

L&Q Social Tenants Access to Information Regulations Policy

L&Q

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1 Purpose and approach

- 1.1 This policy sets out our agreed approach to producing and publishing information to meet the regulatory requirements set out in the Social Tenants Access to Information Regulations (STAIRs). For more information about our Publication Scheme see Section 3 of this policy.
- 1.2 L&Q recognise and welcome the new requirements as part of wider improvements towards transparency, accountability, and tenant involvement, in the social housing sector. At the same time, we recognise that we have a duty to protect certain data and will carefully consider how best to balance our duties.
- 1.3 From 1st October 2026 we will start routinely publishing set types of information. This is known as our publication scheme, and is on our website (www.lqgroup.org.uk). This is the sort of information we share without you having to ask. It sets out what information is available and how it can be accessed
- 1.4 In April 2027, under a future phase of STAIRs, Housing Providers will need to respond to individual requests from tenants for certain types of information. We will create and maintain simple and robust processes and put adequate resources in place, so that when this requirement comes into force, we can handle requests in a timely and appropriate manner.

Scope

- 1.5 This policy applies to all areas of the L&Q Group that own an information class, as specified under STAIRs. For what classes of information this will include, please see the table in section 3.
- 1.6 It covers the publication of information, requests for reviews, and complaints.
- 1.7 It applies to all employees of L&Q group, as well as any third party contracted to provide a social housing management service by L&Q as the Private Registered Provider.
- 1.8 This policy will be updated prior to the second phase of the regulations going live (See 1.4). At that point we will start responding to individual requests submitted under STAIRs. We regret that we are unable to respond to such requests before 1 April 2027, while we are in the process of preparation to comply with the new requirements.

2 Legislation and Regulation

- 2.1 The Regulator of Social Housing (RSH) enforces consumer standards for social housing providers. The Transparency, Influence and Accountability (TIA) Standard,

sets out how social housing landlords must be open, fair, and responsive to tenants, with new rules from October 2026 expanding information rights and accountability.

- 2.2 This policy is based upon the Social Tenant Access to Information Requirements (STAIRs) introduced under the amended Transparency, Influence and Accountability (TI&A) Consumer Standard, issued by the Regulator of Social Housing (RSH).
- 2.3 The Social Tenant Access to Information Requirements: policy statement is divided into 2 chapters reflecting a phased approach to its implementation.
- 2.4 From 1st October 2026, L&Q, as a Registered Provider of Social Housing, must comply with STAIRs, by publishing information related to our management of social housing. L&Q are committed to being transparent and open about the way we work, the services we provide, and the decisions we make, to deliver the key principles of STAIRs. From 1st October 2026 we will proactively make such key information available through a Publication Scheme on our website.
- 2.5 From 1 April 2027, as a social housing provider we must also respond to information requests from tenants (or their representatives) within 30 days. **Note:** We will provide further information prior to this requirement going live.
- 2.6 The key legislation and regulation informing this policy is:
 - Social Housing (Regulation) Act 2023
 - Government policy statement: Social Tenant Access to Information Requirements 30/09/25
- 2.7 Other relevant legislation includes, but is not limited to:
 - The Data Protection Act 2018
 - UK General Data Protection Regulation
 - Data (Use and Access) Act 2025
 - Copyright Designs and Patents Act 1988

3 Our Publication Scheme

- 3.1 STAIRs regulations require social housing providers to adopt and maintain a publication scheme. The main reason for this is to make it easier for people to locate and access the information published by L&Q.
- 3.2 The publication scheme tells you what classes of information L&Q routinely make available, and where it can be accessed. The information listed isn't exhaustive and we may add to it over time.

The following classes of information are published within L&Q's publication scheme:

Governance and Decision Making	Senior staff names and roles, organisational structure and governance arrangements. Decision making processes and policies, prioritisation of complaints, information on tenant consultations (including methodology), tenant meeting minutes and agendas.
Spending	Spending, grants, use of service charge revenue.
Housing Stock Management	Plans, maintenance work, progress towards net zero, stock transfers.
Performance	Inspections outcomes, ratings, performance reviews, evaluation reports, Tenant Satisfaction Measures, media releases, complaint metrics, information request data, health and safety performance and assessments, maintenance work, number of evictions.
Housing services	Description of services, advice, and guidance for tenants.
Lists and registers	Information held in registers required by law and other lists and registers relating to the management of social housing.
Social housing management	Policies and strategies relating to the management of social housing.

3.3 Our publication scheme is located on the L&Q website (www.lqgroup.org.uk) and sets out what information is available and how it can be accessed, including:

- the items of information that we commit to proactively publish or make routinely available.
- how to find the information easily.
- how to contact us to get help with understanding and accessing the information.

3.4 There is no expectation for us to create new information to comply with the publication scheme (or any subsequent information requests). The focus is on transparency about the information we already have. We will consider whether information we already hold should be published, based on the listed classes of information.

3.5 While we will try to make available all the information we set out in the scheme, there will be some information that we won't be able to share. When deciding what we can or can't share we will consider related laws and regulations. The requirements consider that some information should not be disclosed. For example, where

information is confidential or commercially sensitive or covered by data protection requirements. So we will generally withhold any personal information about colleagues, residents and contractors.

- 3.6 Categories out of scope for the publication scheme include, but may not be limited to:
- internal business or commercial activities
 - matters decided by local authorities
 - non-social housing management functions
 - property that is not social housing
 - wider activities unconnected to social housing.

4 Requesting a review

- 4.1 If you believe that we have not appropriately published information that we hold, please contact the Data Protection Officer (DPO@lqgroup.org.uk) to request that we review this. The purpose of this review will be for us to assess if we have not published relevant information that we may hold, and to reconsider whether this is something we can publish.
- 4.2 We will carry out this review within 30 days of receipt of your request. In exceptional circumstances, if we need to extend the timeline for a response, we will let you know at the earliest opportunity. Any extension issued will be reasonable and kept to a minimum.
- 4.3 If you are not happy with our response to your review request, you are able to escalate your complaint directly to the Housing Ombudsman from 1 October 2026. They are the official complaints body for STAIRs. You can bring a STAIRs complaint to them through their online complaint form or by calling them on 0300 111 3000. Any complaint to the Housing Ombudsman should generally be made within three months of the outcome of your review.
- 4.4 Only matters relating to STAIRs can be addressed as part of a STAIRs review process, and then by complaint to the Housing Ombudsman. Other matters may be able to be dealt with via our usual complaints process.

5 Monitoring and Controls

- 5.1 We will measure the effectiveness of our Publication Scheme and whether we have met our stated outcomes. We will monitor, evaluate, and present our findings through internal governance channels, before publishing on our website.
- 5.2 We will monitor and evaluate our approach through the following:

- A 'one year on' internal review assessing how we have met the principles of STAIRS, and whether we delivered in line with our stated approach
- Analysing visits to the Publication Scheme on our website. For example in relation to other website content
- An resident consultation exercise
- Analysis of resident complaints/ challenges to our Publication Scheme approach, and any lessons learned
- Any feedback from external regulators
- Benchmarking against other housing providers

5.3 We will ensure our Publication Scheme meets our Accessibility Standard.

5.4 We have committed to an annual review of our Publication Scheme, as a minimum.

6 Communication and further distribution

6.1 This policy will be published on our website alongside the Publication Scheme. If you require support in accessing, navigating or understanding our Publication Scheme, please contact DPO@lqgroup.org.uk

6.2 We will publicise this policy and the publication scheme internally, and ensure relevant staff are trained accordingly.

6.3 Where we hold the copyright on our published information, the information may be copied or reproduced without formal permission, provided that:

- The source of the material is identified
- It is copied accurately
- It is not used in a misleading context

7 Policy controls sheet

Date of approval: 22/09/2026

Approved by: Governance & People group

Effective date: 1st October 2026

Next Review date: March 2027

Policy owned by: Director of Governance & Accountability

Associated documents: STAIRs publication scheme

Main change	Key points
New policy	Created to address new regulatory requirements
Reviewed by: Policy Team, Data Protection Officer, STAIRs Steering group	