NO ACCESS POLICY

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Business Information provided by Gloucester City Homes

NO ACCESS POLICY

DOCUMENTATION MASTER SHEET

Amendments to this Document are Detailed Below.

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
01	October 2018	New Policy (to support Stat Compliance)	08/11/18	JH	Tenant Panel
02	January 2023	Review of policy & minor amendments	31/1/23	NB	ELT
03	January 2026	Regular review of policy & updates to legislation	2/3/2026	NB	ELT
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NO ACCESS POLICY

OVERALL AIM/INTRODUCTION

GCH's mission is to work with our customers to provide excellent services and decent homes in successful communities.

The overall aim of the 'No Access' Policy is to ensure that GCH can reasonably obtain access to inspect our properties for maintenance, management and compliance purposes. In addition to ensuring GCH fulfils its landlord obligations the policy will assist people with the quiet enjoyment of their home, keeping our homes safe and well maintained. This policy also considers customer responsibilities, remedies and enforcement interventions for breach of tenancy and behaviour which unreasonably prevents access.

SCOPE OF POLICY

This policy sets out GCH's approach in seeking reasonable access with customers to fulfil our landlord obligations and sets out our redress through legal remedies where there is an ongoing 'no access' issue.

GCH respects the privacy of its customers and their right not to be disturbed unnecessarily or at inconvenient times. However this Policy reflects that in some circumstances it may be necessary for us to gain entry to a property for routine maintenance, servicing or inspection purposes and in the event of an unforeseen emergency.

As part of this Policy GCH does not assume consent and will seek permission and arrange appointments with customers for reasonable access. While customes hold the ultimate authority to provide the access to their home, GCH also have a right to enter, as we need access to uphold landlord responsibilities for repairs, maintenance, Landlord Gas Safety Checks (LGSR), home safety checks, electrical condition inspection (ECIR's) and scheduled inspections.

ACCESS REQUIREMENTS

In addition to requiring access to complete responsive repairs and maintenance in accordance with GCH's service standards, we also require access for the following purposes (which are by no means exhaustive).

Gas & Home Safety Checks

1. GCH carry out an annual Home Safety Check on all of its properties. This will include all gas boilers, appliances and pipework where present (live or not), Heat & Smoke and CO alarms as well as fire door inspections on fire escape routes where present.
2. GCH carry out home safety checks to properties that do not use Gas to heat their properties. This is to ensure smoke/heat/CO alarms and flat front fire doors in emergency escape routes are visually checked for damage, replaced before expiry and fit for purpose.

These annual checks are to help ensure any issues are identified before deterioration occurs.

Electrical Testing & Rewires

GCH recognises the need to protect our customer, staff and contractors from the risks associated with electrical installations within our properties. We are therefore under The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025 committed to:

- Undertaking a comprehensive testing programme to the domestic hardwired electrical installations within our housing stock every 5 years.
- Upgrading electrical installations to IEE regulations as identified through condition inspection.

Inspections, Home visits & Tenancy Audits

Through the Tenancy Audit Policy we aim to ensure;

- That our customer data and records are accurate.
- We periodically check the condition of property of all our homes.
- We ensure that our homes are only occupied by those with a legal right to be in residence.
- That tenant's comply with their tenancy conditions.

EMERGENCY ACCESS

In emergency situations GCH reserve the right to enter a property without prior consent from the customer. Entry without prior consent is only considered as a last resort when all other means of access have been considered in line with established policy and procedures.

GCH acknowledges that emergency access cases are rare and identified where there is a significant risk to persons or property. We consider an emergency to be a situation where we identify one of the following examples:

- There is a fire in the property
- There is a smell of gas or suspected gas leak
- A significant water leak or flooding coming from the property
- There has been structural damage which urgently needs attention e.g. subsidence
- There is the suspicion of a violent or criminal incident (access with the Police)
- A genuine concern for a customer's welfare or well-being (access with the Police)

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LEGAL AND REGULATORY EXPECTATIONS

- Tenancy Agreement
- Housing Act 1988
- Housing Act 2004 – Housing Health & Safety Rating System
- ASB Crime & Policing Act 2014
- The Landlord and Tenant Act 1985
- The Gas Safety (Installation and Use) Regulations 1998
- The Electricity at Work Regulations 1989
- The Housing Act 2004
- Prevention of Social Housing Fraud Act 2013
- Fire Safety Act 2021
- Regulatory Reform (Fire Safety) Order 2005
- Building Safety Act 2022
- Smoke and Carbon Monoxide Alarm (England) Regulations 2015 (as amended 2022)
- Social Housing (Regulations) Act 2023
- The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025
- Awaabs Law – Phase 1 Electrical Safety Regulations 2025

SERVICE STANDARDS

The tenancy agreement states that:

- We will normally give you at least 2 working days written notice for inspections and 10 working days written notice for planned maintenance works and repairs but more immediate access may be required in an emergency.
- The visit happens at a reasonable time of the day and allows the customer to be present
- Contains details about who will enter the property and for what reason
- Respects the customer's right of quiet enjoyment of the property

In addition we will:

- Use a customer's preferred method of contact as noted on CRM wherever possible.
- We will try a variety of contact methods at differing times of the day and week to try and contact a customer.
- Enforcement action will usually only be taken as a last resort, where other options have been exhausted and it is reasonable and proportionate to do so.
- GCH will consider an injunction where access is required and it is reasonable and proportionate to do so. Generally an injunction is likely to be sought for access for the annual gas safety check, the periodic electrical check or where GCH need access to rectify a major issue that is affecting that and other properties.

- If access is required for other reasons, GCH may consider starting possession proceedings.

CONSULTATION

Operational Managers were consulted in the review of this policy.

APPEALS

A customer who is not satisfied with our approach to gaining access to their property will be dealt with via our Complaints Policy.

REVIEW

This policy will normally be reviewed triennially to ensure that it reminds fit for purpose, unless an earlier review is required due to regulatoy, statutory or other requirements.