

Transparency Policy

1 Purpose

This policy sets out how Metropolitan Thames Valley Housing (MTVH) will provide information about our organisation, our services and our performance. The policy will ensure MTVH complies with the government's Policy Statement on Social Tenants' Access to Information Requirements (STAIRs) and the Transparency, Influence and Accountability Standard.

2 Scope

This policy applies to all employees of MTVH (and third parties contracted to provide social housing management services by MTVH) as the Private Registered Provider. This policy covers the publication of information, responding to information requests, and reviews and complaints.

3 Our Approach

MTVH is committed to being a transparent organisation, openly providing information about our organisation, services and performance.

MTVH will proactively publish information that informs residents and helps them to hold MTVH to account.

The information MTVH will proactively publish is set out in our Transparency Schedule attached to this policy. The schedule has been developed in consultation with our Customer Council and will be regularly reviewed with them.

From 1 April 2027, MTVH will respond to any requests for additional information from residents, their representatives or other stakeholders.

MTVH will provide any information requested within 30 calendar days, unless:

- We do not hold the information
- The information is legally privileged or commercially sensitive
- The information contains personal information about someone other than the requestor
- Providing the information may cause harm to other individuals

Where necessary, MTVH will redact or partially withhold some information and disclose the remaining information with only the exempt information removed. Decisions to withhold or redact information will be documented, and requesters may seek a review of the decision through the process set out below.

To appoint a designated representative to act on their behalf, residents should refer to the MTVH guide 'Appoint someone to deal with MTVH on your behalf', on the MTVH website before making an information request.

Information will normally be provided in electronic format.

MTVH will make reasonable efforts to provide information in a format that is accessible to applicants.

In this policy, “Resident” refers to a tenant, licensee, shared owner owning less than 100% of the property equity, and any other person in a landlord-tenant relationship with MTVH.

4 Review and Complaint Process

If a requester believes MTVH has not provided information, has not responded properly to an information request, or is dissatisfied with the handling of a request, a review may be requested by contacting stairsrequests@mtvh.co.uk.

A request for a review should be made within 3 months of receipt of the original decision. The purpose of any review will be to assess:

- How MTVH has responded to the request for information (for example, where MTVH may not have provided information in an accessible format)
- Where MTVH has not published relevant information that MTVH may hold and which the requester believes they are entitled to access
- Where MTVH has not complied with timelines for responding to the request and there is no reasonable basis for MTVH to have applied an extension
- Where MTVH has either withheld or redacted relevant information from disclosure and the requester disagrees with MTVH’s decision and the reasons given

If a review is requested, MTVH will carry out a review of how the information request was handled (an “internal review”) and respond to the requestor within 30 calendar days of receipt. It may be necessary in exceptional circumstances to extend the timeline for a response. If this is necessary, MTVH will notify the requester at the earliest opportunity. Any extension will be reasonable and kept to a minimum.

If the requester remains dissatisfied with MTVH’s response following an internal review, a complaint may be escalated directly to the Housing Ombudsman under the terms of the Housing Ombudsman Scheme. The Ombudsman’s complaints scheme is available at <https://www.housing-ombudsman.org.uk/>. Any complaint to the Ombudsman should be made within 3 months of the outcome of the review.

Only matters relating to STAIRs can be addressed as part of a STAIRs review process and then by complaint to the Housing Ombudsman. Other complaints will continue to be addressed through MTVH’s complaints process.

5 Governance and Assurance

MTVH will maintain oversight of compliance with STAIRs and the Transparency, Influence and Accountability Standard through its existing governance framework.

Records of information requests, response times, reviews, complaints, and the application of exemptions or redactions will be maintained for monitoring and assurance.

6 Responsibilities

The Executive Director of Customer Services is accountable for this policy.

Information that is proactively published will be the responsibility of named owner who is responsible for the accuracy of the information and for keeping information updated.

The Data Protection Team provides independent advice and oversight in relation to data protection requirements. The Data Protection Lead is responsible for the day-to-day administration of information requests, including maintenance of the disclosure log.

All colleagues are required to familiarise themselves with the wording and obligations listed under this policy.

7 Background Legislation

This policy is based on:

- Transparency, Influence and Accountability (“TI&A”) Consumer Standard
- Social Tenants’ Access to Information Requirements Standard (STAIRs)
- Freedom of Information Act 2000
- Tenant Satisfaction Measures (TSMs)
- UK GDPR / Data Protection Act 2018
- Social Housing (Regulation) Act 2023

8 Our Commitment to Equality, Diversity, and Inclusion

In implementing this policy, MTVH is committed to treating all colleagues, customers, suppliers, and stakeholders fairly and with respect. Further information on our approach to equality, diversity and inclusion, including how to raise a grievance or concern, is available in the MTVH Diversity & Inclusion Policy.

An Equality Impact Assessment for this policy has been completed and will be retained by the Policy Team.

9 STAIRs Statement

MTVH publishes the information covered in this policy under the Social Tenant Access to Information Requirements (STAIRs) publication scheme.

All information published under STAIRs can be accessed on our website www.mtvh.co.uk. However, some information may be protected under the General Data Protection Regulation (GDPR) and will be redacted or withheld to prevent harm.

10 Key Policy Information

Policy Owner	Executive Director of Customer Services
Author	Chief Financial Officer
Approved by	Board/ Audit and Risk committee
Effective from	October 2026
Approach to review	This Policy & associated Procedures will be reviewed as required by the owner for changes in legislation, regulation, and operational need. Any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues. Next expected review is Annually the first two years, then every two years after.



MTVH

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