

Customer Voice Session – STAIRs and Repairs

Date: 20 August 2026

Purpose: To update tenants on the roll-out of the Social Housing Tenants Access to Information (STAIRs) requirements and to seek tenant feedback on repairs performance and a proposed amendment to extend the timescales for routine repairs to 20 days.

1. STAIRs

The group received an overview of STAIRs: Social Tenants Access to Information Requirements and what the new requirements would mean for GHH and its tenants.

STAIRs was intended to improve transparency and give social housing tenants similar rights to council housing tenants regarding access to information.

The two key implementation stages were discussed:

- From 1 October 2026: GHH will be required to operate a Publication Scheme and proactively publish specified information about governance, performance, spending, complaints, housing services and tenant engagement.
- From 1 April 2027: Tenants and their authorised representatives will have the right to request additional information about the management of their homes and services where this is not already published.

The group was advised that some relevant information was already available on the GHH website, with further information to be published from 1 October 2026. It was agreed that the list of the information to be published from 1 October 2026 would be emailed to those attending the session and if there was any further information they would like publishing they should contact the Head of Governance and Compliance.

Publication Scheme

The information published by GHH would cover seven broad areas:

1. Governance and decision-making
2. Spending
3. Housing stock management
4. Performance
5. Housing services
6. Lists and registers
7. Social housing management

This would include information such as:

- GHH's mission and values
- Board and Executive Member details

- Annual accounts
- Tenant Satisfaction Measures
- Repairs performance
- Complaints learning
- Health and safety compliance
- The Tenant Handbook
- Key housing policies

Notes from Customer Voice Forum meetings would also be published as part of the information about tenant engagement.

Tenant Questions and Feedback

Customers will be able to submit requests for additional information from 1 April 2027. GHH will be required to respond in line with the new requirements.

2. Repairs feedback

The group discussed feedback on the repairs service. Communication was sent to all GHH tenants on 17 July asking for their views. No negative feedback was received through this exercise.

However, response rates to post-repair surveys were generally low.

The group suggested the following ways to improve response rates:

- Explore whether post-repair surveys could be sent through WhatsApp.
- Consider offering an incentive for completing the survey.
- Keep the survey short and simple.
- Where a tenant gives a low score, ask whether they are happy for GHH to contact them to discuss their experience.

3. Repairs Timescales

The group reviewed the current repairs categories and timescales:

- Emergency repairs: Investigate and complete any work needed to make the property safe within 24 hours. Where a permanent repair cannot be completed immediately, the issue will be contained or made safe within 24 hours.
- Urgent or significant hazards: Make the property safe within three working days and complete any further investigation within ten working days.
- Routine repairs: Complete within 10 working days.

The group also considered circumstances that may prevent GHH from meeting these timescales, including:

- Contractor or materials availability.
- Tenant availability.

- The time required to obtain quotations, assess the repair and instruct the work.
- Weather conditions.

The panel discussed the practicality of the proposed routine repair timescale and considered the potential reasons why repairs may take longer to complete. **Following discussion, the panel endorsed changing the routine repairs timescale from 10 working days to 20 working days, recognising that this was more realistic and aligned with industry practice.**

It was agreed that GHH would undertake a wider consultation with all tenants before any changes were implemented. The Customer Voice Panel's endorsement of the proposed change would be referenced as part of the consultation, and tenants would be given the opportunity to provide their views before a final decision is made.

4. My Home Portal

A tenant asked whether the **My Home Portal** was available as an app.

5. Actions

Action	Owner
Share the list of information to be published under the Publication Scheme with those attending	PDM
Send the relevant Fire Risk Assessment information, including the findings and actions.	NA
Confirm whether the My Home Portal is available as an app and provide an update.	ST
Explore the use of WhatsApp for post-repair surveys.	ST
Consider suitable incentives to encourage tenants to complete post-repair surveys.	SVO
Review whether tenants who give a low survey score could consent to follow-up contact from GHH.	ST