

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name:

STAIRs Policy

This policy was created to:

Explain how Honeycomb Group will make information available to tenants.

We want tenants to:

- Know more about how their landlord works.
- Understand how decisions are made.
- Have access to information about the services they receive.
- Be able to ask for information from Honeycomb Group.
- Be able to hold us to account.

We will be open and transparent about how we work and the services we provide.

What this policy covers

This policy applies to all Honeycomb Group employees and tenants.

STAIRs covers:

- Information that we publish for tenants.
- Requests for information from tenants.
- How we respond to information requests.
- Reviews when a tenant is unhappy with how their request was handled.
- Complaints about STAIRs information requests.

STAIRs applies to current tenants and their chosen representatives. Former and prospective tenants cannot make requests under STAIRs.

There are two main parts to STAIRs:

Chapter 1 – Publication Scheme

- We will proactively publish information that tenants may want to see.
- This requirement started on 1 October 2026.

Chapter 2 – Information Requests

- Tenants can ask us for relevant information about the management of Honeycomb Group.
- This requirement starts on 1 April 2027.

Most information provided under STAIRs will be free.

We will make information as accessible as possible. If you need information in a different format, please contact our Data Protection Officer.

Key Terms

- **STAIRs:** Social Tenant Access to Information Requirements. These are government requirements that give social housing tenants greater access to information from their landlord.
- **Publication Scheme:** A list of information that Honeycomb Group will publish proactively. This includes information about areas such as governance, finances, housing services and performance.
- **Information request:** A written request from a tenant or their chosen representative asking Honeycomb Group for relevant information.
- **Tenant representative:** Someone chosen by a tenant to act on their behalf. This could include a trusted representative, advocate or support worker.
- **Personal data:** Information that identifies, or could identify, an individual. Personal data may need to be withheld under data protection law.
- **Redacted information:** Information that has been removed or covered up before a document is shared.
- **Data Protection Officer:** The person responsible for helping Honeycomb Group follow data protection requirements and dealing with certain information requests and reviews.

Our Goals

We want to:

- Be open and transparent.
- Make information easy to find and understand.
- Support tenants to request information.
- Make information accessible.
- Treat tenants fairly and equally.
- Support tenants to have a say in how services are delivered.

Our Approach

We will publish information on our website about areas such as:

- How we are governed and make decisions.
- Our finances and spending.
- Housing services and policies.
- Our performance.
- Tenant Satisfaction Measures.
- Complaints.
- Housing safety information.

Tenants can make information requests in writing, including by email, text or social media.

We will:

- Acknowledge requests within 5 working days.
- Usually respond within 30 calendar days.
- Explain any delays.

We will support tenants who need help making a request or need information in an accessible format.

Some information may not be shared where there is a legal, safety, privacy or other reasonable reason.

Legal Compliance

STAIRs is part of the **Transparency, Influence and Accountability Consumer Standard** from the Regulator of Social Housing.

We will follow relevant laws and regulations when deciding what information can be shared.

This includes:

- Data protection law
- Freedom of information principles where relevant.
- Other relevant legislation.
- The potential harm that could result from sharing information.

When considering whether information should be withheld, we will consider:

- What type of harm could happen.
- How serious the harm could be.
- How likely the harm is to happen.
- Whether other people or organisations could be affected.
- Whether there are confidentiality or safety concerns.
- Whether sharing the information could affect investigations or negotiations.

We will not refuse to provide information simply because of who the tenant is, why they want the information or because sharing it could cause reputational concerns for Honeycomb Group.

If a tenant is asking for information about their own personal data, this may need to be handled as a Subject Access Request under data protection law instead of a STAIRs request.

Performance Monitoring

Honeycomb Group will keep a record of information requests.

The Executive Team will monitor the operation and outcomes of this policy every 6 months.

We will also use tenant feedback to help us improve the service.

Tenants can provide feedback about the Publication Scheme by:

- Contacting the Data Protection Officer.
- Attending Customer Assurance Group meetings.
- Contacting their Neighbourhood Officer.

Data protection

- We will protect personal information when responding to requests.
- Personal information may need to be withheld or redacted to comply with data protection law.
- If you want information about yourself, you may need to make a Subject Access Request instead.

Review

If you are unhappy with how we have handled an information request, you can ask for a review.

You should normally request a review within **3 months** of our decision. We aim to complete reviews within **30 calendar days**.

If you are still unhappy, you can contact the Housing Ombudsman.

The policy will be reviewed every 3 years, or sooner if laws, regulations or business needs change.

Date of Policy: September 2026