Access to Information Policy

(also known as Social Tenant Access to Information or STAIRs)

This is our plain English version of our Access to Information Policy – a simplified version that uses clear language and straightforward explanations designed for all readers.

This policy explains how you can get information from us about the services we provide. We want everything to be clear and easy to understand.

1. What this policy is for

We want to make sure you can easily find or request information about how we run our social housing management services. This helps you understand what we do and hold us to account.

2. Who this policy applies to

This policy applies to us as the landlord (or Registered Provider) and everyone who works for us or any other body responsible for managing our social housing on our behalf. This policy is made available publicly so you are able to understand how we will make information available.

3. What the rules are

New government rules called STAIRs say that social landlords must publish certain information and respond to information requests relating to how we deliver our social housing activities.

- From 1 October 2026: We will start routinely publishing set types of information – this is information you can find without asking us.
- From 1 April 2027: You will be able to request information from us – any information not already published you can ask us for it. Any information will generally be made available free of charge.

4. Our approach

We aim to be open and transparent. We will publish as much information as we reasonably can. We will generally respond to information requests within 30 days

5. What we cannot share

Hornsey Housing Trust will publish relevant information that we already hold, but will not create new information solely for the purposes of the Publication Scheme set out in Annex 1". Sometimes we must withhold information if it is reasonable for us to do so. We will generally withhold any personal information. If you want to see your personal data you can make a subject access request to admin@hornseyht.co.uk.

6. If you are unhappy with our response

If you think we have not published something we hold and we should have, you can ask us for a review. You can also ask us for a review if you made an information request but you are unhappy with our handling of or response to it. You can ask for a review within 3 months – we will explain how to ask for a review when we send you our response. If you are still unhappy, you can contact the Housing Ombudsman.

7. Who is responsible

Our management team is responsible for this policy. All staff must follow it.

8. Reviewing this policy

We will review this policy regularly to keep it up to date.

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Annex 1

Publication Scheme

1.1 We will publish information about how we run our social housing management services. This is to make sure tenants can easily see how decisions are made and what services we deliver.

1.2 The information we publish includes different categories, such as how we are governed, how we spend money, and how we manage homes. We will keep this information up to date and publish at least two years' worth unless stated otherwise.

1.3 Most information will be published on our website. We can give you the information in a different format, such as large print or audio, or in a different language upon request.

1.4 If you would like extra printed copies, we may charge for printing, binding, or postage at cost.

1.5 You can view information at our offices for free by booking an appointment.

1.6 We welcome tenant feedback about this scheme. You can contact us by email, tenant portal (if available), tenant meetings, or through your tenant liaison officer.

1.7 From time to time we may need to redact documents prior to publishing them. If you think something is missing from our publication scheme, or we have removed too much from a document we have published, you can request a review.

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Annex 2

Responding to Information Requests

2.1 You can ask us for information if you are a current tenant or if you choose someone to act for you. We must be able to confirm your identity.

2.2 You can make a request in writing, including by email or text message. You do not need to mention STAIRs for your request to count. If you need it we can help you to make a valid request – please speak with your support worker or tenant liaison officer.

2.3 We will acknowledge your request within a set number of working days and respond within 30 calendar days. If we need more information from you to understand the request, the 30 days start once you tell us what we need.

2.4 In exceptional cases, we may need more time. If so, we will tell you why and when you can expect a response.

2.5 If the information is held by another person or organisation providing your social housing on our behalf we will try to get it from them. We will keep a record of our attempts.

2.6 We may refuse a request if it is unclear, abusive, or repeated. If answering the request would take more than 18 hours of staff time we may need to refuse it or ask you to narrow it. We may also refuse if sharing the information could cause harm or if the law prevents us from sharing or if we find it is reasonable to do so.

2.7 We will always try to share information unless there is a good reason not to. It doesn't matter why you are asking us for information, or how you plan to use it – we won't take this into account.

2.8 If we withhold or remove (redact) information, we will explain why. We may need to balance the benefits of sharing with any risk of harm, such as risk to safety, confidentiality, or business negotiations.

2.9 We will consider whether releasing information could harm individuals or third parties, or whether it would break data protection rules. We will also take into account any views of relevant third parties if the information relates to them.

2.10 We aim to provide information in a format that is accessible to you. If you would like to view a copy of our full length STAIRs policy please visit our website.