

Easy Read Guide to Asking Fairoak for Information

This guide explains how you can ask Fairoak for information about our housing services.

1. What this policy is for

Fairoak wants information to be clear and easy to find. This helps you understand what we do and how we make decisions.

2. Who this policy applies to

This guide is for Fairoak tenants. It is also for staff and other people who help Fairoak manage housing services.

3. What the rules are

STAIRs is a new rule for social landlords. It says tenants should be able to see information about their landlord and housing services.

From 1 October 2026, Fairoak will publish some information without you needing to ask for it.

From 1 April 2027, you will be able to ask Fairoak for other information we hold.

4. Our approach

Fairoak will be open and honest. We will publish as much information as we reasonably can. We will usually reply to information requests within 30 days.

You may be able to ask for information about:

- repairs
- complaints
- safety checks
- how we make decisions
- how we spend money on housing services

5. What we cannot share

Fairoak cannot usually share personal information about other people. This is because we must keep people's private information safe. If you want to see information about yourself, you can ask Fairoak for this.

6. If you are unhappy with our response

If you are unhappy with our response, you can ask Fairoak to look at it again. This is called a review. You must ask for a review within 3 months. We will tell you how to do this when we reply to you.

If you are still unhappy after the review, we will tell you how to contact the Housing Ombudsman.

If you need help to ask for information, please tell us. Fairoak can support you in a way that works for you.

7. Who is responsible

The Customer Engagement Officer at Fairoak is responsible for this guide. Fairoak staff must follow it.

8. Reviewing this policy

Fairoak will check this guide regularly to make sure it is still correct.