

Social Tenant Access to Information Requirements (STAIRS) policy

– Plain language version

This document is a ‘plain language version’ intended to simplify understanding and as a guide to the complex information in the policy. The content of this version is intended to make STAIRS more accessible.

[The STAIRS policy \(PDF\)](#) helps tenants get information from us, their landlord. It explains how ISHA will help tenants access information through a publication scheme and to make requests for information.

The policy shows how ISHA follows the Regulator of Social Housing’s Transparency, Influence and Accountability Standard and rules called STAIRS.

Who it applies to

All current ISHA tenants. ISHA staff and companies helping them must follow the policy. STAIRS include sharing information, answering requests, and handling complaints.

The publication scheme

From 1 October 2026, ISHA must share information certain information on how it manages its homes and services.

Information access

Information will be online on a special [STAIRS page on our website](#). If needed, a free copy in a different format can be given. There might be charges for printing.

Making requests

From 1 April 2027, tenants can ask for information about ISHA’s housing management. The scheme is open to current tenants or their representatives.

Eligibility for requests

Requests can be made by tenants or their chosen representatives, not past or future tenants. Proof of identity is needed.

How to request information

Requests should be in writing, either by email or post. You don't need to mention STAIRS providing we can identify you as a tenant.

Supporting your request

Some tenants may need help to make a request. ISHA will ensure support is available so everyone can use their rights.

Responding to requests

We aim to reply within two working days and will answer within 30 days or after any needed clarification.

Exceptional circumstances

Sometimes more time is needed for a response. If so, we will inform you if there's a delay and explain why.

Information held elsewhere

Sometimes information is with another company. ISHA will try to get it but must balance their duties with resources.

Withholding and redacting information

We do not create new information for requests. Some information may be withheld if already shared elsewhere and we hide (redact) parts of information if necessary. We will always explain why.

Reasons for refusal

Requests might be refused if they require more than 18 hours of staff time to answer, are unclear, excessive, or harmful. ISHA will make sure all refusals are fair.

Review process

If unhappy with a decision, you can ask for a review within three months. We will assess how we have handled your request.

Complaints

If you are not satisfied with the review, you can then complain to the Housing Ombudsman within three months of the review outcome.