Archie Homes

STAIRS Policy

Published: October 2026

STAIRS Policy

Policy checklist	
Policy owner	Archie Homes
Author	Archie Homes
Version No.	1.0
Date of last review	September 2026
Date of next review	September 2028

Archie Homes will provide this policy, on request at no cost, in large print, in Braille, in audio or other non-written format, and in a variety of languages.

1. Purpose

This policy sets out Archie Homes' commitments and procedures for ensuring that social housing residents can access clear, timely, accurate, and accessible information about their tenancy, their home, and the services Archie Homes provides. It is designed to support transparency, accountability, and resident empowerment, and to ensure compliance with relevant regulatory standards, including the Regulator of Social Housing's Transparency, Influence and Accountability Standard (or equivalent applicable regulatory framework).

2. Scope

This policy applies to all social housing residents of Archie Homes, including general needs and shared ownership residents. It covers all channels through which Archie Homes communicates with residents, including written correspondence, digital platforms, telephone contact, and face-to-face interactions. It applies to all Archie Homes staff, contractors, and partner organisations acting on Archie Homes' behalf who handle resident information or communications.

3. Policy Statement

Archie Homes is committed to ensuring residents can access information that is:

- Accurate — correct, up to date, and consistent across all channels.
- Accessible — available in formats and languages appropriate to individual resident needs.
- Timely — provided within published response and disclosure timeframes.

- Transparent — clearly explaining decisions, processes, and rights.
- Proactive — shared without requiring a resident to request it where it materially affects them.

4. Categories of Information Residents Are Entitled to Access

4.1 Tenancy Information

- Tenancy agreement terms and any variations
- Rent and service charge statements, including breakdowns of how charges are calculated
- Arrears balances and repayment arrangements

4.2 Property Information

- Repairs history and current repair status for their home
- Planned maintenance and investment programmes affecting their property
- Health and safety compliance records relevant to their home (e.g., gas safety certificates, electrical safety checks, fire risk assessments) on request

4.3 Organisational Performance Information

- Archie Homes' performance against published service standards (repair timescales, complaint handling, anti-social behaviour response)
- Annual reports and resident satisfaction survey results
- Board and governance information relevant to resident services

4.4 Personal Data

- Access to personal data held by Archie Homes in line with UK GDPR and the Data Protection Act 2018, via Subject Access Requests (SARs)

4.5 Complaints and Redress

- Complaints policy and procedure
- Status updates on open complaints
- Information on the Housing Ombudsman Service and how to escalate unresolved complaints

5. Access Channels

Residents may access information through:

1. Resident Portal — secure online account access to tenancy, rent, and repairs information
2. Written Correspondence — letters and email
3. Telephone — customer service line during published hours
4. In Person — local offices or scheduled home visits
5. Resident Handbook and Welcome Pack — issued at sign-up and updated periodically

6. Annual Resident Report — summarising performance and key information

7. Accessibility and Reasonable Adjustments

Archie Homes will provide information in alternative formats including large print, Braille, audio, and translated versions on request and at no cost to the resident. Staff will proactively identify residents who may require adjustments (e.g., due to disability, language, or digital exclusion) and record these preferences on the resident's record to ensure future communications meet their needs without requiring repeated requests.

8. Response Timeframes

Request Type	Target Response Time
General information enquiry	5 working days
Repairs history request	5 working days
Rent/service charge statement	10 working days
Subject Access Request (SAR)	1 calendar month (statutory)
Complaint status update	10 working days
Health & safety compliance documents	20 working days (statutory minimum where applicable)

Where a request cannot be met within these timeframes, Archie Homes will notify the resident of the delay, the reason, and a revised expected date.

9. Roles and Responsibilities

- Housing Team: First point of contact for information requests; responsible for logging, tracking, and fulfilling requests within timeframes.
- Data Protection Officer: Oversees SAR compliance and data handling.
- Communications Team: Ensures published information (handbooks, website, portal) is accurate and up to date.
- Senior Leadership/Board: Receives quarterly reporting on STAIRS compliance and resident access outcomes.

10. Monitoring and Reporting

Archie Homes will monitor compliance with this policy through:

- Quarterly reporting on request volumes, response times, and breaches
- Annual resident satisfaction surveys including specific questions on information access
- Periodic audits of published information for accuracy
- Tracking of complaints relating to information access as a distinct category

11. Resident Rights and Escalation

If a resident believes Archie Homes has not met its commitments under this policy, they may:

1. Raise the issue directly with their Resident Services contact
2. Submit a formal complaint via Archie Homes' Complaints Policy
3. Escalate to the Housing Ombudsman Service if the issue remains unresolved after completing Archie Homes' internal complaints process

12. Related Policies

- Data Protection and Privacy Policy
- Complaints Handling Policy
- Equality, Diversity and Inclusion Policy
- Resident Involvement and Engagement Strategy
- Repairs and Maintenance Policy

13. Review

This policy will be reviewed annually, or sooner in response to regulatory change, resident feedback, or significant service changes. Review will be led by the Customer & Resident Services team with sign-off from the Board/Senior Leader.