

STAIRS Review Process

1. Purpose

The Social Tenant Access to Information Requirements (STAIRs) gives social housing tenants the right to ask their private registered provider (PRPs) information about how their social housing is managed. FHA have produced the STAIRs website which collates the information required. From 1 October 2026, tenants can ask for a review request about the information FHA have published. The STAIRs review process is separate from FHAs standard complaints process and the Complaint Handling Code does not apply to it.

2. Process

Tenants can make a review request through the following methods:

- Email: hello@falconha.org which is detailed on our web site: www.falconha.org
- Email: with any member of the FHA team
- In person: with any member of staff
- By phone: with any member of staff or to the Customer Services Hub: 0191 406 4857
- By Letter: Office 3.30, 3rd Floor, 2 Lighthouse View, Spectrum Business Park, Seaham, Co Durham, SR7 7PR
- Via social media:
- <https://www.facebook.com/falconhousing>
- https://www.instagram.com/falcon_housing_association/

Following receipt of the request FHA will acknowledge that we have received the request.

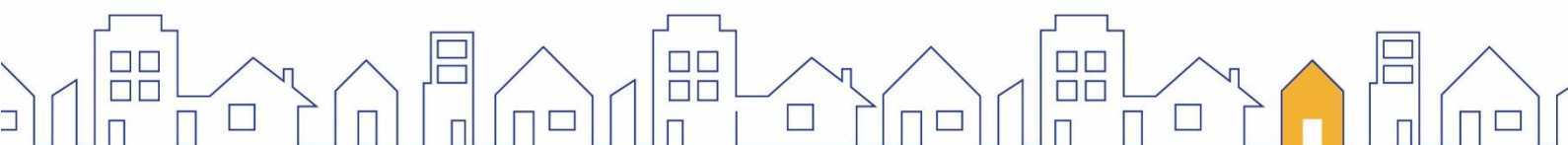
FHA will consider whether the request falls under chapter 1 of the STAIRs policy. All requests must relate to information within chapter 1.

FHA will collate all relevant information including organising retrieval from a third party if required.

FHA will respond to the request as soon as possible and no later than 30 calendar days from the request.

If FHA require more time to handle the request we will inform the tenant and tell them when they can expect a response

FHA may need to redact information, such as that is commercially sensitive. In these instances FHA will explain this clearly to the requester.



3. Refusal

FHA have the right to refuse a request. If refusing a request, FHA will clearly explain this to the requester.

FHA can refuse the request if:

- it's a repeat of a previous request
- it's reasonable to withhold the information
- their identity cannot be confirmed
- the request is unclear
- the information is not related to the management of the tenant's social housing
- responding would take your staff more than 18 hours to provide
- the request is offensive or abusive

4. Housing Ombudsman

Tenants can make a complaint to the Housing Ombudsman if they are dissatisfied with FHAs response to a Review Request. The Housing Ombudsman Service is contactable via:

- Tel 0300 111 3000 - 9.15am-5.15pm: Monday to Friday
- Email info@housing-ombudsman.org.uk
- www.housing-ombudsman.org.uk
- Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ.

5. Policy Review

This policy will be reviewed periodically every three years, or sooner in the event of any relevant legislative, regulatory or operational changes.

This policy will be reviewed every 3 years or following changes to regulations and guidance or organisational learning.			This policy will be reviewed by the Head of Data Integrity	
Version Control				
Version	Date document created and approved	Previous review date	Next review date	Owner
V1	01/09/2026		31/08/2029	Head of Data Integrity

