

Social Tenant Access to Information Requirements (STAIRs)

Getting information about your housing services

Overview

If you're a Sanctuary social housing tenant in England, you have the right to see certain information about how we manage social housing. We'll publish information online and, from 1 April 2027, you or someone acting for you can also ask us for information in writing. We want to be open and make information easy to access. If there's information we can't share, we'll explain why.

Who this applies to

This is for Sanctuary social housing tenants in England and anyone they choose to act for them.

Former tenants and people who are thinking about becoming tenants cannot make a request under STAIRs.

If your tenancy ends while we're dealing with your request, we'll still complete it, including any internal review.

Tenants in Scotland can access information held by Sanctuary Scotland under the Freedom of Information (Scotland) Act 2002.

Information we publish

From 1 October 2026, we'll publish information we hold about managing social housing on our website. We'll keep this information up to date and review it at least once a year.

Published information may include:

- how we make decisions and how tenants can get involved
- how we spend money, including financial statements, rent, service charges and procurement
- our plans and priorities for managing homes
- how we're performing, including inspections, tenant satisfaction, complaints and service standards
- information, advice and guidance about our housing services
- safety and compliance information about homes and buildings

- our policies for managing social housing.

Formats and charges

Information in the publication scheme will be free to view online. If you need it in another format, such as large print, braille or audio, we'll provide one copy free of charge. We'll also provide one translated copy free of charge.

You can also ask to view information at our offices by appointment. This is free. We may charge the actual cost if you ask for extra printed copies, including binding, large print runs, postage and packaging.

How to ask for information

From 1 April 2027, you or someone acting for you can ask us for information about how we manage social housing.

Please make your request in writing. You can do this by email, or by sending a message to one of our social media accounts. You can also write to us at:

Information Governance Team

Sanctuary Housing,

Sanctuary House,

Chamber Court,

Castle Street,

Worcester,

WR1 3ZQ

You do not need to use the word "STAIRs", though referencing this will help us identify and process your request.

We'll need to confirm your identity. If someone is acting for you, we'll need to confirm their identity too and that they have your permission.

If you need help to make a request, we'll offer the right support to meet your individual need so that you can exercise your rights under STAIRs.

When we will reply

We will acknowledge your request within five working days.

We will normally respond within 30 calendar days.

If we need clarification or need to confirm your identity or your representative's, the 30 days will start when we receive what we need.

We'll take reasonable steps to help you explain what you need. If we don't hear back from you, we'll follow up twice. Our final message will give you a deadline and explain that we'll close the request if you don't respond.

In exceptional circumstances, we may need more time to respond. We won't take longer than three months in total. We'll tell you as soon as possible, explain why and give our best estimate of when we'll reply.

Information we may not provide

We start from the position that information should be shared. Sometimes, we may need to withhold information, remove parts of it, or refuse a request when it's reasonable to do so. If this happens, we'll explain why.

This may happen when:

- sharing the information could cause harm, for example to a person, an organisation, an investigation, safety or commercial interests
- the information is personal data or could identify someone
- we can't confirm your identity, or the identity of someone acting for you
- we ask you to explain what you need, but we don't hear back from you
- the information is not about how we manage our social housing
- finding and preparing the information would take more than 18 hours of staff time
- the request is excessive or repeated, including where several people make coordinated requests for the same information
- the request is offensive, abusive or clearly intended to disrupt our work
- the information is already available under another legal requirement.

We don't have to create new information to answer a request. If a third party holds information for us, we may need to ask them for it. We'll take reasonable steps to do this.

Requests for your personal information

We won't share information that identifies another person under STAIRs. If the information is about you, we will deal with it as a subject access request under data protection law instead.

If you are unhappy with our response

You or someone acting for you can ask for an internal review if you think we have not handled things properly. This includes if you think we have not published information correctly, responded on time, provided information in an accessible format, or had a reasonable reason to withhold or remove information.

You may ask for an internal review within three months of receiving our original decision.

We aim to respond within 30 calendar days. In exceptional circumstances, we may need longer. If that happens, we'll tell you as early as possible, explain why and keep any delay as short as we can.

We'll explain our decision clearly. We may keep our original decision, publish or provide more information, or acknowledge that something went wrong and put it right.

If you remain unhappy after the internal review, you can complain directly to the Housing Ombudsman under the Housing Ombudsman Scheme.

The STAIRs review process only covers publication scheme information and STAIRs information requests. Concerns about personal data, data breaches or data protection rights are handled separately.