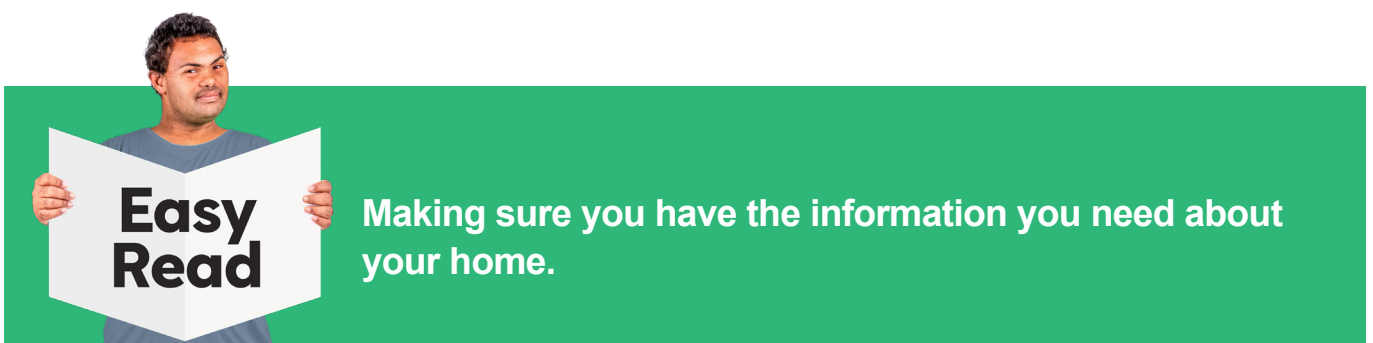


The Social Tenant Access to Information Requirements



Making sure you have the information you need about your home.

Why do we need a policy?

The government has brought in rules to make sure landlords like Soha are responsible and open. The rules are called **The Social Tenant Access to Information Requirements**. The abbreviation for that long title is STAIRs and that's what we will call the rules throughout this booklet.

The government has asked us, and all other housing associations, to have a policy on how we make things clear, are open, and hope to build trust with our residents. STAIRs is about being open and letting tenants have the information they need to be part of managing the services if they want to get involved with Soha. We have a booklet about ways you can do this, which you can find if you click [here](#).

This policy follows the government's rules and helps tenants understand how their homes are managed. The government says that tenants can see information from their housing provider and this booklet shows how we at Soha will provide that.

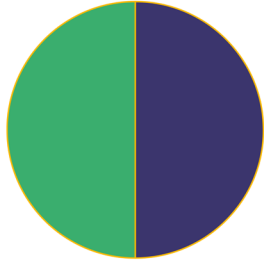
Who's it for?



A tenant of any social landlord can ask their landlord a STAIRs question. It shows you what information can be asked for and how to do that. It also shows Soha staff, or the staff of any other body who manages our social housing, what their duties are in making the information available to you

The policy also includes a plan to share information and handle questions and complaints.

STAIRs will happen in two parts

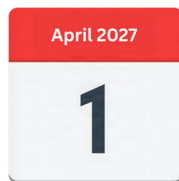


The first part is sharing information and the other is answering your questions.

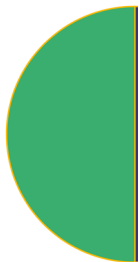
It's important to remember that STAIRs doesn't mean creating new information. It shares the information that already exists.



Sharing information starts on 1 October 2026.



Answering requests starts on 1 April 2027.



All the information to meet the sharing information part is shared on this special Soha website page

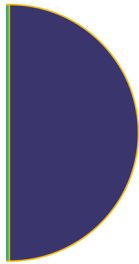
[**www.soha.co.uk/STAIRs**](http://www.soha.co.uk/STAIRs).

You might see the sharing information part of STAIRs referred to as the Publication Scheme.

This is information you can find without

Answering your questions (also called Information Requests)

You will be able to request information from us. It doesn't have to be about information we've already published that you might like to know more about. You could ask for completely different information. The landlord - in this case, Soha - should reply in 30 days unless there's a good reason not to. If we can't tell you something, we must explain why. An example might be something that would threaten a relationship we have with a partner, or give someone who wanted to be a supplier to Soha an unfair advantage but you can see all the reasons we might refuse information in Appendix 2 of the main policy.



You can find the main policy if you click [here](#).

We must share information even if it might cause bad publicity.

The process for Information Requests is also in Appendix 2 of the main policy. You can find it here or get in touch with our Customer Services team to have it explained. All the ways to contact us are on the back cover.

Will it cost me anything to ask a question?



Generally, all information provided will be free of charge. We are assuming that everything you need can be provided by email. If you need just one printed copy of the information we can also do that for you free of charge.

If you need the information translated into a different language, or in a special format, we can do that without charge too.

If you need multiple printed copies of the same information, we may charge you. This is set out in Appendix 1 of the main policy. You can find it here or get in touch with our Customer Services team to have it explained. All the ways to contact us are on the back cover.

Appeals



If you think we have not published something we hold and we should have, you can ask us for a review.

Or if you ask us for information and are unhappy with what we've given you, you can ask for a review within three months.

A review checks that Soha's response was fair and on time. The review can't be about anything other than how we responded to your question(s).

If you're still unhappy after that, you can contact the Housing Ombudsman. Here are the ways to do that.



info@housing-ombudsman.org.uk



0300 111 3000



Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET



You can get the Housing Ombudsman's complaints form at
www.housing-ombudsman.org.uk

Who deals with STAIRs at Soha?



We mentioned that all the Soha staff are aware of STAIRs and their duties under it, but the person in charge of this policy is the Head of Business Transformation.

The daily work on STAIRs, for example, answering your requests for information after 1 April 2027, is the Data Governance team. You can email them direct on stairs@soha.co.uk. They will keep track of all the questions that are asked and they will be summarised in the Annual Review to residents and business partners published

Data protection



We are very careful with the information we hold about you and our business partners.

Data protection means we can't give out information about other people to you so that is information that is another example of information we would not give you.

If you want to know what information we hold on you, you can apply for a Subject Access Request. You can find out more about this [here](#). If you would like it explained, or would like to make a request like this, please get in touch with our Data Protection team. You can contact them direct on dpo@soha.co.uk.

There are other ways to contact us on the back cover.

Thank you to all the residents who helped us form this policy through surveys and workshops.

It was passed by the Soha Senior Leadership Team and Members' Forum in September 2026 and will be looked at again in 2027.

Contact us



Here's how you can get in touch with us. We're always happy to help with any queries and will communicate you in whichever way you prefer.



Email

housing@soha.co.uk



Phone

0800 014 15 45. A call to this number won't cost you anything. Video and audio interpretation for speakers of other languages is available. Our TypeTalk number is 18002 01235 515 900.



Website

www.soha.co.uk/contact



MySoha app



Visit or write to us

Opposite Didcot Parkway railway station at 99 Station Road, OX11 7NN. We're open 8.30am - 5pm every weekday.



We want to make sure everyone can read our information. We can help with translations in to other languages, large print, or audio versions. Please ask us if you need this help.