

STAIRs Information Access & Review Policy 2026

Issue date	2 September 2026
Effective date	1 October 2026
Review date	September 2027, or earlier if STAIRs requirements or JMHA arrangements change
Status	PUBLICATION VERSION
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1. Purpose

This policy explains how JMHA will meet the Social Tenant Access to Information Requirements (STAIRs). It covers the proactive publication scheme and review process from 1 October 2026 and the individual information-request requirements from 1 April 2027.

2. Our approach

JMHA is a small, director-led private registered provider. We will apply STAIRs proportionately, transparently and in plain English. We will publish information we hold about the management of our social housing where it falls within the STAIRs publication classes. JMHA is not required to create new records simply to populate the publication scheme.

3. Information we proactively publish

- Governance and decision making.
- Spending.
- Housing stock management.
- Performance.
- Housing services.
- Lists and registers.
- Social housing management policies and strategies.

4. Keeping information current

The Founder & Managing Director is responsible for ensuring the STAIRs publication material is reviewed. JMHA will review the STAIRs page and linked information at least annually and sooner where there is a material change.

5. Access and reasonable adjustments

Information will normally be available through JMHA's website. A tenant who cannot reasonably access information online may contact JMHA for an alternative format or reasonable adjustment. JMHA will make reasonable efforts to provide information offline where appropriate.

6. STAIRs reviews from 1 October 2026

A current social housing tenant, or a representative nominated by them, may ask JMHA to review whether information falling within the publication scheme has been properly published. The request does not need to use the word 'STAIRs'. JMHA will normally provide the review outcome within 30 calendar days. If additional time is reasonably required, JMHA will explain why and give a revised response date. STAIRs reviews are separate from JMHA's normal complaints process and the Complaint Handling Code does not apply to them.

7. Withholding and redaction

JMHA starts from a presumption in favour of appropriate disclosure. Information may be withheld or redacted where it is reasonable and lawful to do so. JMHA will have due regard to the protections afforded by the Freedom of Information Act 2000, data protection legislation and other relevant law when deciding whether information should be withheld or redacted.

8. Individual information requests from 1 April 2027

From 1 April 2027, JMHA will process written requests from identifiable current social housing tenants, or their nominated representatives, for relevant information about the management of their social housing. JMHA will acknowledge requests promptly and normally respond within 30 calendar days. JMHA will not create new records to answer a request. Grounds for refusal permitted by STAIRs include inability to establish identity, an unclear or irrelevant request, work exceeding 18 hours of staff time, a repeated request, or an offensive or abusive request.

9. Housing Ombudsman

If a tenant remains dissatisfied after JMHA has completed a STAIRs review, the review response will explain the tenant's right to take the matter to the Housing Ombudsman under the Housing Ombudsman Scheme.

10. Responsibility

Mark Camden-Clarke, Founder & Managing Director, is responsible for day-to-day STAIRs administration. Where an internal review requires separation from the original decision, Jovita Camden-Clarke will act as Review Director.

Information that may be protected

- Personal information about tenants, staff or third parties.
- Information whose disclosure would create a genuine safety or security risk.
- Legally privileged or properly confidential information where protection is justified.
- Genuinely commercially sensitive information where the likely harm from disclosure outweighs the factors favouring disclosure.
- Information that JMHA is prohibited by law from disclosing.

JMHA will not withhold information merely because disclosure could be embarrassing or create reputational risk.

Approved by Board: _____

Date: _____