

Social Tenant Access to Information Requirements (STAIRs)

Chapter 1 Publication Scheme

Information about how we manage our social housing

This scheme explains the documents and information Grainger Trust publishes or holds, and where you can find them. We group the information by subject so it is easier to use. We review the scheme regularly to help keep the information accurate and up to date.

About this publication scheme

From 1 October 2026, the Regulator of Social Housing's Transparency, Influence and Accountability Standard requires private registered providers, including Grainger Trust, to meet Chapter 1 of the Social Tenant Access to Information Requirements (STAIRs). This means we must routinely publish, or otherwise make available, specified information about how we manage our social housing. We must also maintain a publication scheme showing what information is available and how tenants can access it.

This table shows the types of information Grainger Trust publishes or holds, its current availability and where you can find it.

Asking for more information: Chapter 2

From 1 April 2027, eligible Grainger Trust social housing tenants, or someone authorised to act for them, can make a written request for information about the management of their social housing. This is known as a Chapter 2 Information Request.

If the information is already published, we may direct you to the relevant document or webpage. If it is not routinely published, we will consider your request under our STAIRs Policy. We can only provide information that Grainger Trust already holds, or that is held on our behalf, and that relates to the management of our social housing.

Why some information may be removed or not published

We aim to be open and provide as much information as we reasonably can. Sometimes we may need to remove parts of a document, provide a summary, or not publish information. Removing information from a document is called redaction.

We may do this to protect:

- another person's personal information
- the health, safety or security of residents, staff, homes or services
- confidential legal advice
- commercially sensitive information, such as confidential contract or pricing details
- information that the law does not allow us to disclose

Where we cannot provide all the information, we will explain this clearly. Where possible, we will provide the parts that can be shared or give you a clear summary instead.

Publication scheme table

Information area	Documents and information published or held	Current availability	Where tenants can find it
Governance and decision-making	Senior staff names, roles and responsibilities	Published	Annual Report to Tenants and GT website
Governance and decision-making	How Grainger Trust is structured and governed	Held by GT	Not routinely published. This information may be requested from 1 April 2027
Governance and decision-making	Board roles, responsibilities and decision-making arrangements	Held by GT	Not routinely published. This information may be requested from 1 April 2027
Governance and decision-making	How tenants can give feedback, take part and influence services	Published	Customer Engagement Strategy, Annual Report to Tenants and GT website
Spending	Annual financial and spending information	Published	Financial Statements and Annual Report to Tenants
Spending	Service charge income and expenditure information	Published at summary level	Annual Report to Tenants
Spending	Information about investment in homes	Published at summary level where available	Annual Report to Tenants
Spending	Procurement and major contract information	Held by GT or on its behalf	A summary may be published where the information is not commercially sensitive
Homes and asset management	How GT manages the condition, repair and maintenance of homes	Held by GT	Not routinely published. This information may be requested from 1 April 2027
Homes and asset management	Planned maintenance and future works	Published at summary level where available	Annual Report to Tenants
Homes and asset management	Information about the condition of GT homes	Published	Annual Report to Tenants
Homes and asset management	Energy performance and environmental information	Published at summary level	Annual Report to Tenants
Performance	Tenant Satisfaction Measures	Published	Annual Report to Tenants and GT website
Performance	Key service performance information, including repairs, lettings and anti-social behaviour	Published	Annual Report to Tenants
Performance	Complaints performance and service improvements	Published	Annual Complaints Report and Annual Report to Tenants
Performance	Health and safety compliance information	Published at summary level	Annual Report to Tenants
Performance	Regulatory judgement and grading	Published	GT website, Annual Report to Tenants and Regulator of Social Housing website
Housing services	Repairs and maintenance information	Published	GT website

Information area	Documents and information published or held	Current availability	Where tenants can find it
Housing services	Anti-social behaviour policy and information	Published	GT website
Housing services	Complaints policy and complaints process	Published	GT website
Housing services	Service standards and what tenants can expect from GT	Published	GT website
Housing services	Policies explaining how housing services are delivered	Published	GT website
Housing services	Support services and partner organisations	Published where available	GT website, tenant communications and MyGrainger
Lists and registers	Summary information about GT homes and their locations	Published at summary level	Annual Report to Tenants
Lists and registers	Contractor and supplier information	Held by GT or on its behalf	A summary may be published where appropriate
Lists and registers	Health and safety compliance registers	Held by GT or on its behalf	Summary information is published in the Annual Report to Tenants
Social housing management	Void standard	Published	GT website
Social housing management	Repairs process	Published	GT website
Social housing management	Damp, mould and condensation process	Published	GT website
Social housing management	Complaints process	Published	GT website
Social housing management	Compliance policies and processes	Published or held on behalf of GT	GT or Grainger plc website, with GT-specific information where appropriate

Need help accessing information?

If you cannot access information online or need it in another format, please contact Grainger Trust using the contact details on our website. We will consider what support or alternative format we can reasonably provide.