Publication Scheme

STAIRs Class	Information / Document	Expected Publication Position	Held?	Current Publication / Website Location	Website Link / Page	Update Frequency
Governance and Decision Making	About BVT	Publish	Yes	About Us	About Us	As updated
Governance and Decision Making	Executive Team	Publish	Yes	Executive Team	Executive Team	As updated
Governance and Decision Making	Organisational Structure	Publish	Yes	Governance and Structure	Governance and Structure	Quarterly
Governance and Decision Making	Governance Structure	Publish	Yes	Governance and Structure	Governance and Structure	As updated
Governance and Decision Making	Corporate Plan	Publish	Yes	What we do and why	Corporate Plan	As reviewed
Governance and Decision Making	Board / Committee structure relevant to landlord services	Publish	Yes	Governance and Structure	Governance and Structure	As updated
Governance and Decision Making	Relevant Committee Terms of Reference	Responsive	Yes			As reviewed
Governance and Decision Making	Board / Committee minutes	Responsive	Yes	Held internally		As updated
Governance and Decision Making	Landlord-service decision-making arrangements	Publish	Yes	Governance and Structure	Governance and Structure	As updated
Governance and Decision Making	Relevant delegations / decision-making framework	Publish	Yes	Governance and Structure	Governance and Structure	As updated
Governance and Decision Making	Resident Involvement Framework	Publish	Yes	Your Neighbourhood > Get Involved	Get Involved	As updated
Governance and Decision Making	Consultation activity	Publish	Yes	News and Events	News and Events	Ongoing

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Governance and Decision Making	Consultation methodology	Publish	Yes	Your Neighbourhood > Get Involved	Get Involved	As updated
Governance and Decision Making	Consultation outcomes / findings	Publish	Yes			As updated
Governance and Decision Making	Customer Scrutiny structure and arrangements	Publish	Yes	Your Neighbourhood > Get Involved	Get Involved	As updated
Governance and Decision Making	Your Home Scrutiny Panel agendas	Publish	Yes	Your Neighbourhood > Get Involved	Get Involved	Quarterly
Governance and Decision Making	Your Home Scrutiny Panel minutes / formal records	Publish	Yes	Your Neighbourhood > Get Involved	Get Involved	Quarterly
Governance and Decision Making	Your Tenancy Scrutiny Panel agendas	Publish	Yes	Your Neighbourhood > Get Involved	Get Involved	Quarterly
Governance and Decision Making	Your Tenancy Scrutiny Panel minutes / formal records	Publish	Yes	Your Neighbourhood > Get Involved	Get Involved	Quarterly
Governance and Decision Making	Your Neighbourhood Scrutiny Panel agendas	Publish	Yes	Your Neighbourhood > Get Involved	Get Involved	Quarterly
Governance and Decision Making	Your Neighbourhood Scrutiny Panel minutes / formal records	Publish	Yes	Your Neighbourhood > Get Involved	Get Involved	Quarterly
Governance and Decision Making	Scrutiny reports / recommendations	Publish	Yes	Your Neighbourhood > Get Involved	Get Involved	Ongoing
Governance and Decision Making	BVT responses / action plans	Publish	Yes	Get involved - actions plans within	Get Involved	Ongoing

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	arising from scrutiny			published Scrutiny Report		
Governance and Decision Making	You said / we did outcomes	Publish	Yes	Stay informed - Inview newsletter	Stay informed	Ongoing
Governance and Decision Making	Complaints Policy	Publish	Yes	Help and Support > Making and Complaint or compliment	Complaints Policy	As per Document Review Date
Governance and Decision Making	Complaints governance / handling arrangements	Publish	Yes	Help and Support > Making and Complaint or compliment	Complaints & Feedback page	As per Document Review Date
Governance and Decision Making	Complaints prioritisation arrangements	Publish	Yes	Help and Support > Making and Complaint or compliment	Complaints & Feedback page	As per Document Review Date
Governance and Decision Making	Annual Complaints & Service Improvement Report	Publish	Yes	How are we Performing	Annual Complaints Report	Annual
Governance and Decision Making	Board response to Annual Complaints Report	Publish	Yes	Help and Support > Make a Complaint or Compliment > Annual complaints Report	Make a Complaint or Compliment	Annual
Governance and Decision Making	Housing Ombudsman Code self-assessment	Publish	Yes	How are we Performing	Complaints handling code self assessment	Annual
Spending	Annual Reports and Financial Statements	Publish	Yes	How are we performing - Annual Report and Financial Statement	Annual Report and Financial Statement	Annual
Spending	Value for Money	Publish	Yes	How are we performing - Annual Report	Annual Report and Financial Statement	Annual

STAIRs Class	Information / Document	Expected Publication Position	Held?	Current Publication / Website Location	Website Link / Page	Update Frequency
				and Financial Statement		
Spending	Service Charge information	Publish	Yes	How are we performing - Annual Report and Financial Statement	How We Are Performing	Annual
Spending	Overall landlord-service expenditure	Publish	Yes	How are we performing - Annual Report and Financial Statement	How our income was spent	Annual
Spending	Repairs and maintenance expenditure	Publish	Yes	How are we performing - Annual Report and Financial Statement	How are we Performing	Annual
Spending	Planned / capital investment expenditure	Publish	Yes	How are we performing - Annual Report and Financial Statement	How are we Performing	Annual
Spending	Estate / neighbourhood service expenditure	Publish	Yes	How are we performing - Annual Report and Financial Statement	How are we Performing	Annual
Spending	Housing-related grants received and use of grants	Publish	Yes	How are we performing - Annual Report and Financial Statement	How are we Performing	Annual
Spending	Service-charge income and expenditure / use of revenue	Publish	Yes	How are we performing - Annual Report and Financial Statement	How are we Performing	Annual
Spending	Major works / investment expenditure	Publish	Yes	How are we performing - Annual Report and Financial Statement	How are we Performing	Annual
Spending	Relevant procurement / contract	Publish	Yes	How are we performing - Annual Report	How are we Performing	Annual

STAIRs Class	Information / Document	Expected Publication Position	Held?	Current Publication / Website Location	Website Link / Page	Update Frequency
	expenditure information			and Financial Statement		
Housing Stock Management	Corporate priorities for stock management	Publish	Yes	What we do and why	Corporate Plan	As reviewed
Housing Stock Management	Asset Management Strategy including Sustainability / Net Zero	Publish	Under Review			As per Document Review Date
Housing Stock Management	Housing stock profile	Publish	No / Gap			Annual
Housing Stock Management	Stock condition information	Responsive	Yes			Ongoing
Housing Stock Management	Planned Investment Programme	Publish	Yes	Your Home > Planned Programmes	Planned Programmes	As updated
Housing Stock Management	Planned maintenance / major works programme	Publish	Yes	Your Home > Planned Programmes	Planned Programmes	As updated
Housing Stock Management	Progress against investment programme	Publish	Yes	How are we Performing > Landlord Services Performance Report	How are we Performing	Quarterly
Housing Stock Management	Decent Homes performance	Publish	Yes	How are we Performing > Landlord Services Performance Report	How are we Performing	Quarterly
Housing Stock Management	Damp, Mould and Condensation	Publish	Yes	Your Home > Damp & Mould	Damp & Mould	As updated
Housing Stock Management	Damp and mould performance / programme	Publish	Yes	How are we Performing > Landlord Services Performance Report	How are we Performing	Quarterly

STAIRs Class	Information / Document	Expected Publication Position	Held?	Current Publication / Website Location	Website Link / Page	Update Frequency
Housing Stock Management	Warm & Energy Efficient Homes	Publish	Yes	Your Home > Quality of your Home	Quality of your Home	As updated
Housing Stock Management	Energy efficiency / EPC performance	Publish	Yes	Your Home > Quality of your Home	Quality of your Home	As updated
Housing Stock Management	Net Zero / decarbonisation strategy	Publish	Yes	Your Home > Quality of your Home	Quality of your home	As updated
Housing Stock Management	Retrofit programmes	Publish	Yes	Your Home > Quality of your Home	Quality of your home	As updated
Housing Stock Management	Building safety programme	Publish	Yes	Your Home > Home and Building Safety	Home and Building Safety	As updated
Housing Stock Management	Compliance programmes	Publish	Yes	Your Home > Home and Building Safety	Home and Building Safety	As updated
Housing Stock Management	Residential Blocks and Schemes	Publish	Yes	Your Home > Residential Blocks and Schemes	Residential Blocks and Schemes	As updated
Housing Stock Management	Stock transfers	Publish	No			N/A
Housing Stock Management	Regeneration programmes affecting social housing	Publish	No			N/A
Performance	Quarterly Performance Reports	Publish	Yes	How are we Performing	How We Are Performing	Quarterly
Performance	Tenant Satisfaction Measures	Publish	Yes	How are we Performing	How We Are Performing	Annual
Performance	TSM survey methodology	Publish	Yes	How are we Performing - TSM Section > TSM Summary of Approach	How are we Performing	Annual
Performance	TSM questionnaire	Publish	Yes	How are we Performing	How We Are Performing	Annual
Performance	TSM contextual information	Publish	Yes	How are we Performing - TSM Section >	How are we Performing	Annual

STAIRs Class	Information / Document	Expected Publication Position	Held?	Current Publication / Website Location	Website Link / Page	Update Frequency
				TSM Summary of Approach		
Performance	Landlord-service KPIs	Publish	Yes	How are we Performing > Landlord Services Performance Report	How are we Performing	Quarterly
Performance	Repairs performance and satisfaction	Publish	Yes	How are we Performing	How We Are Performing	Quarterly
Performance	Planned maintenance performance	Publish	Yes	How are we Performing	How We Are Performing	Quarterly
Performance	Voids / re-let performance	Publish	Yes	How are we Performing	How We Are Performing	Quarterly
Performance	ASB performance	Publish	Yes	How are we Performing	How We Are Performing	Quarterly
Performance	Tenancy management performance	Publish	Yes	How are we Performing	How We Are Performing	Quarterly
Performance	Annual Complaints Report	Publish	Yes	Help and Support > Make a Complaint or Compliment > Annual complaints Report	Make a Complaint or Compliment	Annual
Performance	Complaint Handling Code Self-Assessment	Publish	Yes	Help and Support > Make a Complaint or Compliment > Annual complaints Report	Make a Complaint or Compliment	Annual
Performance	Complaint volumes / stages / timeliness / outcomes	Publish	Yes	How are we Performing - Landlord Services Performance Report and Annual Complaints Report	How are we Performing	Quarterly

STAIRs Class	Information / Document	Expected Publication Position	Held?	Current Publication / Website Location	Website Link / Page	Update Frequency
Performance	Complaint satisfaction	Publish	Yes	How are we Performing - Landlord Services Performance Report and Annual Complaints Report	How are we Performing	Quarterly
Performance	Complaint learning / service improvements	Publish	Yes	Help and Support > Make a Complaint or Compliment > Annual complaints Report	Make a Complaint or Compliment	Annual
Performance	Housing Ombudsman decisions	Publish	Yes	Housing Ombudsman website	Housing Ombudsman website	As published
Performance	Regulator inspection outcomes	Publish	Yes	RSH website	RSH website	As published
Performance	Performance reviews / evaluation reports	Publish	Yes			As published
Performance	Health and safety performance / assessments	Publish	Yes	How are we Performing - Landlord Services Performance Report	How are we Performing	Quarterly
Performance	Gas / fire / electrical / asbestos / water / lift safety performance	Publish	Yes	How are we Performing - Landlord Services Performance Report	How are we Performing	Quarterly
Performance	Number of evictions	Publish	Yes	How are we Performing - Landlord Services Performance Report	How are we Performing	Quarterly
Performance	News Releases	Publish	Yes	News and Events	News and Events	Ongoing

STAIRs Class	Information / Document	Expected Publication Position	Held?	Current Publication / Website Location	Website Link / Page	Update Frequency
Performance	STAIRs Disclosure Log	Publish	Yes	STAIRs page	STAIRs page	Ongoing
Housing Services	Advice and Guidance	Publish	Yes	Your Home and Help and Support sections of our website	Your Home and Help and Support sections of our website	As updated
Housing Services	Customer Service Statement / standards	Publish	Yes	Help and Support	Customer Service Offer Service Standard	As per Document Review Date
Housing Services	Tenant handbook / tenancy information	Publish	Yes	Your Home > rented homes	Rented Homes	As updated
Housing Services	Repairs service information and responsibilities	Publish	Yes	Your Home > report a repair	Report a repair	As updated
Housing Services	Emergency repairs guidance	Publish	Yes	Your Home > report a repair	Report a repair	As updated
Housing Services	Damp and mould guidance	Publish	Yes	Your Home > Damp and Mould	Damp and Mould	As updated
Housing Services	Home safety information	Publish	Yes	Your Home > Home and Building Safety	Home and Building Safety	As updated
Housing Services	Adaptations service / guidance	Publish	Yes	Your Home > Equipment and Adaptations	Equipment and Adaptations	As updated
Housing Services	Tenancy management guidance	Publish	Yes	Your Home > rented homes	Rented Homes	As updated
Housing Services	Moving home / mutual exchange guidance	Publish	Yes	Your Home > rented homes	Rented Homes	As updated
Housing Services	Management Transfer service statement	Publish	Under review			As per Document Review Date

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Housing Services	Succession / assignment guidance	Publish	Yes	Help and Support > ending your tenancy	Tenancy Succession	As updated
Housing Services	Rent and service-charge guidance	Publish	Yes	Help and Support > Money Matters	Income Services and Money Matters Standard	As updated
Housing Services	Arrears / payment support	Publish	Yes	Help and Support > Money Matters	Money Matters	As updated
Housing Services	ASB reporting and service guidance	Publish	Yes	Help and Support > ASB Support	ASB Support	As updated
Housing Services	Safeguarding information for tenants	Publish	Yes	Help and Support > Safeguarding	Safeguarding	As updated
Housing Services	Domestic abuse information	Publish	Yes	Help and Support > Domestic Abise	Domestic Abuse	As updated
Housing Services	Estate management / neighbourhood standards	Publish	Yes	Your Neighbourhood > Estates and Stewardship	Estates and stewardship : Bournville Village Trust	As updated
Housing Services	Complaints information	Publish	Yes	Help and Support > Make a Complaint or Compliment > Annual Complaints Report	Make a Complaint or Compliment	As updated
Housing Services	Resident involvement / scrutiny participation	Publish	Yes	Your Neighbourhood > Get Involved	Get involved : Bournville Village Trust	As updated
Housing Services	Accessibility / reasonable adjustments	Publish	Yes	Home	Our Customer Service Offer	As updated
Housing Services	STAIRs service information / how to request information	Publish	No / Gap	STAIRs page		As updated

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Lists and Registers	Building Safety Information	Publish	Yes	Home and Building Safety	Home and Building Safety	As updated
Lists and Registers	Lettings and Allocations	Publish	Yes	Rented Homes	Rented Homes	As updated
Lists and Registers	Social housing stock list / register	Responsive	Yes			As updated
Lists and Registers	Statutory compliance registers	Responsive	Yes			As updated
Lists and Registers	Register / list of relevant policies	Responsive	Yes			As per Document Review Date
Lists and Registers	Register / list of relevant strategies	Responsive	Yes			As per Document Review Date
Lists and Registers	Relevant contractor / provider lists	Responsive	Yes			Ongoing
Lists and Registers	Planned works lists / programmes	Responsive	Yes			Ongoing
Lists and Registers	Other statutory registers relevant to social housing	Responsive	Yes			Ongoing
Lists and Registers	Other operational lists / registers relating to social housing	Responsive	Yes			Ongoing
Social Housing Management	Policies and Service Statements	Publish	Yes	Relevant service pages	Relevant service pages	As updated
Social Housing Management	Complaints and Customer Feedback Policy	Publish	Yes	Help and Support > Make a Complaint or Compliment > Annual Complaints Report	Make a Complaint or Compliment	As per Document Review Date
Social Housing Management	Repairs and Maintenance Policy	Publish	Yes	Your Home > Reporting a Repair	Repairs Service Standard	As per Document Review Date

STAIRs Class	Information / Document	Expected Publication Position	Held?	Current Publication / Website Location	Website Link / Page	Update Frequency
Social Housing Management	Damp and Mould Policy	Publish	Yes	Your Home > Damp and Mould	Damp Mould and condensation Service Standard	As per Document Review Date
Social Housing Management	Compensation Policy	Publish	Yes	Help and Support > Make and Complaint	Compensation Service Standard	As per Document Review Date
Social Housing Management	ASB Policy	Publish	Yes	Help and Support > ASB Support	ASB Service Standard	As per Document Review Date
Social Housing Management	Domestic Abuse Policy	Publish	Yes	Help and Support > Domestic Abise	Domestic Abuse Service Standard	As per Document Review Date
Social Housing Management	Safeguarding Policy relevant to tenants	Publish	Yes	Help and Support > Safeguarding	Safeguarding Policy	As per Document Review Date
Social Housing Management	Tenancy Policy	Publish	Yes	Help and Support > Your Tenancy	Tenancy Management Service Standard	As per Document Review Date
Social Housing Management	Allocations / Lettings Policy	Publish	Yes	Your Home > Rented Homes	Lettings Service Standard	As per Document Review Date
Social Housing Management	Mutual Exchange Policy	Publish	Yes	Your Home > Rented Homes	Mutual Exchange Service Standard	As per Document Review Date
Social Housing Management	Succession / Assignment Policy	Publish	Yes	Help and Support > ending your tenancy	Succession policy	As per Document Review Date
Social Housing Management	Rent Policy	Publish	Yes	Your Home > Rented Homes	Rent Setting Policy	As per Document Review Date
Social Housing Management	Service Charge Policy	Publish	Yes	Your Home > Residential Blocks and Schemes	Service Charges Service Standard	As per Document Review Date
Social Housing Management	Arrears / Income Collection Policy	Publish	Yes	Help and Support > Money Matters	Money Matters Sercvice Standard	As per Document Review Date
Social Housing Management	Vulnerability / reasonable-adjustment approach	Publish	Yes	Help and Support > Our Customer Service Offer	Customer Service Offer Service Standard	As per Document Review Date

STAIRs Class	Information / Document	Expected Publication Position	Held?	Current Publication / Website Location	Website Link / Page	Update Frequency
Social Housing Management	Equality policy relevant to landlord services	Publish	Yes	Help and Support > Our Customer Service Offer	Customer Service Offer Service Standard	As per Document Review Date
Social Housing Management	Resident Involvement / Engagement Strategy	Publish	Yes	Your Neighbourhood > Get Involved	Resident Involvement Strategy	As per Document Review Date
Social Housing Management	Estate Management Policy	Publish	Yes	Your Neighbourhood > Estates and Stewardship	Estates and Stewardship Service Standard	As per Document Review Date
Social Housing Management	Pets Policy	Publish	Yes	Help and Support > Your Tenancy - Keep a Pet section	Your Tenancy	As per Document Review Date
Social Housing Management	Alterations / Improvements Policy	Publish	Yes	Your Home > Home Changes and Design Guide	Home Changes and Design Guide	As per Document Review Date
Social Housing Management	Equipment & Adaptations Policy	Publish	Yes	Your Home > Equipment and Adaptations	Equipment and adaptations Service Standard	As per Document Review Date
Social Housing Management	Rechargeable Repairs Policy	Publish	No			N/A
Social Housing Management	Decant Policy	Publish	Yes	Help and Support > Your Tenancy	Temporary and Permanent rehousing Service Standard	As per Document Review Date
Social Housing Management	Void Standard / Policy	Publish	Yes	Your Home > Quality of Your Home	Your New Home Service Standard	As per Document Review Date
Social Housing Management	Tenancy Fraud Policy	Publish	Yes	Help and Support > Your Tenancy	Tenancy Fraud Service Standard	As per Document Review Date
Social Housing Management	Relevant building / H&S policies affecting tenants	Publish	Yes	Your Home > Home and Building Safety	Building Safety Service Standard	As per Document Review Date