Social Tenants Access to Information Requirement Scheme (STAIRs)

The standard you can expect from us.

At Bournville Village Trust (BVT), we believe being open and transparent builds trust with you.

The Social Tenants Access to Information Requirement (STAIRs) scheme gives social housing tenants the right to access information about how we manage homes, services and resources. Much of this information is already available on our website – www.bvt.org.uk - through our STAIRs Publication Scheme. But if the information you're looking for isn't already published, you may be able to request it from us.

The service you can expect from us

We will:

- Make information about our services easy to find through our STAIRs Publication Scheme.
- Publish information proactively, wherever possible, to reduce the need for individual requests.
- Acknowledge requests where appropriate and let you know if we need any further information to process your request.
- Respond to eligible STAIRs requests within 30 calendar days of receiving a valid request.
- Contact you as soon as possible if we need additional clarification before we can process your request.
- Explain the reasons why if we can't provide the information you've requested.
- Handle all requests fairly, consistently and in accordance with the STAIRs requirements.
- Continually review the information we publish to improve transparency.

Before you make a request

Before submitting a STAIRs request, please check our STAIRs Publication Scheme. The information you need may already be available on our website, meaning you can access it straight away without waiting for a response.

Who can make a request?

The STAIRs scheme is available to:

- Current BVT social housing tenants.
- Joint tenants.
- People acting on behalf of a tenant, where appropriate authority has been provided.

If you're making a request on behalf of someone else, we may ask for evidence you're authorised to act for them.

enquiries@bvt.org.uk
Customer Services: 0300 333 6540
bvt.org.uk
@BVTNews
/bournville.village.trust
/company/bournville-village-trust/

What information can I request?

You can request information about how BVT manages its social housing services. Examples include:

- Complaints handling.
- Anti-social behaviour.
- Repairs and maintenance.
- Estate management.
- Health and safety.
- Rent and service charges.
- Property condition.
- Planned investment.
- Energy efficiency.
- Housing performance.
- Our policies, procedures and decision-making.

Requests must relate to information that falls within the scope of the STAIRs scheme.

How do I make a request?

You can submit a STAIRs request by:

- Completing our online STAIRs Request Form at www.bvt.org.uk
- Emailing enquiries@bvt.org.uk
- Writing to us at 350 Bournville Lane, Bournville, Birmingham, B30 1QY.
- Calling us on 0300 333 6540.

Please provide as much detail as possible so we can identify the information you need.

What happens next?

Once we receive your request, we will:

- Consider whether your request falls within the scope of the STAIRs scheme.
- Check whether the information is already publicly available through our Publication Scheme.
- Contact you if we need more details to identify the information you need.
- Consider whether any exemptions apply.
- Provide our response within 30 calendar days of receiving a valid request.

Where possible, we'll provide the information electronically. If the information is already published, we'll direct you to it.

When might we not provide information?

There are some circumstances where we may be unable to provide the information requested. This may include where:

- Information is already publicly available.
- Requests fall outside the scope of the STAIRs scheme.
- Disclosure would reveal someone else's personal information.
- Disclosure could affect security, safety or the prevention of crime.
- Another legal exemption applies.
- We don't hold the information requested.

If we can't provide the information, we'll explain why.

Your personal information

If your request includes your own personal information, it may be handled as a Subject Access Request under data protection legislation rather than under the STAIRs scheme. Where appropriate, we'll explain this and advise you of the correct process.

If you're unhappy with our response

If you're dissatisfied with how we've handled your STAIRs request, you can ask us to carry out an internal review. The review will be done by a member of staff who was not involved in the original decision, where possible. We'll complete our internal review and provide you with a written outcome within 30 calendar days of receiving your request for a review.

If you're still unhappy after our internal review, you can refer the matter to the Housing Ombudsman, which is the independent body responsible for considering complaints about how private registered providers have handled STAIRs requests and reviews. STAIRs complaints are considered under the Housing Ombudsman Scheme and are separate from the Housing Ombudsman's Complaint Handling Code.

Further information

For more information, please see our STAIRs Publication Scheme, STAIRs Disclosure Log, STAIRs Request Form and Privacy Notice at www.bvt.org.uk. Or please call us on 0300 333 6540.