



Publication Scheme for the Social Tenants Access to Information Requirements (STAIRs)

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Approved by:	Zen Board
Lead:	Head of Governance & Compliance / Operations Director**

***Approval and document control:** The Zen Board will approve this publication scheme. The scheme will record its approval date, effective date, next review date and the officer responsible for maintaining it. Changes to published information between formal reviews may be approved through Zen's established delegated arrangements, with any material changes reported through the annual assurance process.

****Responsible officer:** The Operations Director will lead on this until the Head of Governance is appointed.

1. Purpose of this scheme

This publication scheme explains the information Zen Housing Limited, Zen Rented Limited and Zen Housing 2 Limited (together "Zen") will routinely publish, or otherwise make available, under the Social Tenants Access to Information Requirements (STAIRs). It is intended to help residents easily identify information about how Zen is governed, how decisions are made, how money is spent, how homes are managed, how services are delivered and how performance is monitored.

2. Scope and principles

This scheme applies to information held by Zen, or held on Zen's behalf by organisations delivering housing management functions, where that information relates to the management of Zen's social housing. It should be read alongside Zen's Social Tenants Access to Information Requirements Policy, which sets out the wider arrangements for information requests, decision-making, reviews, complaints, records and assurance. Zen is not required to create new records solely for the purposes of STAIRs and will not routinely publish information that is not held, is in draft form, has been superseded, is outside the scope of social housing management, or is properly available through another statutory route.



- Zen will publish information it already holds where it falls within the STAIRs classes of information.
- Information will be made available in a clear, accessible and proportionate way.
- Zen will not withhold information because publication may be inconvenient, critical or reputationally challenging.
- Decisions to redact or withhold information will be lawful, reasonable, proportionate and recorded.
- Information will be reviewed regularly so published material remains current, relevant and accessible.

3. Information Zen will publish or make available

STAIRs class	Information Zen will publish or make available where held and in scope	Current publication approach	Owner and review
Governance and decision-making	Information about Zen's purpose, governance structure, Board and committee arrangements, senior leadership, decision-making framework, resident involvement arrangements, consultations and relevant approved governance documents.	Zen's purpose, Board and Executive Director information are already available on the website. The Governance Policy, or a summary of the governance arrangements for housing management, will be published. Risk and Audit Committee information will be added once established. Resident involvement information will be published through the Resident Involvement Policy and associated resident communications.	Head of Governance & Compliance
Spending	Relevant financial information already held by Zen that relates to the management of social housing, including annual financial statements, high-level housing service expenditure, procurement information and service charge information where appropriate.	Annual Financial Statements are already published. Zen will publish its Procurement Policy for housing service related goods and services. The Resident Annual Report will include relevant information on service charge expenditure.	Financial Controller
Housing stock management	Information about Zen's social housing stock, asset management priorities, repairs and maintenance arrangements, planned investment, stock condition, Decent Homes compliance,	The Repairs Policy is published and explains the approach to repairs and maintenance. Stock condition information, including the proportion of homes meeting the Decent Homes Standard, is reported through Tenant	Operations Director

STAIRs class	Information Zen will publish or make available where held and in scope	Current publication approach	Owner and review
	energy performance and any stock transfers.	Satisfaction Measure management data. Zen will publish an Asset Management Strategy when one is produced. Zen may confirm that all stock is EPC B or higher where this remains accurate. There are currently no completed stock transfers to publish.	
Performance	Performance information already held and reportable by Zen, including Tenant Satisfaction Measures, complaints performance, service standards, Housing Ombudsman outcomes, inspection or audit outcomes, repairs performance and relevant health and safety performance information.	Tenant Satisfaction Measure perception and management data are published on the website. The Annual Complaints Performance and Service Improvement Report is published in line with Housing Ombudsman requirements. Relevant regulatory decisions, health and safety compliance information and repairs performance information will be published where held and appropriate. Publication of low-volume data, such as evictions, will be considered carefully to avoid identifying individuals.	Operations Director
Housing services	Information for residents about the services Zen provides, how services are accessed, how residents can contact Zen, how residents can raise issues, how Zen communicates with residents, rents and service standards.	Information is available through Zen's website and resident communications and will be strengthened through the website redesign. Residents are signposted to relevant contact details, Pinnacle arrangements and the ARK resident app or portal where applicable.	Operations Director
Lists and registers	Relevant lists, registers or compliance records already held by Zen that relate to social housing management, such as estate inspection schedules, safety compliance information, published registers under Zen's adopted Code of Governance and	Zen will consider requiring managing agents to publish estate inspection schedules where they are held. Zen will publish general safety information, including the approach to fire risk assessments and gas servicing, and will signpost residents to any relevant registers and lists	Head of Governance & Compliance

STAIRs class	Information Zen will publish or make available where held and in scope	Current publication approach	Owner and review
	other records where publication is appropriate.	published under its adopted Code of Governance.	
Social housing management	Current approved policies and strategies affecting residents' rights, responsibilities or services, including repairs, complaints, tenancy management, rent, service charges, damp and mould, safeguarding, anti-social behaviour, fire safety, building safety, aids and adaptations, decants and compensation, where such documents are held and within scope.	Key housing management policies and strategies are already published or will be published once approved. Zen will keep the list of published policies under review to ensure current approved versions are available and superseded drafts are removed.	Operations Director

4. How information will be made available

Zen will normally make information available through its website, resident communications channels, resident portal or clear signposting to appropriate sources. Where information is already available through a statutory route, Zen may signpost residents to that route. Where information is within scope and held but is not suitable for routine website publication, Zen will explain how residents can access it or request it.

For each class of information, Zen will maintain a supporting publication register that records the document or information to be published, its website or access location, the responsible owner, the date last reviewed, the next review date and any publication limitation. The register will be updated when information is approved, replaced, withdrawn or moved.

5. Information that may be redacted or withheld

Zen may redact or withhold information where it is lawful and reasonable to do so. This may include information involving personal data, confidential third-party information, legal privilege, commercial sensitivity, health and safety risks, safeguarding concerns, security risks, or where disclosure would conflict with another statutory requirement. Each decision to redact or withhold information will be proportionate, evidence-based and recorded, including whether partial disclosure was possible.



6. Accessibility and support

Zen will aim to make STAIRs information clear, accessible, relevant and timely. Information will be dated where appropriate and written in plain language wherever possible. Zen will provide reasonable support where residents need information in a different format, need help using online services, or require communication adjustments because of individual needs.

7. Review of this scheme

Residents may ask Zen to review the publication scheme where they believe Zen holds information that falls within scope but has not been published, where information has been unnecessarily redacted or withheld, or where information should be made available in a different accessible format. Review requests may be submitted through Zen's published STAIRs contact route. Zen will acknowledge the request, consider it through the STAIRs review process and provide a clear explanation of the outcome within the timeframe published on its website.

Where a resident remains dissatisfied with the outcome of a review, they may raise the matter through Zen's published complaints process. Information about further escalation, including access to the Housing Ombudsman Service where applicable, is set out within that process.

8. Resident-facing summary wording

The Social Tenants Access to Information Requirements, or STAIRs, are rules that give social housing tenants better access to information about their landlord, their home and the services they receive. STAIRs are designed to make landlords more open and transparent. From October 2026, Zen will publish key information on its website about areas such as governance, complaints, repairs, rents, housing services, performance and relevant housing policies. From April 2027, tenants will also be able to make formal requests for specific information. If you need information in a different format, or need help finding something, please contact us.

