

Asking for a STAIRs Review

We've worked hard to provide relevant information about:

- how we're performing as a landlord,
- how decisions about homes and services are made and
- your tenancy or home

but if you think anything is missing, you can **get in touch** [normal contact details] to ask for a STAIRs Review.

What happens when I ask for a STAIRs Review?

When you **get in touch**, we'll get all the details of what you want us to publish. We'll acknowledge your STAIRs Review within five working days.

We'll look at whether we are able to publish what you're looking for, then we'll write to you with the outcome within 30 calendar days from receiving your STAIRs Review. If for any reason we need more time, we'll let you know.

Why might some information not be published?

This could be because:

- the information isn't relevant information under the STAIRs scheme
- we don't hold the information you're looking for
- it could be harmful if we shared this information, or not be possible in line with data protection law or other relevant law.

If we can't provide the information you think should be published, we'll explain clearly why.

If you're not happy with the outcome of your STAIRs Review, you can choose to take this further.

You can do this by contacting the Housing Ombudsman Service.

0300 111 3000 | info@housing-ombudsman.org.uk

Housing Ombudsman Service

PO Box 1484

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