BTC Social Tenant Access to Information Requirements (STAIRs) Publication Scheme

The Social Tenant Access to Information Requirements (STAIRs) are a new statutory transparency standard being introduced by the Government and Regulator of Social Housing in 2026. This allows you access to information related to the management of your home.

The Government requires that all housing providers introduce a STAIRs publication scheme and that this needs to be in place by October 2026. Much of the information that we are required to publish under STAIRs is already available on our website and as all members receive copies of the Management Committee papers members already receive regular information about performance. For ease, we've organised the information using the STAIRs classifications below including direction to relevant pages on our website.

In this **Publication Scheme** you can find information about:

1. **Governance and Decision Making**
    - Information about Brockley Tenants Cooperative (BTC) and how it operates is available on our website in 'About the Co-op' section.
    - Our Management Committee is elected each year, and all members have access to who the elected members are through minutes of meetings under 'member resources' section of the website.
    - We provide details of our members of staff on the 'Contact' section of the website along with contact information.
    - Management Committee Decisions are detailed in our minutes published on our website under 'member resources'.
    - A list of our decision-making Policies along with some key Policies is available under the 'Policies' section of the website.
    - Our Complaints Policy and Complaints self-assessment explains how we ensure we are compliant with the Complaint Handling Code is available under the 'Policies' and 'Complaints Policy' tabs on the website.

2. **Spending**
    - We produce regular finance reports to each Management Committee Meeting as well as formal quarterly reports at the end of each quarter.
    - We provide Annual Financial Statement information to all Members within the Annual General Meeting (AGM) pack.
    - We publish Annual Financial Statements on our website under the 'Member Resources' tab.
    - Budgets are set by the Management Committee.

3. **Housing Stock Management**
    - We have planned repairs and maintenance programmes
    - We report on repairs performance at each Management Committee meeting and in our Annual Reports. Annual reports are available on our website under the 'member resource' tab.
    - We carry out stock condition surveys.
    - We carry out quarterly inspections of communal areas.

4. **Performance**
    - An annual report of our performance is provided to all members as part of AGM papers and is published on the website under 'member resources'.
    - Performance reports are provided to every member with Management Committee papers.
    - Any Housing Ombudsman decisions on any cases investigated is available on their website's 'Decision Archive'. To view their decisions about BTC enter 'Brockley Tenant Cooperative' in the landlord's name field and select 'Apply Filters'.
    - We are required to carry out Tenant Satisfaction Measures (TSM) survey every two years. The results of this survey are provided to all members, reported in our annual TSM report at the AGM and published within the Managers annual report on our website under 'Member Resources'.

5. **Housing Services**
    - We aim to provide effective guidance and support for all our members and prospective members.
    - All new members are given a Tenants Handbook. A copy of this is available on our website under 'Member Resources – Guidance for Members'
    - Our newsletters are delivered to all members as a hard copy and are also available on our website under 'Newsletters'.
    - Information about repairs is available on our website under 'Policies'.

6. **Lists and Registers**
    - We hold a list of shareholders/cooperative members.
    - We are registered under the Industrial & Provident Societies Act 1965 at Register No. 21635R.
    - We are Registered with the Regulator of Social Housing Register No. C2430

7. **Social Housing Management**
    - The Policies section on our website contains copies of key decision-making policies as well as a list of all policies relating to the management of our housing, all these policies are available on request.

- Our leaflets, handbooks, advice on damp and mould, Firesafety, newsletters and Policies are all available on our website.

8. Further Information

We are committed to meeting our members needs and our own regulatory obligations.

If you require support in accessing, navigating, or understanding this publication scheme, or if you need information that is not listed in this publication scheme, please contact admin@brockley.coop in the first instance.

9. If you are not Satisfied with the Information Provided

If you think we haven't published information that we hold and that should be included in our STAIRs Publication Scheme, you can ask us to review this.

We will review your request within 30 calendar days. If we are unable to provide a response within this time we will inform you of this and let you know the reason for it. If you are unhappy with our review outcome, you can then escalate this directly to the Housing Ombudsman.

10. Information Requests

From April 2027, you will have a legal right to ask us for information about how we manage your home and the services we provide. Examples of this are; Rent rates, complaints handling, Anti-Social Behaviour, Procedure and Performance, Energy efficiency information, Stock Profile, and Health and safety.

11. STAIRs Requests

If you would like to make a request under STAIRs please contact us;

- By using the 'Contact Us' form on our website under the 'Contact' tab. www.brockley-tenants-co-op.uk
- Email us at admin@brockley.coop
- Telephone us on 020 8691 5898
- Visit our offices at 249 Lewisham Way, SE4 1XF.

Policy/Procedure/Report	STAIRs Publication Scheme
Policy Group Approval	18.08.26
Management Committee Approval	22.09.26
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