



SP59 Social Tenant Access to Information (STAIRs) Policy

1. Purpose

This policy aims to ensure all tenants have access to information regarding how their homes are managed, improving transparency and accountability, and building trust.

It sets out how Soha will promote access to information through a formal publication scheme enabling tenants and their representatives to access information proactively, and to support tenants to make information requests.

It describes how Soha will comply with the government's Policy Statement entitled "the Social Tenant Access to Information Requirements", or "STAIRs", introduced under the amended Transparency, Influence and Accountability ("TI&A") Consumer Standard issued by the Regulator of Social Housing ("RSH"), ensuring transparency, openness and tenant empowerment in being able to hold their landlord to account.

This is the full version of the policy designed for use by the business. There is also a simplified version that uses clear language and straightforward explanations designed for all readers. You can find a list of defined terms used within this document in Appendix 3.

2. Scope

This policy applies to all employees of both Soha Housing and Soha Response, collectively referred to as "Soha", involved in the management of social housing. It also applies to any third parties contracted to provide social housing management services by Soha. Everyone working for Soha needs to understand their obligations under this policy, and how to support the business in delivering every aspect of STAIRs.

It covers the publication scheme, requests for all information relating to the management of social housing (as defined by the government's Policy Statement), and the reviews and complaints process.

STAIRs information requests and reviews are only available to registered tenants of Soha. We use the definition of tenant provided in the government's Policy Statement, which includes



licensees, shared owners owning less than 100% of the property equity, and any other person in a landlord-tenant relationship with a Soha.

3. Regulatory Framework

This policy is based on 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”).

The Ministry for Housing Communities and Local Government (“MHCLG”) has issued a Direction to RSH requiring it to introduce a new Consumer Standard enabling tenants to access information held by Private Registered Providers (“PRPs”).

Further to a consultation, RSH has issued an amended TI&A Standard under which PRPs are required to comply with the STAIRs Policy Statement, which sets out the requirements for PRPs to issue a Publication Scheme (Chapter 1), and secondly to respond to information requests from tenants and their representatives (Chapter 2).

STAIRs is designed to enable tenants and their designated representative to be able to access information which supports tenants to know more about how their services are delivered, either through information disclosed as part of a formal publication scheme or by responding to specific requests for information from tenants.

Chapter 1 (requirement to introduce a Publication Scheme) takes effect from 1st October 2026.

Chapter 2 (submission of Information Requests) takes effect from 1st April 2027.

4. Policy Principles

STAIRs take a principles-based approach in line with the RSH Consumer Standards. Key principles include: transparency, openness, accountability and tenant involvement in how their services are delivered.

Under the publication scheme within Chapter 1 of the Policy Statement providers must proactively publish information which they hold and which fall within one or more of the classes of information set out in Table 1 of the publication scheme.

The Policy Statement does not provide a prescriptive list as to precisely which documents landlords are required to provide. Instead, providers retain flexibility as to what information they may provide as long as they take a proactive approach to publication. The emphasis of the Policy Statement is in favour of disclosure.

Chapter 2 of STAIRs sets out that tenants (or their designated representative) may make a request for relevant information to their provider. Relevant information is defined as information relating to the management of a registered provider’s social housing.



Providers should proactively respond to requests within 30 days, unless there are reasonable grounds to withhold information, such as where the information amounts to a protected class of information under freedom of information or data protection (or other) laws or where the harm caused by the disclosure would outweigh the benefit in the provider disclosing the information.

Some requests for information that falls within scope of STAIRs will be responded to through normal business as usual processes, where it quicker or more efficient to do so. However, tenants can make a formal request under STAIRs if they are not satisfied with such a response.

Providers should provide information irrespective of the reasons for the request or how the information may be used following disclosure, and should disregard any perceived adverse impact or negative publicity which may be caused by the disclosure.

The government's intention to promote transparency and accountability under STAIRs means that PRPs should take a proactive approach to the publication of documents and consider that information ought to be published unless there is a good reason why information ought not to be published.

5. The Requirements

The STAIRs scheme has two key phases: Chapter 1 Publication Scheme; Chapter 2 Information Requests. Key requirements for each phase are set out in sections (A) and (B) below.

Information available under STAIRs is generally available free of charge, unless multiple copies of the same information are requested in hard copy format. For more details refer to Appendix 2 to this policy.

Where information is required in a non-electronic format, please contact our Data Governance team via stairs@soha.co.uk to discuss your requirements. Soha is committed to ensuring that information is made available in a way that is as accessible as possible for all of our tenants.

A) Publication Scheme (Chapter 1)

A template for a Publication Scheme detailing

- (i) what classes of information will be published
- (ii) how that information will be published is set out in Appendix 1 to this policy.

B) Information Requests (Chapter 2)

Our process for handling information requests is set out at Appendix 2 to this policy.

Soha will maintain a log of all information requests and timelines for responding to requests for reporting and accountability purposes.



6. Out of scope / Withheld information

Soha is not required to create new information to comply with either the publication scheme or information requests. When considering whether the information should be published, we will consider if the information comes within the classes of information set out in Table 1 of the Policy Statement. It may be necessary to redact documents prior to publication.

We have also included in Appendix 1 some suggested categories of information which may be out of scope of STAIRs – please note this is not an exhaustive list.

When considering an information request under Chapter 2, Soha will consider whether any information may need to be withheld or redacted in response to your request. Any withholding or redaction of information must be reasonable and in line with the principles set out in paragraphs 14 – 16 of the Policy Statement.

Appendix 2 to this policy sets out how we will respond to requests for information and how we will consider “reasonableness” when assessing whether information should be withheld or redacted.

If, on receipt of any response in relation to your request, you consider that information has been redacted or withheld without a reasonable basis for doing so, we refer you to our review process set out in section 7.

7. Review and Complaints Process

If you consider that Soha has not published information, or responded to your request for information appropriately, or that you are otherwise dissatisfied with the handling of your request please contact complaints@soha.co.uk to request a review.

A request for a review should be made within 3 months of receipt of the original decision. The purpose of any review will be to assess:

- i. how we have responded to your request for information (for example, where we may not have provided information in an accessible format);
- ii. where we have not published relevant information that we may hold and which you believe you may be entitled to;
- iii. where we have not complied with timelines for responding to your request and there is no good reason for us to have applied an extension;
- iv. where we have either withheld or redacted relevant information from disclosure and you disagree with our decision and reasons for this.

We will carry out a review of how we have handled your request (an “internal review”) and aim to respond to your complaint within 30 calendar days of receipt. The review will be carried out by our Complaints team, independent of anyone involved in the original decision.



It may be necessary in exceptional circumstances to extend the timeline for a response – if this is necessary we will let you know at the earliest opportunity. Any extension issued will be reasonable and kept to a minimum.

If you are not happy with our response to your review request, you are able to escalate your complaint directly to the Housing Ombudsman under the terms of the Housing Ombudsman Scheme. The Ombudsman's complaints scheme is available on their website. Any complaint to the Ombudsman should be made within 3 months of the outcome of your review.

Only matters relating to STAIRs (i.e. the publication of information under Chapter 1 or information requests under Chapter 2) can be addressed as part of a STAIRs review process and then by complaint to the Housing Ombudsman.

Please note:

- If your concern relates to dissatisfaction with a service that we provide to you, then you should inform us via complaints@soha.co.uk that your issue concerns a service complaint and it will be dealt with via our Complaints Procedure (SP07-01).
- If your concern relates to an alleged breach of data protection legislation, you should inform us that your issue concerns a data protection complaint by emailing our Data Protection Officer ("DPO") at dpo@soha.co.uk, which would then be dealt with via our Data Protection Complaints Handling Procedure (SP06-05).

For full details of how we manage a STAIRs review, please refer to SP59-01 STAIRs Review Procedure.

8. Data Protection and Security

Data protection laws are directly applicable to housing providers. This means that where any information requested amounts to personal data, or may not be identifiable personal data in isolation but could amount to identifiable personal data when combined with other information, this information may be withheld from disclosure in compliance with data protection laws.

Any requested information which amounts to personally identifiable data will not be disclosable under STAIRs but may be disclosed under data protection laws as a Subject Access Request ("SAR"), where information is sought by the tenant about themselves.

Where we consider that your request amounts to a request for personal data we will process your request in line with our SAR Procedure (SP06-02). For further information as to how we handle your personal data, please see our privacy notice at <https://soha.co.uk/data-protection/>



9. Responsibilities

Overall responsibility for this policy lies with the Head of Business Transformation.

Day to day implementation of this policy lies with the Data Governance Manager.

All staff are required to familiarise themselves with the wording and obligations listed under this policy.

10. Monitoring and Review

We will keep a log of all STAIRs information requests and complaints. These will be monitored to ensure compliance with statutory timelines, and reviewed monthly to identify any trends and areas for improvement.

Performance relating to response to information requests and complaints, and any potential improvements identified in the review process, will be reported to the Senior Leadership Team.

This policy and the STAIRs scheme will be reviewed at least annually, or sooner if there are significant changes to legislation or best practice guidance, to ensure accuracy and compliance.

11. Tenant Involvement

Our draft policy and draft publication scheme were sent to all of our residents to provide feedback via online surveys. The same surveys were also sent to our Sounding Board. The surveys were sent on 21st August 2026 with the deadline for submissions on 28th August 2026. We received 75 survey responses in total.

We ran workshops on 26th August 2026, both in person and online, for residents to discuss the implementation with us and provide additional feedback. We spoke with 10 residents in total.

The aim of the surveys and workshops was to establish if the policy and publication scheme produced matched tenant expectations based on the government's Policy Statement and National Housing Federation's ("NHF") best practice guidance, and provided the information in a way that tenants find useful and accessible.

We reviewed all the comments and suggestions provided and, where appropriate, updated the policy and publication scheme content and layout.

Going forward, we will monitor questions, feedback, and STAIRs reviews and complaints to ensure residents views are fed back directly into the ongoing implementation.



12. Context

12.1 Legislation

Full detail of the legislation can be found in the government’s [Policy Statement](#), and the overall regulatory framework is described in section 3 above.

In addition, the following data protection laws apply:

- UK General Data Protection Regulation (“UK GDPR”)
- Data Protection Act 2018 (“DPA”)

12.2 Best Practice

The National Housing Federation, in partnership with solicitors Anthony Collins, produced a best practice operational guidance document entitled ‘Social Tenant Access to Information Requirements: Operational guidance for registered providers’.

This policy, our publication scheme, our information request scheme, and our STAIRs complaints and review process were all produced with reference to this guidance, following best practice recommendations where applicable.

12.3 Soha Strategies, Policies, and Procedures

The following Soha Policies and Procedures are relevant to the implementation of this policy.

- SP59-01 STAIRs Review Procedure
- SP06 Data Protection Policy
- SP06-02 SAR Response Procedure
- SP06-05 Data Protection Complaints Handling Procedure
- SP07 Complaints Policy
- SP07-01 Complaints Procedure

13. Sign Off

Version number - 1	
Members’ Forum Approved	10 th September 2026
SLT Approved	7 th September 2026
EIA Completed	28 th August 2026 – Assessment Only, Full EIA not Required
DPIA Checklist Completed	3 rd July 2026 – DPIA not required
Review Due Date	1 st October 2027



14. Version Control

Version	Author	Date	Changes
0.1	Richard Hulin	03/06/2026	First draft based on NHF best practice and Soha policy template.
0.2	Richard Hulin	06/07/2026	A number of minor updates following discussion with the STAIRs working group.
0.3	Richard Hulin	11/08/2026	Updates following changes to our tenant involvement approach, detailed in section 11.
0.4	Richard Hulin	28/08/2026	Multiple updates following tenant consultation, adding further clarification or consistency of terminology, including Appendix 3: List of Defined Terms.
1.0	Richard Hulin	10/09/2026	First version published following SLT and Members' Forum approval.



Appendix 1: Publication Scheme

This Appendix sets out the basis on which Soha will proactively publish information relating to the management of its social housing function. We are committed to being open and transparent about the way we work, the services we provide, and the decisions we make.

The information covered by this scheme is included in the classes of information set out in the table below, where this information is held by us. The table sets out a non-exhaustive list of classes of information we routinely publish, how to access them, and any applicable charges. Much of the information may already be freely available on our website.

We publish information within each class which is up to date and correct as at the date of publication and for the previous two financial years, unless stated otherwise.

This Scheme will be reviewed at least on an annual basis.

How will relevant information under STAIRs be published?

Information will be available on our website at <https://soha.co.uk/stairs> and will be regularly updated.

Formats other than online

We are committed to making information listed in our Publication Scheme available free of charge online. If information is required to be provided in an accessible alternative format we also commit to providing a single copy of this information free of charge.

However, where an individual requests additional copies of information, we may apply charges strictly to cover the actual costs incurred in providing additional copies.

Charges may apply for additional copies in the following circumstances:

1. Printed or Hard Copy Documents

- Black and white printing/ photocopying: 1 pence per sheet.
- Colour printing/photocopying: 3.7 pence per sheet.
- Binding or large volume printing: charged at cost.
- Postage and packaging: charged at Royal Mail rates.

2. Alternative Formats

If information is requested in an alternative accessible format (e.g., large print, Braille, audio format), we will provide the information free of charge.

We will also provide one translated copy of any information you request free of charge.



3. No Charge for Inspection

Information may be inspected at our offices by appointment free of charge. Please contact us to arrange an appointment.

Tenant Feedback on this Publication Scheme

Tenants can ask questions or provide suggestions for improvements to this Publication Scheme in the following ways:

- Email to stairs@soha.co.uk
- During resident panels or meetings, or speaking to a member of our Resident Involvement team
- Via your Neighbourhoods Officer or Communities Lead.
- By calling our customer services team on 0800 014 15 45 (Freephone) or 01235 515 900
- In writing, FAO Data Governance, Soha Housing, Royal Scot House, 99 Station Road, Didcot, OX11 7NN.

Reviews

Should you consider that we have not included information in our publication scheme, or that we have unduly redacted information which you consider ought not to be redacted, please request a review in writing via stairs@soha.co.uk. We will normally complete a review within 30 days.

Refer to section 7 of our policy, or STAIRs Review Procedure, for full details.

Publication Scheme Summary

The below table summarises the information we include in our publication scheme. For an itemised list of documents published, please refer to our full publication scheme document, SP59-02 STAIRs Publication Scheme.

Class of Information	Information Included
GOVERNANCE & DECISION MAKING Information in this class is published as at the current date. Information relating to tenant consultations and meetings published for the current and previous two financial years.	About us: Information relating to our mission statement; vision, values, and corporate objectives.
	Our group structure: Information about our organisational structure, how we're run, and our senior leadership team.
	Our board: Information about our board members.



	Our committees: [Our key decision-making committees and their executive functions.
	Our Executive Team: Our senior leadership team.
	Our decision-making processes: Soha rules, and information about becoming a member.
	Tenant consultation documents: newsletters; tenant meeting agendas and minutes; strategies and policies relating to communities and tenant involvement.
	Board minutes and agendas: Non-confidential versions of our board agendas and meeting minutes.
	Our Partnerships and Mergers Rationale
FINANCE & SPENDING Information in this class is published for the current and previous two financial years.	Audited accounts and financial statements
	Rent collection; rent rates
	Procurement procedures: Information relating to the acquisition of goods and services designated for the provision of housing management services.
HOUSING STOCK MANAGEMENT	Corporate Plans and Objectives
	Stock profile and transfers: information relating to any asset transfers (whether purchase or sale) in the last 12 months and any anticipated asset transfers within the next 12 months, where it is not commercially sensitive or protected by NDA.
	Property conditions and improvements to property: Details of maintenance and repairs works carried out over the last 12 months and response times.
	Stock/asset condition data (as required by RSH consumer standards): Data required by RSH – home types; rent levels; tenant satisfaction metrics; lettings and sales; stock condition survey programmes; compliance.
PERFORMANCE Information in this class is published for the current and previous two financial years.	Inspections outcomes and ratings. Any audits or reports from the Regulator of Social Housing, Housing Ombudsman decisions.
	Performance reviews and evaluation reports, internal/external audits. A list of audits undertaken by internal teams and publishable external audits undertaken by consultants/professional services firms.



	Tenant Satisfaction Measures/Annual reports to tenants.
	Media releases.
	Complaints handling, procedures and performance metrics; service standards.
	Information request / data breach data.
	Health and safety performance and assessments.
	Number of evictions.
	Compensation and redress. [Documents relating to internal outcomes for tenants, Housing Ombudsman orders, and other outcomes from legal claims.
	Awaab's law compliance – Reports on response times for emergency and significant hazards.
	Number of decants over a [12] month period.
HOUSING SERVICES & TENANT LIASON Information in this class is published as at the current date.	Description of services, advice, and guidance for tenants: Advice and guidance to our tenants about their property and any tenant liaison groups and services.
LISTS & REGISTERS Information in this class is published for the current and previous two financial years	Gas safety registers. Fire safety risk assessments (for communal and multi-occupied buildings). Fire safety risk assessments (for communal and multi-occupied buildings). Asbestos register (for communal areas of residential buildings). Water hygiene logs / legionella risk assessments (inspection logs and risk assessments for hot/cold water systems). Damp and mould case tracking reports Building safety performance documents and inspection outcomes. Estate inspection schedules. Home accessibility / adaptations register.



SOCIAL HOUSING MANAGEMENT	Policies and strategies relating to our management of social housing.
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Categories of information out of scope

The following categories of information not in scope of STAIRs

Categories of information out of scope	Examples (Not Exhaustive)
Internal business or commercial activities	• Contracts or agreements unrelated to the provision of housing management services (e.g. payroll services). • HR policies unrelated to social housing management (e.g. disciplinary policy). • Finance policies governing day to day business operations unrelated to the provision of housing management services. • Investment strategies relating to non-social or private housing. • Information which relates to internal discussions and the development of internal policy and strategy before board approval (“pipeline” information).
Matters decided by local authorities	• Housing allocations. • Homelessness assessments. • Housing benefit or council tax-related decisions. • Planning applications and planning enforcement actions
Non-social housing management function	• Service charges for non-social housing. • Commercial lease management. • Repairs or safety data for market rent homes. • Private rented sector portfolios managed for profit.
Property that is not social housing	• Leasehold properties. • Shared ownership schemes where shared owner has staircased to own 100% of property equity. • Shops; offices; community centres. • Moorings, storage units or other non-residential lets. • Any build-to- rent or for-profit schemes held separately
Wider activities unconnected with social housing	• Group level commercial ventures – e.g.: renewable energy subsidiaries; trading companies; joint ventures for private sale developments. • Care and support contracts delivered on behalf of local authorities (for care and support only). • Commercial investment or treasury activities.



Appendix 2: Information Requests Scheme

Responding to Information Requests

Who can make requests?

Soha will respond to Information requests that are made either by a registered tenant with us, or by their designated representative (the scheme is not open to either former or prospective tenants). We will only respond to requests where it can confirm the identity of the requesting tenant and their representative (where appointed). There are no restrictions on tenants as to whom they may choose as their representative.

We will accept requests that are made in writing, including either by email, text message, and social media, as long as we can identify who you are. Your request does not have to specifically mention “STAIRs” for it to be considered under the scheme, as long as the request is made in writing and we are able to identify you.

We recognise that certain tenants may require additional support to make a request and we will ensure that appropriate arrangements are in place to support all tenants to be able to exercise their rights under STAIRs.

How long will it take us to respond?

We will acknowledge receipt of your request within 5 working days.

We will respond to your request within 30 calendar days from receipt of your request, or where the request requires clarification, 30 days from receipt of the clarification. Soha will take reasonable steps to assist tenants and their representatives where any request requires clarification.

In exceptional circumstances it may be necessary to extend the timeline for a response (for example, a cyber attack or other period of forced downtime making information inaccessible). Where this is necessary Soha will inform you at the earliest opportunity. Every effort will be made to respond in a reasonable timeframe where any extension is required.

If there is likely to be any delay in providing a response we will ensure that we provide you with a reason for the delay together with our best estimate as to when you may be likely to receive a response.

Obtaining information from third parties

It may be the case that the requested information is held by a third party responsible for the management of social housing on our behalf. If this is the case Soha will use all reasonable endeavours to obtain the information, taking account of our duty to comply with the requirements balanced against the need for a proportionate approach and the availability of



resources. We will keep logs of our contacts where it is necessary to reach out to third parties for the information.

Refusing Information Requests

We may refuse an information request where:

It is reasonable to withhold the information from disclosure.
Disclosure of the information may cause harm (where we have reasonably balanced the factors favouring disclosure against the likelihood of any harm arising from that disclosure).
Your identity (or that of your representative) cannot be established.
The meaning of the request is not clear and you have not responded to our reasonable efforts to seek clarification.
The information requested is excluded on the basis that it is not relevant information (i.e. does not come within the scope of an information request under STAIRs).
The information requested, whilst in scope of STAIRs, is accessible via another legal or statutory process (In which case it will be provided via this process and not via STAIRs).
The work involved in responding to the request would exceed 18 hours of staff time (includes all time, collating, reviewing, and redacting information, as well as time preparing the response itself)
The request is excessive, in that it is repeated (including where we receive repeated requests from multiple tenants acting in coordination or seeking the same information).
The information requested is not held (reasonable searches will be carried out to locate the information, and the tenant will be informed that the information is not held, unless there's a legitimate reason not to do so)
The request is offensive or communicated in an abusive manner or is clearly intended to otherwise cause disruption to our organisation.

We may also redact information where it is appropriate and reasonable to do so.

What does “reasonable” mean when responding to requests?

When considering whether it is reasonable to withhold any information in response to your request we are required to have “due regard to” freedom of information and data protection laws (and any other relevant statutes). We are also required to balance factors favouring disclosure against the likelihood of any harm arising from the disclosure.

In having “due regard” a provider must ensure that it gives proper consideration to whether the information falls within a class of information under freedom of information and data protection laws and whether releasing the relevant information could cause harm. “Due regard” means that a provider must consider or take account of a legal principle or legislation, but it does not mean that a provider has to follow that principle automatically. Providers should be able to justify why they consider that protected class under FOIA (or other relevant laws) may apply to the request and record their reasoning.



We will start from the presumption that the information should be disclosed in response to a request unless the information is such that the factors in favour of withholding (or redacting) the information outweigh the benefits of making the information available.

Factors we will take into account when considering the likelihood of harm being caused by the disclosure will include:

Type of harm – physical, mental, financial, or operational / commercial.
Severity – how serious could the harm be?
Likelihood – is harm speculative, possible, or reasonably likely?
Harm to third parties – e.g., other individuals, third party organisations, whether or not the information is in the wider public interest to disclose or withhold.

For example, there is often a public interest reason in withholding information on the basis that there is a:

Need to ensure confidentiality around formulation of decisions and pipeline discussions or protect a negotiating position.
Need to ensure value for money and maintain competitive position in a market.
Need to ensure the health and safety of any individual or prevent disclosure of information which could prejudice any investigation.

We are also required to take into account that where the relevant information was provided by or relates to a third party, the registered provider must consider the views of that third party regarding the likelihood of any harm. When assessing the risk of harm, our approach is that the reference to “third party” here means any third party or individual (i.e. not solely a body responsible for the management of social housing instructed on our behalf).

In addition, we are not obliged to disclose information under STAIRs where we already provide disclosure of relevant information pursuant to other statutory provisions (for example, we are legally required to provide to Companies House information about our corporate activities, such as the filing of our annual return).

What other factors will we take into account when disclosing information?

When considering whether or not to disclose relevant information we will not take into account the identity of the tenant nor any purpose to which that information may be put as relevant factors as to whether the information ought to be disclosed. Nor will we take account of any reputational risk or negative public interest for us which may be either caused or inferred by



reason of any disclosure. Soha will ensure that information is published in the spirit of openness and transparency as laid down by the scheme.

Where we either withhold information from disclosure, or we provide information but with redactions we will explain our reasons for this as part of our response. If it is necessary to extend the timelines for a response where we need to consider whether withholding or redacting information is required, we will let you know as soon as possible, together with our likely timeline to provide you with a response.

When disclosing information we will take all reasonable steps to ensure that information is provided in a format which is accessible to you.

Any decision to withhold or redact information will be recorded, along with the reasoning, balancing test, and final justification, in case of a request for review or complaint to HOS.

We may decide to neither confirm nor deny whether we hold information, where doing so may reveal information that is exempt or harmful.



Appendix 3: List of Defined Terms

STAIRs – Social Tenant Access to Information Requirements.
Policy Statement – the document issued by MHCLG on 30 September 2025 setting out the requirements that private registered providers must meet to provide social housing tenants with access to information related to the management of social housing (STAIRs).
PRP – private registered provider of social housing.
RSH – Regulator of Social Housing.
MHCLG – Ministry of Housing, Communities and Local Government.
NHF – National Housing Federation
TI&A Standard – Transparency, Influence and Accountability Standard as issued by the RSH
DPO – Data Protection Officer.
SAR – Subject Access Request.
FOI / FOIA – Freedom of Information/Freedom of Information Act.
DPA – Data Protection Act 2018.
UK GDPR – the retained EU law version of the General Data Protection Regulation.