

Social Tenant Access to Information Requirements

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1. Our policy statement

- 1.1. In this policy, Sage Homes sets out how we will comply with the government's Social Tenant Access to Information Requirements (**STAIRs**).
- 1.2. This policy has been developed in line with STAIRs and the Regulator's Transparency, Influence and Accountability Standard, April 2024 (**TIA**).

2. The scope of this policy

- 2.1. This policy applies to Sage Homes as a registered provider, its employees, officers and workers.
- 2.2. Below, we have set out what information we will publish and where, and what we will do to support our customers and their representatives to access information (including useful detail on making information requests).
- 2.3. This policy is made publicly available so that customers are able to understand how we make information available.

3. Our Chapter 1 Information Publication Scheme

- 3.1. From **1 October 2026**, all registered providers must publish certain types of information. This is the STAIRs Chapter 1 requirement. Social housing residents should be able to access this published information easily and it should empower them further to hold their landlords to account.
- 3.2. Sage Homes publishes information relating to its housing management services, its governance and spending. We will publish at least a year's worth of information and review and update it, where appropriate, at least once every [quarter].
- 3.3. The type of information we publish, and where it can be found on our website is set out [here](#).
- 3.4. We aim to be open and transparent as possible with our customers and welcome their feedback on these new requirements. However, for various reasons, we may decide to exclude information from publication or redact it prior to publication. We will always do so in compliance with STAIRs.
- 3.5. We will not publish personal data under STAIRs. If a customer wishes to see their personal data, they or their designated representative may make a Subject Access Request (DSAR). You can find more information on that [here](#).
- 3.6. A customer may request our reasons for excluding or redacting information or ask us to review our decision, through our review process, described below.

4. Chapter 1 STAIRs Review Process

- 4.1. If you are a Sage Homes customer (i.e. a current tenant or licensee of Sage Homes or a shared owner who has not "staircased out") and:
 - 4.1.1. you believe that we have not published information we hold and which we

should publish because it falls within the STAIRs Chapter 1 requirement or that we have redacted information when we should not have done so; or

- 4.1.2. you wish to know why we have excluded or redacted particular information;
- 4.1.3. then you or your designated representative may contact Sage Homes and request a review or make a complaint. The quickest way of doing this is either by calling us on 020 8168 0500, raising it through our portal, completing the form here or emailing us at complaints@sagehomes.co.uk. You may also write to us at **Sage Homes, Fifth Floor, Orion House 5 Upper St Martin's Lane, London WC2H 9EA**. Please put STAIRs Chapter 1 in the subject line of your email; this will help us to deal with your request or complaint more quickly.
- 4.2. We will not usually request proof of your identity before we review your request. If someone else makes a request on your behalf, then we will need satisfactory confirmation from you that they are your authorised representative.
- 4.3. We will acknowledge your request within five working days of receipt. We will endeavour to review your request and reply to you within thirty days of our acknowledgement of your request but may need additional time in certain circumstances.
- 4.4. If you are dissatisfied with our response to your request/complaint, you may escalate the matter directly to the Housing Ombudsman.

5. Your Chapter 2 Information Requests

- 5.1. From **1 April 2027**, our customers (i.e. our current tenants, licensees or shared owners who have not "staircased out") or their authorised representatives will be able to ask us for information by making a request in writing under STAIRs.
- 5.2. We will set out how we will fulfil these information requests made by customers and/or their representatives closer to the time.

6. Equity, diversity and inclusion

- 6.1. Sage is committed to making sure all services are accessible to all our customers. Our staff will be trained to make sure they are communicating appropriately with our customers, and they have the relevant information.
- 6.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity

marriage and civil partnership and any other protected characteristic defined within the [Equality Act 2010](#).

- 6.3. We will, on reasonable request, provide our customers with diverse needs with the information we publish under STAIRs in a different format if required such as in a different language, in large print, or in Braille. We will not charge for such reasonable adjustments.

7. Delivery of this policy

- 7.1. This policy should be read alongside:
- 7.1.1. our Complaints Policy; and
 - 7.1.2. our Privacy Notices.
- 7.2. Sage's approach to STAIRs has been developed in partnership and consultation with engaged customers.
- 7.3. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Regulatory and Compliance Team.

8. Policy review

- 8.1. We will review this policy before 1 April 2027 and thereafter at least once three years to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
 - We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
1.0	Legal Department Communications Department	Strategic review and update to corporate template	Leadership Team	October 2026	Communications Department	March 2027