



Social Tenant Access to Information Requirements (STAIRs) Policy

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1.0 Introduction

- 1.1 This policy sets out how we will publish information, respond to information requests, manage STAIRs review requests and respond to STAIRs complaints escalated to the Housing Ombudsman.
- 1.2 The policy supports transparent, accessible and accountable landlord services by enabling tenants and their designated representatives to access relevant information about the management of our social housing functions.

2.0 Purpose

- 2.1 The purpose of this policy is to demonstrate how we will comply with the government's STAIRs Policy Statement, ensuring transparency, openness and tenant empowerment in being able to hold us to account. It sets out how we will:
 - proactively publish relevant information through a Publication Scheme;
 - respond to written information requests from tenants and designated representatives within required timescales; and
 - apply clear, reasonable and lawful grounds when information is withheld or redacted.
- 2.2 Appendix 1 sets out our Publication Scheme and Appendix 2 sets out our Information Requests process. The STAIRs review procedure in Appendix 3 explains how tenants or designated representatives may request a review where they are dissatisfied with how we have published information, responded to a STAIRs information request, or handled a STAIRs review request.

3.0 Principles

- 3.1 The principles underpinning this policy are shaped by the requirements of the STAIRs Standard and will be applied through Livin's values and expected behaviours:
 - **Trust** – we will take an open, evidence-based approach to publishing information, responding to STAIRs information requests, recording decisions and explaining where information is withheld or redacted, so tenants can be assured that landlord services are transparent, accountable and subject to proper oversight;
 - **Respect** – we will make information as accessible as possible, provide appropriate support and alternative formats where reasonably required, and treat tenants and designated representatives fairly and professionally when they exercise their rights under STAIRs;
 - **Innovate** – we will use data, tenant insight and appropriate technology to maintain an accurate Publication Scheme, track information requests, monitor response times, identify risks to compliance and improve how information is made available and used to support better landlord services;

- **Work Together** – we will work with tenants, designated representatives, employees, managers, service providers, contractors and the Housing Ombudsman to secure, consider and disclose relevant information lawfully, proportionately and within required timescales; and
- **Own It** – we will take individual and collective responsibility for complying with this policy, maintaining accurate records, escalating risks or gaps early, and taking corrective action where publication, request handling, review or Ombudsman requirements are not being met.

4.0 Definitions

4.1 The key terms used in this policy are defined below.

Social Tenant Access to Information Requirements (STAIRs)	The government's transparency framework for private registered providers, introduced through the Transparency, Influence and Accountability Standard, which requires providers to publish specified information about social housing management and, from 1 April 2027, respond to eligible written information requests from social housing tenants and their designated representatives within required timescales.
Publication Scheme	The published schedule of classes of information that registered providers must make available under Chapter 1 of STAIRs about the management of their social housing functions, including how the information can be accessed, the format in which it is available, any applicable charges and arrangements for review where information is not published or is redacted.
Transparency, Influence and Accountability Standard	The Regulator of Social Housing's consumer standard requiring registered providers to be open with tenants, treat tenants with fairness and respect, provide clear and accessible information about landlord services and performance, support tenant influence and ensure complaints are handled fairly, effectively and promptly.
Regulator of Social Housing (RSH)	The economic and consumer regulator for registered providers of social housing in England. It sets regulatory standards, including the consumer standards, and regulates providers to support viable, efficient and well-governed social housing services and effective protection for tenants.
Housing Ombudsman	The independent body approved to investigate eligible complaints about member social landlords. For STAIRs, it is the appointed complaint body and may consider complaints where an eligible person remains dissatisfied after the landlord's STAIRs review procedure has been exhausted or where the Ombudsman

	decides that the procedure has effectively been exhausted.
Relevant information	Information relating to the management of a registered provider's social housing.
Designated representative	A person chosen by a tenant to make an information request on their behalf.
Private Registered Provider	A private registered provider of social housing regulated by the Regulator of Social Housing.
STAIRs information request	A request for information under Chapter 2 of STAIRs.
STAIRs review request	A request for a review under Chapter 1 or Chapter 2 of STAIRs. A STAIRs review request is not a complaint for the purposes of the Housing Ombudsman Scheme.
STAIRs complaint	A complaint to the Housing Ombudsman about a failure to proactively publish information in accordance with Chapter 1 of STAIRs, a failure to disclose information in response to a STAIRs information request, or the handling of a STAIRs information request or STAIRs review request.
Housing Ombudsman Scheme	The approved scheme under which the Housing Ombudsman considers eligible complaints, including STAIRs complaints about private registered providers.

5.0 Scope

- 5.1 This policy applies to information about our social housing function and covers the publication of information, responses to information requests, reviews under STAIRs and STAIRs complaints to the Housing Ombudsman.
- 5.2 It applies to all employees and to third parties contracted to provide social housing management services on our behalf. It does not apply to property, services or activities that are not part of our social housing function.

6.0 Contribution to Plan A

- 6.1 This policy contributes to Plan A 2025/28 by supporting transparent communication with tenants about our approach to, and performance in, social housing management. It underpins delivery across Plan A by strengthening customer confidence, enabling scrutiny, supporting effective governance and ensuring information is clear, accessible, relevant and timely.

7.0 Legislative and regulatory framework

- 7.1 This policy is based on the STAIRs introduced through the amended Transparency, Influence and Accountability Consumer Standard issued by the RSH. The Ministry for Housing, Communities and Local

Government has directed the RSH to introduce requirements enabling tenants to access information held by Private Registered Providers.

- 7.2 STAIRs requires Private Registered Providers to maintain a Publication Scheme and respond to information requests from tenants and their designated representatives. Chapter 1, covering the Publication Scheme, takes effect from 1 October 2026. Chapter 2, covering Information Requests, takes effect from 1 April 2027.
- 7.3 The Housing Ombudsman Scheme also applies where a STAIRs complaint is referred to the Housing Ombudsman. The Scheme sets out who may make a STAIRs complaint, when the Housing Ombudsman may consider or decline jurisdiction, the Ombudsman's powers to make orders or recommendations, and our obligations to cooperate with the Ombudsman and provide evidence of compliance where required.

8.0 Policy statements

- 8.1 We are committed to being open and transparent about the way we work, the services we provide and the decisions we make. From 1 October 2026, we will proactively publish information about the management of our social housing functions through a Publication Scheme and will keep that information as accurate and up to date as reasonably practicable.
- 8.2 The Publication Scheme will identify the classes of information we routinely publish, how that information can be accessed, and any circumstances where charges may apply for copies or alternative formats. Information will generally be made available free of charge online, with support provided where accessible alternative formats are required. The Publication Scheme is set out in Appendix 1.

Information requests

- 8.3 From 1 April 2027, tenants, or their designated representatives, can make written requests for relevant information about the management of our social housing. Requests do not need to refer specifically to STAIRs, provided we can identify the requester and understand the information being requested. The process we will use for handling information requests is set out in Appendix 2.

Responding to requests

- 8.4 We will acknowledge information requests within three working days and respond within 30 calendar days of receipt. Where clarification is required, the 30 calendar day response period will run from the date clarification is received. We will take reasonable steps to help tenants and representatives clarify requests where needed.

Withholding or redacting information

- 8.5 We will start from the presumption that relevant information should be disclosed unless it is reasonable and lawful to withhold or redact it. In

making that decision, we will have due regard to freedom of information principles, data protection laws and any other relevant statutory requirements.

- 8.6 We may withhold or redact information where disclosure would be unlawful, where the information is personal data, where the request is unclear and clarification has not been provided, where the information is outside the scope of STAIRs, where the work involved would exceed 18 hours of employee time, or where the request is excessive, repeated, offensive, abusive or intended to cause disruption.
- 8.7 Where we withhold information or provide information with redactions, we will explain the reasons for doing so. We will not take account of who the tenant is, why the information is being requested, or any reputational impact for Livin when deciding whether information should be disclosed.

Accessible information and support

- 8.8 We will make information available in a way that is as accessible as possible for tenants. Where information is required in an accessible alternative format, we will provide appropriate support and will provide a single copy free of charge where required.

Communication

- 8.9 We are a digital first organisation and will publish STAIRs information online where appropriate. We will support tenants or advocates who need help to access information digitally and will provide hard copy or alternative format information where this is reasonably required.
- 8.10 We will maintain a log of information requests, response times, outcomes, reasons for withholding or redacting information, and any extensions applied. This log will support monitoring, accountability and assurance reporting.

STAIRs reviews and Housing Ombudsman escalation

- 8.11 If you consider that we have not published information appropriately, have not handled your request correctly, or have withheld or redacted information without reasonable grounds, you may request a STAIRs review. The process for making and handling a STAIRs review request is set out in Appendix 3.
- 8.12 A request for a STAIRs review is not treated as a complaint under our Complaints, Compliments and Feedback Policy. Matters relating to the publication of information under Chapter 1 of STAIRs or information requests under Chapter 2 of STAIRs will be managed through the STAIRs review procedure in Appendix 3.
- 8.13 A request for a STAIRs review should normally be made within three months of the tenant becoming aware of the matter.

- 8.14 Once the STAIRs review procedure has been exhausted, or where the Housing Ombudsman decides that it has been exhausted because of failures in handling the review request, a STAIRs complaint may be referred to the Housing Ombudsman. A STAIRs complaint may be referred by one of our social housing tenants, a person who was a social housing tenant when they made the STAIRs information request or STAIRs review request, an authorised representative, a representative acting for a person who does not have capacity where the Ombudsman is satisfied that the representative has legitimate authority, or a person with authority to act on behalf of a deceased tenant.
- 8.15 A STAIRs complaint to the Housing Ombudsman should normally be made within three months of the STAIRs review procedure being exhausted. The Housing Ombudsman may not consider a STAIRs complaint where it has not been referred by an eligible person, is not a STAIRs complaint about a private registered provider that is a member of the Housing Ombudsman Scheme, concerns matters that are subject to court proceedings or have already been decided by a court on the merits, or is more appropriately considered through another access route, court, tribunal, regulator, ombudsman or complaint-handling body.
- 8.16 Where the Housing Ombudsman investigates a STAIRs complaint, it may uphold or reject the complaint and may make orders or recommendations. These may include requiring us to publish or disclose information, respond to a request within a specified period, reconsider a decision within a set timescale, apologise, pay compensation, review policies or update practice, or take other reasonable steps within our legal powers.
- 8.17 Where the Housing Ombudsman makes an order or recommendation relating to a STAIRs complaint, we will provide evidence of compliance within the timescale set by the Ombudsman. Failure to comply may be reported by the Ombudsman to an appropriate regulatory agency and/or to our Board, committee or scrutiny panel, and may be published by the Ombudsman.
- 8.18 We will cooperate with the Housing Ombudsman in accordance with the Housing Ombudsman Scheme. This includes providing, without charge and within a reasonable timescale, any information the Ombudsman considers relevant to the exercise of its powers and duties, including policies, procedures, internal files, correspondence, records, accounts, minutes of meetings and information that is the subject of a STAIRs complaint, whether or not that information has been published or disclosed to the complainant.
- 8.19 Where requested by the Housing Ombudsman, we will provide information in an accessible format or allow inspection as appropriate, use our best and reasonable efforts to obtain relevant information from third parties or former employees, and provide such other reasonable assistance as the Ombudsman may request.

8.20 We will publish this policy, including the STAIRs review procedure at Appendix 3, our complaints procedure and our membership of the Housing Ombudsman Scheme, and make this information easily accessible on our website and in relevant correspondence with tenants and representatives.

9.0 Roles and responsibilities

9.1 Roles and responsibilities under this policy are outlined below.

Board	Responsible for overall regulatory accountability and for receiving assurance that Livin complies with Consumer Standards.
Audit and Risk Committee	Responsible for approving this policy and obtaining assurance that it is implemented effectively and supports compliance with regulatory requirements.
Executive Management Team	Oversees implementation and receives performance and assurance reporting.
Executive Director of Corporate Services	Policy owner with overall accountability for this policy.
Solicitor (Data Protection Officer)	Policy authority and day-to-day lead, responsible for definitive guidance, implementation, reviews and data protection considerations.
Managers	Ensure employees understand and apply the policy, support request handling, and provide information held by their services where required.
Employees	Must be familiar with this policy and support timely, accurate and lawful responses to STAIRs requests.
Third parties providing social housing management services	Must provide relevant information held on our behalf where reasonably required to respond to a STAIRs request.

9.2 This policy will be communicated to employees and relevant third parties. Appropriate training, information, advice and guidance will be provided to those responsible for implementation and request handling.

10.0 Related policies and procedures

10.1 This policy should be read in conjunction with the following documents:

Complaints, Compliments and Feedback Policy	Applies where feedback or complaints are outside the scope of the STAIRs review process.
Data Protection Policy	Applies where a STAIRs request includes or amounts to a request for personal data.
Information Governance Framework	Sets out how we ensure that data, information, and knowledge are managed

	securely, ethically, and effectively to support compliance, good decision-making, and the delivery of objectives.
Information Requests Process	Sets out the operational process for receiving, acknowledging, considering and responding to STAIRs requests.
Privacy notices	Explain how we handle personal data and should be used where a request engages data protection requirements.
Publication Scheme	Sets out the classes of information we will publish proactively under STAIRs.
STAIRs Review Procedure	Sets out how tenants or designated representatives may request a review where they are dissatisfied with publication, disclosure, withholding, redaction or handling of information under STAIRs.

10.2 These documents will be published on our website where appropriate.

11.0 Monitoring, assurance and review arrangements

11.1 Compliance with this policy will be monitored through management assurance, corporate oversight and independent assurance. Assurance will consider whether information is published as required, requests are acknowledged and responded to within required timescales, decisions to withhold or redact information are properly recorded, and reviews or complaints are handled appropriately.

Type of assurance	Key source	Frequency
Management assurance	Monitoring of relevant performance and assurance metrics, information request log, response times, decision records, redaction/withholding rationale, review outcomes and publication scheme checks.	Ongoing
Corporate oversight	Reporting of relevant performance and assurance metrics to EMT, the Audit and Risk Committee and/or the Board as required.	Quarterly
	Annual report to the Audit and Risk Committee and annual self-assessment against the Code of Conduct and the Consumer Standards reported to the Board.	Annually
Independent assurance	Internal audit of this policy and/or compliance with the Transparency, Influence and Accountability Standard.	Periodic
	Regulatory inspection	At intervals determined by the RSH.

- 11.2 This policy will be fully reviewed every three years or sooner where there is a significant legislative, regulatory, operational or assurance development requiring earlier review. The Publication Scheme will be reviewed on an annual basis.

Appendix 1: Publication Scheme

1. This appendix sets out the basis on which we will proactively publish information relating to the management of our social housing functions. We are committed to being open and transparent about the way we work, the services we provide and the decisions we make.
2. 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.
3. We will 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, where available.
4. The publication scheme relates to social housing management functions. The publication scheme from 1 October 2026 will include the following information as a minimum.

Class of information	Information published
Governance and decision making	Plan A; Our Board; Our People; Rules; Code of Governance; Codes of Conduct; Terms of reference of InsightXchange (IXC); IXC Forward Plan and summaries of IXC meetings.
Spending	Financial Statements
Housing stock management	ESG Report
Performance	Performance against Plan A; Tenant Satisfaction Measures; Annual Report to Tenants; Complaints Performance and Service Improvement Report; current regulatory judgement; news releases; homes built, acquired or disposed; number of evictions; number of decants; data breaches and information requests received and processed.
Housing services	Live Your Way
Lists and registers	Performance on completion of statutory health and safety checks
Social housing management	Access to Services Policy; Affordable Home Ownership Policy; Aids and Adaptations Policy; Allocations and Lettings Policy; Anti-Fraud, Bribery and Corruption Policy; Anti-Social Behaviour Policy; Arrears Management Policy; Asbestos Policy; Asset Management Policy; Competence and Conduct Standard Policy; Complaints, Compliments and Feedback Policy; Condition of Property Policy; Customer Voice Policy; Customer Vulnerability Policy; Damp and Mould Policy; Domestic Abuse Policy; Durham Key Options Policy; Electrical Safety Policy; Equality, Diversity

	and Inclusion Policy; Fire Safety Policy; Gas and Heating Policy; Leaseholder Policy; Lift Safety Policy; Neighbourhood and Communities Policy; Recharge Policy; Repairs and Maintenance Policy; Safeguarding Policy; Service Charges Policy; STAIRs Policy;
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Class of information	Information published
Social housing management (continued)	Tenancy Policy; Tenant Led Improvement and Alterations Policy; Tree Management Policy.

5. Information including the following will not be included within the scheme:
- internal business or commercial activities;
 - matters decided by local authorities;
 - non-social housing management functions;
 - property that is not social housing; and
 - wider activities not associated with social housing.
6. The Publication Scheme will be reviewed at least on an annual basis, taking into account feedback from tenants and requests made during the year.

How will relevant information under STAIRs be published?

7. Information will be available on our website at www.livin.co.uk/aboutus/stairs and will be regularly updated.

Formats other than online

8. 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.
9. 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

- Printing/ photocopying: £0.01 per sheet.
- Binding or large volume printing: charged at cost.
- Postage and packaging: charged at Royal Mail rates.

The above charges will be reviewed and (where required) updated on an annual basis.

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

10. Tenants can provide suggestions for improvements to this Scheme via:
 - our STAIRS webpage at www.livin.co.uk/aboutus/stairs; or
 - email to stairs@livin.co.uk.

Reviews

11. Appendix 3 forms our published STAIRs review procedure. It explains when a STAIRs review request can be made, how it will be considered, the normal timescale for response, and when a STAIRs complaint may be referred to the Housing Ombudsman.

Appendix 2: Information Requests Process

Who can make requests?

1. We 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.
2. We will only respond to requests where we can confirm the identity of the requesting tenant and their representative (where appointed). There are no restrictions as to whom a tenant may choose as their representative.
3. We will accept requests that are made in writing, including by email, text message or social media, as long as we can identify who you are. You do not need to use a particular form or mention "STAIRs" for your request to be considered under the scheme. Where a routine enquiry can be answered promptly by the relevant service, that service may provide the information directly. However, any identifiable written request from a tenant or designated representative for relevant information held by us, or on our behalf, will be recognised and recorded as a STAIRs request, regardless of how it is described or which service receives it.
4. 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?

5. We will provide an acknowledgement of receipt of your request within three working days of receipt.
6. 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. We will take reasonable steps to assist tenants and their representatives where any request requires clarification.
7. In exceptional circumstances it may be necessary to extend the timeline for a response. Where this is necessary, we will inform you at the earliest opportunity.
8. 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

9. 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, we 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 to respond to Information Requests

10. We may refuse to respond to 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 work involved in responding to the request would exceed 18 hours of employee time.
 - 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 request is offensive or communicated in an abusive manner or is clearly intended to otherwise cause disruption to our organisation.
11. We may also redact information where it is appropriate and reasonable to do so.

What does “reasonable” mean when responding to requests?

12. 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.
13. In having “due regard” we must ensure that we give proper consideration as 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 a protected class under the Freedom of Information Act 2000 (or other relevant laws) may apply to the request and record their reasoning.

14. 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.
15. 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.
16. 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.
17. Where the relevant information was provided by or relates to a third party, we are also required to take into account that third party's views on the likelihood of 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).
18. 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?

19. 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. We will ensure that information is published in the spirit of openness and transparency as laid down by the scheme.
20. 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.

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

Reviews and escalation

22. Appendix 3 forms our published STAIRs review procedure. It explains when a STAIRs review request can be made, how it will be considered, the normal timescale for response, and when a STAIRs complaint may be referred to the Housing Ombudsman.

Appendix 3: STAIRs Review Procedure

1. This Appendix forms our published STAIRs review procedure. It applies where an eligible tenant or designated representative is dissatisfied with how we have published information under the Publication Scheme, responded to a STAIRs information request, withheld or redacted information, or handled a STAIRs information request.
2. A STAIRs review request should normally be made within three months of the tenant becoming aware of the matter. The request should be made in writing to stairs@lavin.co.uk and should explain why the tenant or designated representative considers that information has not been published, has been withheld or redacted without reasonable grounds, or that the information request has not been handled appropriately.
3. We will acknowledge receipt of the STAIRs review request within three working days. Where the request is unclear, we may ask for clarification and will take reasonable steps to assist the tenant or designated representative to clarify the request.
4. The review will be considered by an appropriate person who was not directly responsible for the original decision, where reasonably practicable.
5. We will aim to respond to STAIRs review requests within 30 calendar days of receipt, or within 30 calendar days of receiving any clarification requested. Where exceptional circumstances require more time, we will explain the reason for the delay and provide a revised response date. Any extension will be reasonable and kept to a minimum.
6. The review response will explain the outcome of the review, the reasons for our decision and any action we will take. This may include confirming the original decision, publishing or disclosing further information, revising redactions, providing further explanation, or taking corrective action to improve how STAIRs requests are handled.
7. The review response will normally mark the end of our STAIRs review procedure, unless we specify further action to be taken. If the tenant or designated representative remains dissatisfied after the STAIRs review procedure has been exhausted, or where the Housing Ombudsman decides that it has been exhausted because of failures in handling the review request, they may refer a STAIRs complaint to the Housing Ombudsman. Contact details for the Housing Ombudsman are available at www.housing-ombudsman.org.uk or by emailing info@housing-ombudsman.org.uk.