

Grosvenor Hart Homes: No Access Policy Statement



GROSVENOR

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1. Introduction

1.1 As a Registered Provider of Social Housing and responsible landlord, Grosvenor Hart Homes (GHH) prioritises the safety of its tenants and understands its duties to comply with our legal and regulatory obligations. In order to do this, there will be occasions where we require access to tenants' homes to keep them safe. Access will be required to carry out repairs where there is a risk to tenants and also to complete a number of property-related health and safety tests, servicing and inspections.

2. Aims of the Policy Statement

2.1 This policy statement sets out how GHH will deal with not being able to fulfil these duties due to tenants not providing the necessary access to their property, in line with the requirements of their tenancy agreement.

2.2 Below are some examples where we need to gain access to our homes:

- Landlords Gas Safety Record (LGSR) - annually
- Carbon monoxide testing (carried out at the same time as the LGSR) - annually
- Smoke alarm (carried out at the same time as the LGSR) - annually
- Electrical Installation Certificate – Every 5 years
- Health and Safety related repairs as required

Where there is an emergency repair or hazard identified, we may need to enter a property and will endeavour to give notice to the tenant. In some cases, however, we may need to gain immediate access if the risk is significant e.g. fire, gas leak.

3. Policy Statement

3.1 GHH will take all reasonable steps to gain access (as indicated in section 4 of this policy) to properties in order to ensure tenants are kept safe and we can address any emergency or significant hazards as per Awaab's Law.

3.2 We will engage tenants up to two months before the anniversary of any property compliance certificate expiring to ensure there is sufficient time to arrange access to our properties and appointments which are convenient to tenants. This will be informed by GHH's C365 system which notifies the GHH team should access be required.

3.3 Where access has not been able to be arranged, we will be in continuous contact with our tenants recognising that there may be reasons e.g. vulnerabilities that need to be considered which may impact on gaining access. This contact will align with our trauma-informed approach to supporting our tenants. The tenant will be made aware of their obligations of the tenancy agreement and our rights and responsibilities as a landlord. GHH will also be mindful of the potential impact on other tenants. On a need to know basis, appropriate level of information will be shared by the GHH support team relevant GHH staff members to ensure they are able to apply the appropriate response for each individual.

- 3.4 We will attempt to gain access in advance through a number of methods (e.g. phone, text, email or in-person) a minimum of 3 times across a 4-week period where there is a property compliance requirement e.g. where a certificate is about to expire. In the event of an emergency situation, where there is an immediate health and safety risk, we will endeavour to attempt access 3 times, but we will prioritise the safety of our tenants and property above all else. Where there is imminent danger, we will knock to request access and if there is no reply after up to 5 minutes, we will use a management key to enter the property. Where required, a member of the GHH support team will accompany the housing team.
- 3.5 Where a GHH staff member is unable to gain access despite these attempts, either a week before a certificate expiration, or there is a serious health and safety and/or safeguarding risk to the tenant, neighbours or GHH property, a member of ELT will be consulted before formal action is taken. This could include applying for a court injunction or a Notice seeking possession. Any additional costs related to this action may be recharged to the tenant.
- 3.6 GHH will continue to attempt to make contact with any tenants not providing access and will communicate throughout the process in a respectful and compassionate manner, offering required support to the tenants throughout.
- 3.7 Where GHH is required to enter a property using the management key in an emergency scenario, GHH will notify the tenants of any actions taking and ensure the property is left safe and secure.

4. Reasonable steps to gain access

4.1 GHH defines 'reasonable steps' as including the following:

- Working with the tenant to identify a suitable time to attend their property that works for them
- Making multiple attempts at various times to contact the tenant through a variety of methods if one method fails (e.g. phone calls, emails, in-person)
- Providing clear and accessible information on why access is required and what the tenant can expect
- Considering any barriers to access and supporting the tenant to overcome them in close collaboration with the GHH support team
- Where access is not granted at the agreed timeslot, providing a note stating access was attempted and providing contact details to arrange an alternative slot

4.2 GHH will document all attempts to gain access on its housing case management system.

5. Links to other GHH Policies

5.1 The GHH Property Health and Safety Policy.

5.2 The GHH Repairs and Maintenance Policy

Review schedule

This policy will be reviewed every three years or more frequently as a result of feedback obtained, internal/external audits and change in legislation or regulatory requirements. This process ensures the policy's continuing suitability, adequacy, and effectiveness.

The Director of Support and Housing Services has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the board.

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