**Social Tenants Access to Information Requirements (STAIRs) guide for customers**

STAIRS gives social housing tenants the right to ask for information about how their homes and housing services are managed.

We're committed to being open, honest and accountable. We want customers to have easy access to information about how we manage homes and deliver services, helping build trust and confidence in the work we do.

**Who can ask for information?**

You can make a STAIRs request if you are:

- An Irwell Valley Homes social or affordable rent tenant.
- A shared owner who owns less than 100% of their home.
- A licence holder or another occupier of our social housing.

You can also ask someone to make a request on your behalf.

STAIRs does not apply to:

- Market rent tenants.
- Leaseholders who own 100% of their home.
- Former tenants.
- Housing applicants.
- Businesses renting shops or offices from us.

**What information can I request?**

You can ask for information we already hold about how we manage our homes and services, including:

- Repairs and maintenance
- Rent and service charges
- Estate management
- Anti-social behaviour
- Complaints

- Health and safety
- Housing policies and strategies
- Environmental performance
- How we're performing as a landlord

We can only provide information that already exists. We are not required to create new reports, answer hypothetical questions or carry out new analysis.

**Information we already publish**

We publish a wide range of information on our website through our Publication Scheme.

This includes information about:

- How Irwell Valley Homes is run
- How we spend our money
- Repairs and improvement programmes
- Our performance and results
- Services available to customers
- Policies, strategies and key documents

If the information you want is already published, we'll direct you to where you can find it.

**How to make an information request**

From April 2027, you can make a formal information request by email, post or through our website.

Please tell us:

- Your name
- How we can contact you
- The information you'd like to receive

**Contact us**

**Email:** InformationGovernance@irwellvalley.co.uk

**Post:**
Irwell Valley Homes
PO Box 7074
Manchester
M28 8JW

**Online:** Via our website

If you need support making a request, we'll do everything we can to help.

**How long will it take?**

We will:

- Acknowledge your request as soon as possible
- Normally respond within 30 calendar days

If we need more time, we'll let you know why and tell you when you can expect a response.

If your request isn't clear, we'll contact you to discuss it and make sure we understand what information you're looking for.

**When might information not be shared?**

In some circumstances we may not be able to provide all the information requested.

This might be because it:

- Contains someone else's personal information.
- Could affect legal proceedings.
- Is commercially sensitive.
- Could create safety or security risks.

Where possible, we'll remove sensitive information and provide the rest of the document.

If we can't provide information, we'll explain why.

**What if I want information about myself?**

Requests for your own personal information are dealt with through a different process called a **Subject Access Request (SAR)**.

If your request is for information about yourself, we'll explain how to make a SAR instead.

**If you're unhappy with our response**

You can ask us to review our decision if you think:

- We haven't provided information we should have.
- We haven't handled your request correctly.
- We have refused your request unfairly.

Please contact:

**Email:** InformationGovernance@irwellvalley.co.uk

**Post:**
Irwell Valley Homes
PO Box 7074
Manchester
M28 8JW

We aim to respond to review requests within 30 calendar days.