

Social Tenant Access to Information Requirements

Tenant Guide





Introduced by the Regulator of Social Housing (RSH) the Social Tenants Access to Information Requirements scheme – or STAIRs – gives you the chance to find out more about Hexagon and how we manage your home.

Phase one of STAIRs came into effect on 1 October 2026 and requires Hexagon to publish relevant information in a Publication Scheme that tenants can access.

We have published our [Publication Scheme](https://www.hexagon.org.uk/stairs) on our website: **www.hexagon.org.uk/stairs**

Accessibility

- You can use the ReciteMe accessibility tool on our website to access a wide range of accessibility functions, including language translation. Just press the red circle icon in the top right hand corner of the screen.
- If you need any information in our Publication Scheme in another accessible format please contact us:



STAIRS@hexagon.org.uk



020 8778 6699



130–136 Sydenham Road
Sydenham
London SE26 5JY

What we will publish

We will publish information relating to how we deliver our social housing activities that fall within one or more of the following classes of information:

- Governance and decision making
- Spending
- Housing stock management
- Performance
- Housing services
- Lists and registers
- Social housing management.

We will, on an ongoing basis, identify the relevant information and review and update published information regularly.

Information we may redact or withhold

We are not required to create new records for the purpose of the publication scheme.

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.

In deciding whether it is reasonable to redact or withhold information, Hexagon will have due regard to the Data Protection Act 2018 and other applicable legislation.

We will balance the factors favouring disclosure against the likelihood and seriousness of any harm arising from disclosure.

STAIRs Reviews

Think that we have missed something?

Hexagon tenants 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.

Who

You can submit a STAIRs Review if you are a social housing tenant of Hexagon. This includes a shared owner who owns less than 100% equity in their home.

You can ask someone else to submit the Review for you as your representative.

How

Tell us what you think we have failed to publish, or any other issue with our Publication Scheme, by emailing STAIRs@hexagon.org.uk

STAIRs Reviews must be submitted in writing, but if you have any trouble, you can call our customer service team who will be happy to help.

What

We aim to respond to your Review within 30 calendar days. If we need more time we will let you know and explain why.

We will always let you know the outcome of your Review and explain our reasons.

Next

If you're not happy with our response or how we've handled your STAIRs Review, you can complain to the Housing Ombudsman.

The Ombudsman is a free and independent service:

<https://www.housing-ombudsman.org.uk>

STAIRs Reviews

A STAIRs Review is not considered a complaint under Hexagon's Complaints Policy or under the Housing Ombudsman's Complaint Handling Code.

We will manage your STAIRs Review through our STAIRs Review process, and not through our complaints process.

Next Steps

Phase 2 of STAIRs comes into effect from 1 April 2027.

Phase 2 will give tenants the right to make Information Requests.

We will publish more information about this nearer the time.



Contact Us

If you have any questions about STAIRs please don't hesitate to reach out.

Address

130–136 Sydenham
Road
Sydenham
London SE26 5JY

Phone

020 8778 6699

Mail

STAIRS@hexagon.org.uk

Website

<https://hexagon.org.uk/stairs>

