

Strong Foundations Sustainable Futures

Sharing the right information – your
co-operative and STAIRs

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What is STAIRs?

Social Tenant Access to Information Requirements (STAIRs)

Applies to Private Registered Providers in England

From 1 October 2026

- Co-operatives must proactively publish specified information that they hold in specific categories
- Identify the information that they hold in relation to those categories
- Make tenant-members aware of the publication scheme
- Regularly review and update the information available

Co-operatives do not need to create new records in order to comply with the scheme

From 1 April 2027

- Co-operatives must reply to information requests from tenants



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What should your co-op be publishing

Look at the CCH workbook and some of the information classes

1. Do we hold this information?
2. Is it already available to members?
3. If it is, where is it available?
4. If it isn't, how could we make it available?



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How could your co-op publish information?

- Website / members' area
- Shared online document library
- Email to members
- Tenant/member handbook
- Newsletter
- Noticeboard
- Meeting or AGM papers
- Available at the co-op office
- Paper copies on request



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Use the workbook as your STAIRs index

The workbook can do two jobs:

- **Gap analysis** What information do we hold, publish, or need to review?
- **Publication index** Where can tenant-members find or request the information

Add practical columns

Keep the existing workbook columns, then add:

- Do we hold this?
- Do we publish this?
- Where/how is it available?
- Who is responsible?
- Last reviewed/updated
- Action required



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A member asks for information...

- A. "Can I see how much we spent on repairs last year?"
- B. "Can I see the minutes of the meeting where my neighbour's ASB case was discussed?"
- C. "Can you send me the complaints performance figures for the last year?"

- Is this information covered by STAIRs?
- Do we already publish it?
- If not, could we provide it?
- Might anything need to be redacted?
- Who should deal with the request?



Information requests from 1st April 2027

- Requests must be in writing and applicant identifiable
- They do not need to say “STAIRs”
- Respond within 30 calendar days
- No requirement to create new information
- Information can sometimes be withheld or redacted
- Co-ops need a clear process, policy and review route



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Are you ready?

Have you...

- identified what information you hold?
- decided what needs to be published?
- decided how and where members will access it?
- told members about the scheme?
- decided who will keep it up to date?

Before April 2027, will you have...

- a process for recognising information requests?
- someone responsible for handling them?
- a withholding/redaction policy?
- a system for recording requests and deadlines?
- a review/complaints process?



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CCH resources for members

STAIRs factsheet and workbook are available in the members area:

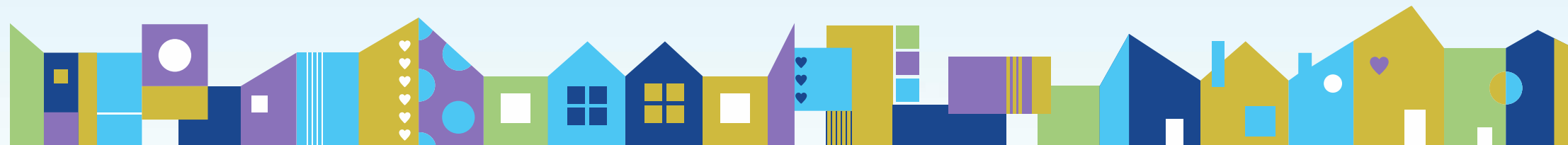
<https://www.cch.coop/member-resources/>



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