

## Social Tenant Access to Information Requirements (STAIRs)

Under the **Social Tenant Access to Information Requirements (STAIRs)**, Centrepont must publish key information, so our tenants can understand how we run their homes.

Centrepont publishes the information listed in this scheme through its website and other accessible channels. Where information is not available online, tenants may request assistance in accessing it.

This guide sets out:

- The types of information we publish.
- Where to find it.
- How you can request further information.

This publication scheme will be reviewed annually and updated where necessary to ensure the information remains accurate and accessible.

### Information we publish:

| Class of Information:                 | Information we publish:                                                                                                                                                                                                                                                                                                                                          | Where to find it:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Governance and decision making</b> | <ol style="list-style-type: none"> <li>1) Senior staff names and roles, organisational structure, and governance arrangements.</li> <li>2) Decision making processes and policies.</li> <li>3) Prioritisation of complaints.</li> <li>4) Information on tenant consultations (including methodology).</li> <li>5) Tenant meeting minutes and agendas.</li> </ol> | <ol style="list-style-type: none"> <li>1) Centrepont website: <a href="#">Centrepont   Home</a>.</li> <li>2) Annual Report and Accounts: <a href="#">Our finances, reports and policies   Centrepont</a>.</li> <li>3) <a href="#">W13 Complaints and Feedback Policy and Procedure v 11.0 May 2026.pdf</a>.</li> <li>4) Centrepont will publish an annual summary of tenant engagement activities, feedback received, key themes identified, actions taken and examples of how tenant views have influenced decisions and service improvements.</li> </ol> |

| Class of Information:           | Information we publish:                                                                                                                                                  | Where to find it:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|                                 |                                                                                                                                                                          | <p>Annual Complaints Report: <a href="#">Annual Housing Complaints and Service Improvement Report</a>.</p> <p>5) Centrepont supports local tenant and resident meetings across its services. Minutes and records of these meetings are maintained locally to ensure they remain relevant and accessible to residents. Residents can request copies of minutes from the relevant service manager. Information may be redacted where necessary to protect personal data or confidentiality. Details of how to obtain local meeting minutes are available through each service location.</p>                                                                                                                                  |
| <b>Spending</b>                 | <ol style="list-style-type: none"> <li>1) Spending, grants.</li> <li>2) Use of service charge revenue.</li> </ol>                                                        | <ol style="list-style-type: none"> <li>1) Annual Report and Accounts: <a href="#">CP 2025 Financial Statements.pdf</a>.</li> <li>2) Annual Tenant Report: <a href="#">Annual Report For Tenants 2025-2026</a>.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Housing stock management</b> | <ol style="list-style-type: none"> <li>1) Plans.</li> <li>2) Maintenance work.</li> <li>3) Progress towards net zero.</li> <li>4) Stock transfers.</li> </ol>            | <ol style="list-style-type: none"> <li>1) <a href="#">CP 2025 Financial Statements.pdf</a>.</li> <li>2) <a href="#">Annual Report For Tenants 2025-2026</a>.</li> <li>3) <a href="#">Annual Report For Tenants 2025-2026</a>.</li> <li>4) Centrepont does not currently hold or publish information relating to stock transfers, as no stock transfer activity has taken place and/or this information is not applicable to our operations. Information relating to planned investment, maintenance programmes, major repairs, asset management activities and progress towards environmental sustainability objectives will be published through tenant reports and organisational reporting where applicable.</li> </ol> |
| <b>Performance</b>              | <ol style="list-style-type: none"> <li>1) Inspection outcomes.</li> <li>2) Performance reviews, evaluation reports.</li> <li>3) Tenant Satisfaction Measures.</li> </ol> | <ol style="list-style-type: none"> <li>1) <a href="https://reports.ofsted.gov.uk/provider/53/2762612">https://reports.ofsted.gov.uk/provider/53/2762612</a>.</li> <li>2) <a href="#">CP 2025 Financial Statements.pdf</a>.</li> <li>3) Centrepont website <a href="#">TSM Results 2026.pdf</a>.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                 |

| Class of Information: | Information we publish:                                                                                                                                                                                                                                                   | Where to find it:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|                       | <ul style="list-style-type: none"> <li>4) Media releases.</li> <li>5) Complaint metrics.</li> <li>6) Information request statistics.</li> <li>7) Health and safety performance and assessments.</li> <li>8) Maintenance work.</li> <li>9) Number of evictions.</li> </ul> | <ul style="list-style-type: none"> <li>4) Centrepoint website <a href="#">Centrepoint   Home</a>.</li> <li>5) Centrepoint publishes annual complaints performance information including complaint volumes, complaint outcomes, learning identified and service improvements implemented though it's Annual Complaints Report: <a href="#">Annual Housing Complaints and Service Improvement Report</a>.</li> <li>6) Centrepoint does not currently publish information request statistics. Requests for information are managed in accordance with relevant legal and regulatory requirements. Centrepoint records requests for information and will periodically review whether summary information regarding request volumes and themes can be published without creating disproportionate administrative burden.</li> <li>7) Health and safety performance information includes compliance with statutory safety inspections, safety assurance activities, and relevant health and safety performance measures. <a href="#">CP 2025 Financial Statements.pdf</a>.</li> <li>8) <a href="#">CP 2025 Financial Statements.pdf</a>.</li> <li>9) Centrepoint does not currently publish statistics relating to evictions. Information relating to tenancy management is monitored internally and reported through appropriate governance arrangements where required.<br/>Performance information will normally be updated annually unless more frequent publication is required.</li> </ul> |

| Class of Information:     | Information we publish:                                                                                                                                                        | Where to find it:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Housing services          | <ol style="list-style-type: none"> <li>1) Description of services.</li> <li>2) Advice, and guidance for tenants.</li> </ol>                                                    | <ol style="list-style-type: none"> <li>1) Centrepont website: <a href="#">What we do   Centrepont</a> and <a href="#">CP 2025 Financial Statements.pdf</a>.</li> <li>2) Centrepont website: <a href="#">Knowing your rights and getting legal help   Centrepont</a> and <a href="#">CP 2025 Financial Statements.pdf</a>.<br/>Advice, guidance and support information is provided through Centrepont's individual services. Tenants can access information relevant to their circumstances directly through their local service team, support worker, or service manager.<br/><a href="#">Annual Report For Tenants 2025-2026</a>.</li> </ol> |
| Lists and registers       | <ol style="list-style-type: none"> <li>1) Information held in registers required by law and other lists and registers relating to the management of social housing.</li> </ol> | <ol style="list-style-type: none"> <li>1) Centrepont will publish information held in any registers or lists that are required by law and relate to the management of social housing, where such registers exist and publication is legally permissible.<br/><br/>List of Registered Providers of Social Housing: <a href="#">17 September 2026 (accessible version) - GOV.UK</a><br/><br/>Charity Commission Registration: <a href="#">CENTREPOINT SOHO - 292411</a>.<br/><br/>Companies House Registration: <a href="#">CENTREPOINT SOHO overview - Find and update company information - GOV.UK</a>.</li> </ol>                             |
| Social housing management | <ol style="list-style-type: none"> <li>1) Policies and strategies relating to the management of social housing.</li> </ol>                                                     | <ol style="list-style-type: none"> <li>1) Centrepont website: (<a href="#">Our finances, reports and policies   Centrepont</a> and <a href="#">CP 2025 Financial Statements.pdf</a>.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                |

**Where a publication category is not applicable to Centrepont, or where the information is not held, this will be indicated accordingly within the scheme.**

## Information we may withhold:

Information may be withheld or redacted where disclosure would:

- Breach data protection legislation.
- Endanger health or safety.
- Prejudice law enforcement or regulatory activity.
- Reveal commercially confidential information.
- Breach another legal obligation.
- Be unreasonable or disproportionate to disclose.

## Where to obtain further information:

If you cannot locate information through this scheme, please contact: **[dataprotection@centrepoint.org](mailto:dataprotection@centrepoint.org)**

Information may also be requested through your local service manager or support team. Information can be provided in alternative formats on request, including large print, accessible electronic formats, and other reasonable adjustments.

Unless otherwise stated, published information relates to the most recently completed reporting period.

| VERSION CONTROL     |                    |
|---------------------|--------------------|
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STAIRs Publication Scheme 2026.