straightforward process for tenants to request information.
- Acknowledge requests promptly.
- Respond within applicable timescales.
- Provide information in clear and accessible formats.
- Explain any decision to withhold or redact information.
- Offer a review process where a tenant is dissatisfied with the response provided.

Accessibility

WTHP will ensure information is accessible by:

- Using plain language wherever possible.
- Providing information in alternative formats where reasonably practicable.
- Making reasonable adjustments for tenants with disabilities or additional support needs.
- Ensuring communication methods meet the diverse needs of residents.

Information Governance

WTHP will maintain robust arrangements to ensure that:

- Information is accurate, current and appropriately managed.
- Personal data is processed in accordance with data protection legislation.
- Confidential information is protected.
- Appropriate records are retained to support transparency and accountability.

Review and Complaints

Where a tenant is dissatisfied with the handling of an information request, WTHP will:

- Offer an internal review process.
- Provide a clear explanation of the outcome of the review.
- Inform the tenant of any further routes of redress available to them.

Monitoring

Willow Tree will monitor:

- Compliance with the publication scheme.
- The number and type of information requests received.
- Response times.
- Requests for reviews.
- Complaints relating to information access.
- Lessons learned and opportunities for improvement.

Performance will be reported through WTHP's governance framework and reviewed periodically by the Board.

Roles and Responsibilities

Board

The Board is responsible for:

- Approving this policy.
- Receiving assurance regarding compliance.
- Promoting a culture of transparency and accountability.

Chief Executive and Executive Team

The Executive Team is responsible for:

- Implementing this policy.
- Ensuring adequate resources are available.
- Monitoring compliance and performance.

Head of Corporate Services

The Head of Corporate Services is responsible for:

- Maintaining the publication scheme.
- Coordinating responses to information requests.
- Monitoring compliance and reporting outcomes.
- Reviewing this policy.

All Employees

Employees are responsible for:

- Supporting compliance with this policy.
- Maintaining accurate records.
- Providing information when requested through appropriate processes.
- Protecting confidential and personal information.

Equality, Diversity and Inclusion

Willow Tree will apply this policy fairly and consistently and will ensure that tenants are not disadvantaged in accessing information because of disability, age, race, religion or belief, sex, sexual orientation, gender reassignment, pregnancy or maternity, marriage or civil partnership.

Policy Review

This policy will be reviewed every three years or sooner where there are significant legislative, regulatory or organisational changes.

Reference Documents

- Transparency, Influence and Accountability Standard
- Tenant Engagement Strategy
- Complaints Policy
- Data Protection Policy
- Records Management Policy
- Equality, Diversity and Inclusion Policy
- Code of Governance

When setting policy, the Willow Tree Housing Partnership will ensure a golden thread of best practice runs through all aspects of its operations in respect of equality, diversity and inclusion. It will seek to minimise adverse environmental impacts arising as a consequence of its work. This approach and all policies will be reviewed on their anniversary date or as new guidance or legislation is introduced, whichever occurs sooner.