

Social Tenant Access to Information Requirements (STAIRs) Publication Scheme: Policy Statement

1. Purpose and scope

- 1.1. This statement sets out how Hexagon will comply with Chapter 1 of the government's Social Tenant Access to Information Requirements ("STAIRs") Policy Statement from 1 October 2026. It details our approach to compliance with Phase 1 of STAIRs.
- 1.2. The information request requirements in Chapter 2 of the government's Policy Statement apply from 1 April 2027 and are not covered by this statement. This compliance statement will be amended to include Chapter 2 requirements prior to its launch.
- 1.3. This statement supports Hexagon's compliance with the government's Social Tenant Access to Information Requirements Policy Statement. Compliance with that Policy Statement is required by outcome 1.7.1 of the Regulator of Social Housing's Transparency, Influence and Accountability Standard. STAIRs reviews and complaints are also governed by the Housing Ombudsman Scheme.

2. Publication Scheme

- 2.1. From 1 October 2026, under STAIRs Hexagon will proactively publish information that it holds, that relates to the management of its social housing and that falls within one or more of the following classes of information:
 - 2.1.1. Governance and decision making
 - 2.1.2. Spending
 - 2.1.3. Housing stock management
 - 2.1.4. Performance
 - 2.1.5. Housing services
 - 2.1.6. Lists and registers
 - 2.1.7. Social housing management.
- 2.2. Hexagon will, on an ongoing basis, identify the information it holds within these classes and will review and update published information regularly.
- 2.3. We will publicise the publication scheme and make reasonable efforts to ensure that published information is clear, accessible and easy to locate.
- 2.4. The information that Hexagon publishes under the STAIRs publication scheme can be found on our website: <https://hexagon.org.uk/about-us/stairs/>

- 2.5. It is recognised the publication scheme being on our website could be an access barrier for the digitally excluded and/or for those with accessibility needs; information will be made available in alternative formats or through another accessible route where possible and this has been incorporated into both tenant STAIRs guidance and internal procedures.
- 2.6. Hexagon is not required to create new records for the purpose of the publication scheme.
- 2.7. Where information within scope cannot reasonably be published in full, we will consider whether the relevant information can be published by redacting, anonymising or summarising.
- 2.8. In deciding whether it is reasonable to redact or withhold information, Hexagon will:
 - 2.8.1. have due regard to the protections afforded under the Data Protection Act 2018 and other applicable legislation;
 - 2.8.2. balance the factors favouring disclosure against the likelihood and seriousness of any harm arising from disclosure; and
 - 2.8.3. record the reasons for its decision.
- 2.9. A social housing tenant of Hexagon may request a STAIRs review if they believe that Hexagon has failed to publish information that it holds and that falls within the scope of the publication scheme.
- 2.10. For this purpose, a tenant includes a licensee, a shared owner who owns less than 100% of the equity in their home and any other person in a landlord-tenant relationship with Hexagon. A tenant may nominate a designated representative to act on their behalf.
- 2.11. Hexagon will provide reasonable adjustments and other appropriate support to enable tenants to request and participate in a STAIRs review.
- 2.12. A procedure has been developed to compliantly process, within 30 calendar days of receipt, reviews on the publication scheme. As per regulatory guidelines, if additional time is required, we will explain why, provide a revised response date and ensure that any extension is reasonable and kept to a minimum.
- 2.13. If the tenant remains dissatisfied after Hexagon has completed its review, they have a stipulated escalation to the Housing Ombudsman as a STAIRs complaint.
- 2.14. Tenant-facing information and guidance on STAIRs is available on our website and will regularly be communicated in other formats and via other channels to ensure STAIRs is communicated and is accessible by our tenants.

3. Resident Consultation

3.1. Hexagon's Resident Influence Group (RIG) will be consulted on the STAIRs publication scheme in October 2026.

3.2. Hexagon's Resident Influence Group (RIG) will be consulted on the STAIRs information requests prior to its launch in April 2027.

4. Version Control

Document Owner	Head of Governance, Risk and Assurance	
Prepared by	Head of Governance, Risk and Assurance Policy Officer	
Approved by	Directors Group	
Approved date	October 2026	
Date of next review	April 2027	
Monitoring	Quarterly reporting to the Audit and Risk Committee	
Version	Date	Updates
1	Oct 2026	First version of document

Appendix 1: Equality Impact Assessment

This assessment is completed in compliance with the Equality Act 2010, the Regulator of Social Housing's Transparency, Influence and Accountability Standard. Hexagon's Vulnerable Residents and Reasonable Adjustments Policy commits the organisation to understanding the diverse needs of residents and, where there are any barriers to accessing the service or any disproportionate negative impact, considering reasonable adjustments to ensure a fair and equitable outcome for all residents.

Characteristic	Impact	Explanation
Age	Potential negative impact – mitigated	Hexagon recognises that older tenants may be more likely to be digitally excluded. Information will be made available in alternative formats or through another accessible route where reasonably required.
Pregnancy/ Maternity	None	
Disability: Physical health and mobility	Potential negative impact - mitigated	Information will be made available in alternative formats or through another accessible route where reasonably required.
Disability: Learning and neurodiversity	Potential negative impact – mitigated	Information will be made available in alternative formats or through another accessible route where reasonably required.
Disability: Vision and hearing	Potential negative impact – mitigated	Information will be made available in alternative formats or through another accessible route where reasonably required.
Disability: Mental health	Potential negative impact – mitigated	Information will be made available in alternative formats or through another accessible route where reasonably required.
Sex	None	
Gender reassignment	None	
Race or nationality	None	
Religion or belief	None	
Sexual orientation	None	
Marriage and civil partnership	None	
Language	Potential negative impact – mitigated	Hexagon publishes STAIRs information on its website which is equipped with accessibility tool "ReciteMe" which includes translation into alternative languages. Information will be made available in alternative formats or through another accessible route where reasonably required.
Literacy	Potential negative	Hexagon publishes STAIRs information on its website which is equipped with accessibility tool "ReciteMe" which includes read

	impact - mitigated	aloud functions. Information will be made available in alternative formats or through another accessible route where reasonably required.
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Where any negative impact is identified, have changes to the policy/statement or sufficient reasonable adjustments been proposed to mitigate the impact?

Reasonable adjustments have been proposed which mitigate potential barriers to access.

How will the reasonable adjustments be facilitated and communicated to residents?

Residents will be informed through the STAIRs webpage and supporting guidance and communications, that they may request information in an alternative format or request support with a STAIRs review. Requests can be made directly to Customer Services or through the published STAIRs contact details and will be considered in accordance with Hexagon's Vulnerable Residents and Reasonable Adjustments Policy.

Are you satisfied that we have met our duties under the Equality Act 2010 and regulatory requirements?

- ☒ Yes
☐ No

Job Role:

Policy Officer