

Sustain (UK) Limited

SOCIAL TENANT ACCESS TO INFORMATION REQUIREMENTS (STAIRs)

POLICY AND PROCEDURE

Document reference: to be allocated

v0.2 DRAFT FOR BOARD APPROVAL

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Front matter and version control

This Social Tenant Access to Information Requirements (STAIRs) Policy and Procedure forms part of Sustain (UK) Limited's policy framework. It establishes the arrangements for proactive publication, tenant information requests, disclosure decisions and independent internal reviews. The policy applies to Sustain's social housing activities, including services delivered on its behalf by home providers and other third parties.

Control	Details
Policy reference	To be allocated within Sustain's policy framework
Policy title	Social Tenant Access to Information Requirements (STAIRs) Policy and Procedure
Version	v0.1 draft for Board approval, 12 October 2026 v0.2 draft for Board approval, 19 October 2026 v0.3 Final post Board approval, 21 October 2026
Owner (role)	Deputy Chief Executive / Company Secretary
Operational lead	Governance and Audit Manager, supported by service leads and the Data Protection Officer
Approver	Sustain (UK) Limited Board
Date of approval	To be completed following Board approval
Effective from	On approval. Chapter 1 obligations apply from 1 October 2026; Chapter 2 obligations apply from 1 April 2027.
Review cycle	Annual; earlier following changes in requirements, material incidents or learning
Next scheduled review	Within 12 months of approval, with a readiness review before 1 April 2027
Originally created	12 October 2026 (first draft)
Supersedes	New policy; any predecessor to be confirmed before approval
Customer facing	Yes. Policy and accessible tenant guidance to be published
Linked documents	Publication Scheme and STAIRs Publication Tracker; Complaints, Compliments and Comments Policy and Procedure (13a); Safeguarding Policy (3.6); data protection and subject access arrangements; records retention and disposal arrangements; information security arrangements; equality and reasonable adjustment arrangements; procurement and home-provider agreements; Sustain Risk Management Framework

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1. Purpose and principles

Sustain will provide tenants with clear, timely and accessible information about how their social housing is managed, so that they can understand services, participate in decisions and hold Sustain to account. STAIRs means Social Tenant Access to Information Requirements.

Sustain will start from a presumption of disclosure. Information will be withheld or redacted only where there is a lawful, reasonable and evidenced basis. Decisions will be proportionate and will balance transparency against the likelihood of harm. The applicant's reasons, intended use, criticism of Sustain or potential adverse publicity will not determine disclosure.

Information will normally be provided free of charge. Sustain will not charge for reasonable adjustments or routine access to its Publication Scheme. Staff will help tenants identify information and make clear requests without requiring them to name STAIRs.

2. Scope and eligibility

This policy applies to Sustain's employees, Board and committee members where relevant, and to managing agents, home providers, contractors and other bodies or individuals delivering housing management services on Sustain's behalf.

It covers relevant information held by Sustain and information held by those organisations or individuals in connection with managing Sustain's social housing. Sustain remains accountable for meeting the STAIRs requirements where services are delivered on its behalf.

Managing agents and home providers must cooperate with Sustain's publication, information request and review arrangements. This includes identifying and preserving relevant records, supplying information promptly, supporting searches and explaining any concerns about disclosure. Sustain will use all reasonable endeavours to obtain relevant information held on its behalf. Agreements with these organisations will set out information access, record keeping and cooperation requirements.

Eligible applicants are Sustain's social housing tenants, including licensees, and their designated representatives. A tenant may choose any representative, and Sustain will undertake proportionate checks to establish their authority to act.

Tenants may contact Sustain directly and will not be required to make their request through a managing agent or home provider. Where these organisations receive a request relating to Sustain's housing management, they must forward it promptly through Sustain's agreed process.

Members of the public may access information published through the Publication Scheme, but this does not give them a right to make an individual information request under Chapter 2.

3. Legal and regulatory framework

This policy gives effect to the Government's STAIRs Policy Statement dated 30 September 2025 and the Regulator of Social Housing's revised Transparency, Influence and Accountability Standard, effective from 1 October 2026. It will be applied alongside the Housing Ombudsman Scheme and relevant guidance, the Equality Act 2010, UK GDPR and the Data Protection Act 2018, as amended, and other applicable statutory duties.

STAIRs does not override other legislation. Where a statutory access route applies, including access to the tenant's own personal data or certain service charge information, Sustain will explain and support that route. Mixed requests will be separated and coordinated without requiring unnecessary resubmission. Each route retains its own deadlines.

In assessing withholding, Sustain will have due regard to the protections and definitions in the Freedom of Information Act 2000, data protection legislation and other relevant statutes. This does not mean that Sustain is subject to the Freedom of Information Act merely because it applies STAIRs.

4. Responsibilities

Role	Responsibility
Board	Approve this policy; oversee compliance and material risks; receive assurance and require corrective action.
Chief Executive	Ensure adequate resources, accountable delivery and escalation of material failures.
Deputy Chief Executive / Company Secretary	Own the policy; oversee disclosure governance and regulatory readiness; approve significant withholding decisions or delegate to an appropriate senior officer.
Governance and Audit Manager	Coordinate the Publication Scheme, tracker, request and review logs; allocate cases, monitor deadlines and report assurance.
Data Protection Officer (DPO)	Advise on personal data, lawful basis, privacy risk, redaction and statutory access routes; escalate data incidents through existing arrangements.
Service and information owners	Identify, validate and maintain records; search for information; secure third-party records; propose publication and evidence disclosure decisions.
Website/communications lead	Publish approved versions, check links and accessibility, and communicate the scheme and review route to tenants.
Review officer	Carry out an impartial review, normally as a senior officer uninvolved in the original decision; identify remedies and learning.
All staff and relevant third parties	Recognise and promptly route requests, preserve records, support searches and comply with agreed deadlines and security controls.

5. Publication Scheme - Chapter 1

Sustain must proactively publish information it holds within the seven government classes in Appendix 1. These requirements apply from 1 October 2026. Any subsequent website launch or improvement date is a recovery or delivery milestone and does not replace that commencement date.

The Publication Scheme will provide a clear website index showing the information available, links or access arrangements, information owner, reporting period or version and last review date. Printed copies and accessible alternatives will be available through Sustain's published contact routes and its office. A website link alone is insufficient where a tenant cannot use it.

The internal tracker will record each item, official class, owner, location, version, publication status, redactions, approval, review date and any outstanding action. "Not held", "withheld", "partly published" and "awaiting publication" will be distinguished. A gap will have an accountable owner and completion date; it will not be described as compliant solely because an action is planned.

5.1 Content approval and maintenance

The information owner will check accuracy, currency and completeness. Personal, confidential, safeguarding or security-sensitive content will receive proportionate specialist review before publication. The authorised approver and publication date will be recorded. Redaction must remove underlying content and metadata, and a second person will check the final disclosure copy where risk warrants it.

Owners will update information promptly when it changes and check their scheme items at least quarterly. Governance will coordinate quarterly completeness and broken-link checks and an annual full review. Superseded public versions will be removed or clearly marked, while retained records remain subject to retention controls.

5.2 Safety information and provider information

Sustain will identify existing safety performance information and relevant assessments across gas, electrical, fire, asbestos, water hygiene and other applicable areas. A TSM report alone will not be assumed to cover every category or assessment. Public information and access to property-specific records will be assessed separately, with lawful protection of personal data and sensitive locations.

Home-provider information will be assessed by type. A general list of organisations will be distinguished from records linking a provider to particular properties, tenants or confidential supported-housing locations. Safeguarding concerns and commercial interests will be evidenced for the specific information. Neither a blanket restriction nor a general concern about competitors will, by itself, justify withholding.

Where a tenant believes required information is missing, inaccessible or improperly redacted, Sustain will offer the STAIRs review in section 8. This route applies from 1 October 2026.

6. Information requests - Chapter 2

Chapter 2 applies from 1 April 2027. Before that date Sustain will continue to help tenants access information under existing arrangements and prepare its request service; this policy does not defer existing statutory rights or Chapter 1 reviews.

Requests must be in writing and the applicant must be identifiable. Letter, email, text message, web form or another written digital channel will be accepted where received by Sustain. Requests received anywhere in Sustain must be forwarded promptly to Governance. The clock is not postponed until the case reaches the coordinating team.

Sustain recognises that language, literacy, disability, communication or digital-access barriers may prevent tenants from making a written request independently. Tenants may ask for assistance by telephone, in person or through any usual contact channel. Staff will help record the request in writing, read it back or explain it in an accessible way, and confirm with the tenant that it accurately reflects the information sought. Tenants will not be required to prepare the written request themselves or use a particular form.

Translation, interpretation, reasonable adjustments and support from a tenant's chosen representative will be arranged where needed. Assistance will be provided promptly and without charge. Identity and representation checks must be necessary and proportionate; routine requests will not automatically require photographic identification.

Relevant information is existing information about the management of Sustain's social housing. This includes rents, repairs, property condition, safety, service delivery, staffing and training, complaints, stock management and privacy, including relevant information held by managing agents and home providers on Sustain's behalf.

Information about a managing agent's or home provider's other properties or activities falls outside scope only where it does not relate to Sustain's social housing functions. Information will not be excluded simply because it is held by another organisation.

Where a statutory right of access applies, Sustain will help the applicant use the appropriate route. Matters determined by a local authority, such as its homelessness decisions, and information created after receipt of the request fall outside Chapter 2's definition. Sustain will explain any exclusion and identify an alternative access route where one exists.

Sustain is not required to create new records. It will search for existing information, use all reasonable endeavours to obtain relevant information held on its behalf, and make reasonable efforts to supply an accessible format. Staff must not destroy, alter or manipulate requested information with the intention of preventing disclosure.

6.1 Response times

Sustain's service target is to acknowledge information and review requests within five working days. Information requests will be answered promptly and no later than 30 calendar days from receipt. Acknowledgement will state the scope, case reference, lead contact and expected response date.

Clarification or identity enquiries will be made promptly and logged. Staff must not assume that asking a question automatically pauses or restarts the 30-calendar-day period. Any proposed change to the due date requires an evidenced assessment against the applicable requirements and written explanation to the applicant.

Exceptional further time may be used to consider whether withholding is reasonable or to obtain information held by a person or body managing housing on Sustain's behalf. The applicant will be told before the due date wherever possible, with the specific reason, progress, revised response date and review rights. Extensions must be reasonable and kept to the minimum necessary; routine workload is not an automatic ground.

The final response will supply the information or explain what is not held, outside scope, refused or redacted, the reasons and any alternative access route. It will explain the STAIRs review route. Appendix 2 sets out the procedure.

7. Withholding, redaction and disclosure

Every withholding decision must be specific to the information and supported by a written record using Appendix 3. Sustain will consider partial disclosure, anonymisation or redaction before withholding an entire document. Any explanation must be sufficiently clear for the tenant to understand the decision without disclosing the protected information itself.

7.1 Permitted refusal grounds

Under Chapter 2 a request may be refused where disclosure may reasonably be withheld; the applicant cannot be identified; the meaning remains unclear after reasonable assistance; the information is not relevant information; the response would exceed 18 hours of staff time; the request is repeated, including coordinated repeated requests; or the request is offensive or abusive.

These grounds permit, rather than require, refusal. Staff will assess each case fairly, consider disability and communication needs, offer assistance and record the evidence. Similar requests from different tenants are not automatically evidence of coordination. Criticism or forceful language alone will not be treated as abuse.

For the 18-hour ground, Sustain will record a reasonable estimate, the tasks, records and assumptions supporting it. Governance will check the estimate against current guidance and seek advice if needed. Sustain will help the applicant narrow the request. A resource estimate for an individual request is not a substitute for complying with the proactive Publication Scheme.

7.2 Harm and third-party interests

Potential grounds include unlawful disclosure of personal data, legal privilege, enforceable confidentiality, substantiated commercial harm, safety and security risks, and prejudice to relevant proceedings or regulatory activity. Labels such as “confidential” or “commercially sensitive” are not sufficient without analysis of the information and likely harm.

Sustain will weigh the factors favouring disclosure against the likelihood and seriousness of harm. Where information was provided by or relates to a third party, Sustain must consider that party’s views regarding harm. It will seek those views where needed, record attempts and responses, and make its own decision. Third parties do not have an automatic veto.

Information will not be refused because of the applicant’s identity beyond eligibility checks, reasons for requesting it, intended use or Sustain’s reputational risk. Decisions concerning home providers will distinguish organisation-level information from identifying tenant or location information and consider whether a less detailed disclosure would address the concern.

7.3 Data protection assessment

The DPO will advise where personal data or re-identification risks arise. Sustain will identify the appropriate lawful basis and any additional condition needed for special-category or criminal-offence data. A legitimate interests assessment is required only where reliance on that basis makes it necessary; it is not a blanket prerequisite for the scheme. A DPIA screening will be undertaken where processing may present high privacy risk, with a full assessment where required. These assessments do not replace the STAIRs disclosure decision record.

8. STAIRs review and external escalation

A tenant or representative may seek a review of missing or inaccessible published information, delay, refusal, redaction or the handling of an information request. Chapter 1 reviews apply from 1 October 2026; Chapter 2 request reviews apply from 1 April 2027. A review can be raised through any normal Sustain contact channel; staff will help record it.

Sustain will undertake one internal STAIRs review, separate from the ordinary two-stage complaints process. The Housing Ombudsman Complaint Handling Code does not apply to this review. An underlying service complaint, such as repair failure, will still follow Document 13a. Sustain will coordinate mixed cases and tell the tenant which issues are being considered through each route.

A senior officer who was not involved in the original decision will normally conduct the review. Where that is not practicable, the Director of Governance or Chief Executive will arrange and document an alternative that provides impartial scrutiny. The reviewer will assess scope, searches, disclosure reasoning, third-party views, accessibility, deadlines and appropriate corrective action.

Sustain will normally issue a reasoned review response within 30 calendar days of receipt. If exceptional circumstances require more time, it will notify the tenant, explain the reason and give a reasonable revised date. The response will state the findings, information to be supplied or published, remedies, action owners and dates, and external escalation rights.

Tenants should normally raise the review within three months of becoming aware of the matter. Sustain will consider reasons for delay and will not impose an automatic refusal where an adjustment or fair consideration is warranted.

The tenant may refer an unresolved STAIRs matter directly to the Housing Ombudsman after the review, normally within three months of the review response. A tenant who receives no review response within 30 calendar days may also approach the Ombudsman; the Ombudsman determines admissibility under its Scheme. Sustain will not require completion of its ordinary complaints stages first.

Housing Ombudsman: www.housing-ombudsman.org.uk. The review response will include a link to the current STAIRs complaint form and current contact options. Sustain will cooperate with enquiries, provide requested evidence, comply with orders and track resulting actions. Data protection complaints will be directed through Sustain's DPO arrangements and, where appropriate, the Information Commissioner's Office.

9. Accessibility, awareness and training

Sustain will explain the scheme through its website, tenant information, direct communications and relevant home-provider channels. It will offer reasonable adjustments such as large print, audio, translation, interpretation, assisted written requests and paper copies. Tenants will not have to rely on a home provider to exercise their rights directly with Sustain.

Staff must actively offer assistance where a tenant may have difficulty making or understanding a request. They must not simply direct the tenant to a written form or online channel. Staff training will include recognising language and literacy barriers, recording assisted requests accurately, confirming the tenant's meaning and arranging appropriate communication support.

Staff and relevant provider personnel will receive role-appropriate training before undertaking publication, request, review or disclosure work. This will cover recognising requests, deadlines, searches, record preservation, safeguarding, privacy, redaction, escalation and accessible communication. Refresher training will follow identified gaps or changes.

10. Records, monitoring and policy review

Governance will maintain secure, access-controlled publication, request, review and disclosure-decision records. Records will include receipt dates, eligibility and authority checks, scope, searches, provider enquiries, deadlines, extensions, disclosed versions, withheld content, advice, approvals, review outcomes and corrective actions. Personal data will be minimised and retained under Sustain's approved retention arrangements, with preservation where a review, investigation or legal hold requires it.

Quarterly assurance will cover scheme completeness and accessibility; overdue updates; request and review volumes; response times and extensions; refusal and redaction grounds; third-party retrieval; tenant feedback; Ombudsman findings; and outstanding actions. Anonymised request trends will inform further proactive publication. Individual requests or responses will not be published automatically.

Reports will go to the Executive and, through the relevant governance reporting route, the Board and appropriate committee. Material non-compliance, missed commencement obligations, serious delays or disclosure incidents will be escalated promptly to the Chief Executive and Deputy Chief Executive / Company Secretary with DPO involvement where relevant.

The policy will be reviewed annually and earlier following regulatory change, Ombudsman learning, audit findings or material incidents. A specific readiness assessment will be completed before 1 April 2027. Tenant feedback and equality considerations will inform revisions.

Appendix 1. Publication Scheme framework

The seven class names below follow the government policy statement. Examples identify content to assess and publish where held and in scope; they are not a claim that every item is already available. The live scheme and tracker will contain actual locations and decisions.

Official class	Sustain information to assess
Governance and decision making	Board/committee and senior leadership structure; senior staff names and roles; governance and decision processes; complaint prioritisation; tenant consultation methods; tenant meeting agendas and minutes, with justified redactions.
Spending	Annual accounts and spending information; grants; use of service charge income; relevant financial and procurement records where held and suitable for disclosure.
Housing stock management	Stock profile; maintenance and asset plans; delivery of works; environmental and net-zero plans; stock transfers and relevant provider delivery arrangements.
Performance	Inspection outcomes and regulatory ratings; performance and evaluation reports; TSMs; complaint and request metrics; media releases; safety performance and assessments; maintenance performance; eviction figures.
Housing services	Service descriptions; repairs and safety advice; service standards; tenant handbook; access, support and contact guidance.
Lists and registers	Relevant statutory registers and lists relating to housing management; provider and contractor lists where held, subject to evidenced disclosure assessment.
Social housing management	Housing policies and strategies, including repairs, rent, service charges, ASB, safeguarding, complaints, tenant engagement and reasonable adjustments where relevant.

Appendix 2. Information request procedure

Step	Required action
1. Receive and acknowledge	Log the original date of receipt and preserve the request. Acknowledge promptly, with a five-working-day service target. Allocate a lead and calculate the 30-calendar-day response date. Where a tenant seeks help verbally, assist them promptly to record their request in writing and confirm its accuracy in an accessible way. Record the date of initial contact, the date the written request was recorded and confirmed, and any communication support or adjustments agreed.
2. Confirm scope and access route	Check eligibility and representative authority proportionately. Identify requested records and any statutory access route. Assist promptly with unclear requests; coordinate mixed requests.
3. Search and preserve	Ask relevant information owners to search email, systems, paper records and archives. Record locations and search terms. Preserve relevant records and versions.
4. Retrieve third-party information	Use all reasonable endeavours to obtain records held on Sustain's behalf. Record requests, follow-ups, obstacles and escalation; do not reject solely because a home provider holds them.
5. Assess disclosure	Apply section 7 and Appendix 3. Seek DPO, safeguarding or legal advice as needed. Consider third-party views, public interest and harm, partial disclosure and accessible formats.
6. Decide and quality check	Obtain appropriate approval. Check disclosure copies, redactions and metadata. Verify recipient and representative authority before secure delivery.
7. Respond	Respond promptly within 30 calendar days or explain an exceptional reasonable extension. Provide information, reasons for withheld or unavailable content, alternative routes and review rights.
8. Close and learn	Record date, outcome, disclosed version and decision evidence. Monitor any follow-up. Consider anonymised lessons for scheme updates; retain securely.

Required contents of an acknowledgement

Case reference; date received; summary of information sought; lead contact; expected response date; any clarification or proportionate verification needed; agreed accessibility arrangements.

Required contents of a final response

Information supplied and format; searches and whether records are held where relevant; specific reasons for any refusal or redaction; basis and evidence for any staff-time threshold; alternative routes; how to request a review and its normal timeframe.

Appendix 3. Disclosure decision record

Complete this record for each material withholding or redaction decision, including publication decisions. Store the unredacted record securely and provide an appropriate explanation to the tenant.

- Case/item reference, class and information owner.
- Requested or proposed information, date received, records held and search evidence.
- Relevant STAIRs scope and any alternative statutory access route.
- Specific legal protection or reasonable refusal ground; advice obtained.
- Concrete harm, its likelihood and seriousness; factors favouring disclosure.
- Third-party views, enquiries made and how views were considered.
- Safeguarding, privacy and re-identification assessment; DPO advice where needed.
- Partial disclosure, redaction, anonymisation or narrower scope considered.
- Decision, reasons, approving officer and date.
- Disclosure version, quality checks, tenant explanation and review rights.
- Reconsideration date or trigger for continuing publication restrictions.

Appendix 4. Tenant guidance and review procedure

How you can get information

Sustain (UK) Ltd is the Registered Provider of your property. We publish information about how we work with your Home Provider to run your home.

You can use Sustain's website Publication Scheme to find information about how we run our organisation, spend money, manage homes and deliver services. You can ask us for paper copies or help with another format through our usual published contact details or at Beech House, 1a and 1b Greenfield Crescent, Birmingham, B15 3BE.

Who checks that we do a good job?

The Regulator of Social Housing checks that we meet the rules. The Housing Ombudsman considers complaints within its remit that remain unresolved. Birmingham City Council (BCC) also carries out inspection checks from time to time at properties within its area.

From 1 April 2027 you can also make a written request for existing information about the management of our social housing. You do not need to use a special form or mention STAIRs. Tell us who you are and what information you want. You may choose someone to act for you; please tell us who they are.

You do not have to write the request yourself. If writing, reading, using the internet or communicating in English is difficult, please telephone us or speak to a member of staff. We will help write down what you want to know and check with you that we have understood correctly. We can arrange translation, interpretation or another way of communicating, and you can choose someone to help you. This support is free.

We will normally respond within 30 calendar days. If exceptional circumstances mean that we need more time, we will explain why and when to expect our response. If information cannot be supplied, we will explain the reason and how you can ask for a review.

If you are unhappy

If you believe something is missing from our Publication Scheme, cannot access it, disagree with a redaction or are unhappy with how we handled your information request, tell us that you want a STAIRs review. Tell us what information or response concerns you and what you would like us to reconsider. You may raise it through any of our normal contact channels; we will help you record it.

Please normally ask within three months of becoming aware of the issue. We will consider your circumstances if you need longer. A senior officer will normally review the matter independently of the original decision. We aim to reply within 30 calendar days and will explain any exceptional delay.

If you remain unhappy after our review, you can complain directly to the Housing Ombudsman, normally within three months of our review response. If you have not received our review response within 30 calendar days, you can also approach the Ombudsman. Visit www.housing-ombudsman.org.uk for its STAIRs complaint form and contact options. The Ombudsman decides whether it can consider your complaint.

A STAIRs review is separate from an ordinary complaint about our services. If you have both kinds of concern, we will help you use the appropriate routes. Requests for your own personal data will usually follow the subject access process instead, and we will help you access that process.

Appendix 5. Implementation and assurance checklist

- Board approval, policy reference, accountable roles and publication arrangements confirmed.
- Live Publication Scheme checked against all seven official classes; each gap has an owner and date.
- Disclosure decisions recorded, including provider lists and sensitive location information.
- Website links, paper access, reasonable adjustments and review contact arrangements tested.
- Request/review logs, independent reviewer arrangements and deadline monitoring operational.
- Home-provider information access and record-preservation arrangements verified.
- Staff training and tenant communications completed and recorded.
- Chapter 2 readiness, staffing and case-handling exercises completed before 1 April 2027.
- Assisted request arrangements tested, including support for tenants with language, literacy, disability or digital-access barriers; staff can record and confirm requests without requiring tenants to write them independently.

References

Government and regulator sources provide the requirements; the Housing Ombudsman sources explain the review and external escalation arrangements. The supplied Tuntum policy provided a structural reference for this Sustain policy.

MHCLG, Social Tenant Access to Information Requirements: policy statement, 30 September 2025

<https://www.gov.uk/government/consultations/social-tenant-access-to-information-requirements-consultation/outcome/social-tenant-access-to-information-requirements-policy-statement>

RSH, Transparency, Influence and Accountability Standard, revised standard effective 1 October 2026

<https://www.gov.uk/government/publications/transparency-influence-and-accountability-standard>

Housing Ombudsman Scheme, Part 2B: STAIRs

<https://www.housing-ombudsman.org.uk/landlords-info/the-housing-ombudsman-scheme/>

Housing Ombudsman, STAIRs landlord expectations

<https://www.housing-ombudsman.org.uk/centre-for-learning/key-topics/social-tenant-access-to-information-requirements-stairs/landlord-expectations/>

Housing Ombudsman, STAIRs support guide

<https://www.housing-ombudsman.org.uk/centre-for-learning/support-guides/stairs/>

Sources checked by Director of Governance: 12 October 2026. Government material is used under the Open Government Licence v3.0. The latest applicable requirements and Housing Ombudsman Scheme take precedence where amended.