

Building Trust Through Openness.

At Lace Housing, we believe that openness builds trust.

We want residents to understand how we make decisions, how we deliver services, how we spend our resources and how we continue to improve.

That is why we support the Social Tenant Access to Information Requirements (STAIRs).

What is STAIRs?

STAIRs stands for Social Tenant Access to Information Requirements.

It is a Government initiative designed to improve transparency and make it easier for residents to access information about their homes, housing services and landlord.

Most of the information covered by STAIRs is already available through our website, reports, policies and resident communications. STAIRs helps bring that information together and makes it easier to find.

What Does This Mean for Me?

STAIRs is being introduced in two phases.

Phase 1 – From 1 October 2026

We will publish a Transparency and Publication Scheme that helps residents access information about Lace Housing, our homes and our services.

Phase 2 – From 1 April 2027

Eligible residents and their designated representatives will be able to make formal requests for information relating to the management of social housing.

Further information about this process will be available before April 2027

People, Places and Partnerships.

Our Strategic Plan is built around three priorities.

People

Supporting residents, colleagues and communities.

Places

Providing quality homes, safe environments and well-maintained properties.

Partnerships

Working openly with residents, contractors, regulators and other organisations to achieve better outcomes.

The information published through our Publication Scheme helps explain how we deliver these priorities and how we hold ourselves accountable.

What Information Can I Find?

Our Publication Scheme contains information about:

- how Lace Housing is governed and managed;
- how we use and manage our finances;
- our homes and property services;
- our performance and improvement activities;
- services available to residents;
- how we manage homes and tenancies;
- public registers and regulatory information.

Is STAIRs the Same as a Subject Access Request?

No.

A Subject Access Request (SAR) is used when someone wants access to their own personal information.

A STAIRs request is different. It relates to information about how social housing is managed and delivered.

You do not need to know which process applies. If you contact us, we will identify the correct process and explain what happens next.

Frequently Asked Questions

Will all information be published?

No. Some information may need to be protected for legal, privacy, commercial or security reasons.

Do I need to know whether my enquiry is a STAIRs request?

No. We will identify the appropriate process and explain what happens next.

Where can I find the Publication Scheme?

The Publication Scheme is available on our website.

Can I ask for information in another format?

Yes. If you need information in another format or require support accessing information, please contact us and we will do our best to help.

Need Help?

If you have questions about transparency, information access or our Publication Scheme, please contact us.

We are committed to making information easier to find, easier to understand and easier to use.