

No Access Procedure Tenants' Summary

Below is a summary of the No Access Procedure, outlining the actions we will follow in the event of not allowing us access to your home or communal area.

Purpose of the No Access Procedure

- Reasonable access into your home is required from time to time to ensure we fulfil our legislation requirements and protect your health and welfare and that of any visitors, staff, contractors, or other members of the public.
- This procedure applies to all residential homes that we manage.
- Legislation requires us to access 100% of our homes for gas and electrical testing.

The procedure before any legal actions

- After a failed appointment, due to not allowing us access to your home, a minimum of 3 letters will be sent offering another booked appointment. If the appointment is not suitable you can call to arrange another date/time.
- If we do not gain access after these 3 attempts, it will be passed on to the Housing Management Team.
- Within 3 weeks of you being referred to the Housing Management Team, they will:
 - Send a fourth and final warning letter informing you that the service/s for the property are now due or overdue, and unless immediate action is taken by you, they will apply for a court injunction to gain access legally into the property.
 - Make attempts to contact you by telephone, email, and text message.
 - Arrange for a Housing Management staff member to visit your home address. If no one answers the door, a calling card will be posted through the letterbox.
- If, after carrying out the above actions, you still fail to allow us access to your home, we will apply for a court injunction to gain access.

All communications with you about gaining access will be recorded and, if we need to follow a legal process to gain an access injunction, these records may be used as additional evidence to a court as proof that we have attempted to gain access to your home. Other evidence we may use can include:

- Our vehicle and craftworker tracker reports, showing that we arrived at a property at a particular time and date.
- Photographic evidence of the visit - which includes us taking a photo of the front door and property number. (This is only used when we need to provide proof that we visited a property to gain access and we ensure that we follow Good Data Protection Regulations.)

After a court injunction has been obtained

Once a court injunction has been granted to allow us access, the following things will happen:

- A copy of the injunction will be hand delivered to you at your address with a covering letter.

The letter will contain:

- The date the injunction was granted by the court.
 - The terms of the injunction requiring access within 3 days' written notice.
 - Explain that costs for the application have been granted by the court and this will be added onto your Saffron account as a recharge.
 - The date of an appointment to carry out the test/service. If this is not suitable you can call us and rearrange. The new appointment must be within 5 days of the date provided in the letter.
 - An explanation that point two of the injunction gives us the power to use reasonable force to enter the property, which will be done at a later date if you do not grant us access.
- An engineer/electrician will attend the provided appointment to carry out the service. If access is given there is no further action. If access is not given, we will proceed to a forced entry appointment.


The court injunction order is for the lifetime of the tenancy and will be kept on your tenancy file and used if needed in the future.

Forced entry appointment

- If access is still denied, following the serving of the injunction, we will gain entry into your home using reasonable force.
- The Housing Management Team will arrange a date for the next appointment with the relevant craftworker or contractor present. They will also organise for a carpenter to be present in case a lock change is needed.
- Housing Management will write to you advising that due to failed access they will be re-attending and will be using reasonable force to enter if no access is given. The letter includes a date and time for this appointment and explains locks will be changed if needed.
- When attending the home on the date advised, a member of the Housing Management Team will knock on the door. If you answer and allow access, the work will be carried out. If you refuse access after answering the door, the police will be contacted to assist with access.
- If you do not answer the door, the carpenter will proceed to gain entry into your home and change the locks. Before any staff enter, they will make themselves known by calling out and explaining what they are there for. The craftworker or contractor will enter the property with a member of Housing Management staff to check that you are not present before starting and completing works. If you are present, it will be explained what is happening. If you refuse to allow works to be done, all staff will leave and call the police for assistance.
- If you are not present, once the works are complete, a key box with a 4-digit security code will be put up outside the property. The new keys will be placed in this. A note will be left on the door advising the locks have been changed and you will need to contact us for the code in order to access a key for your home. Our contact details will be provided in the note, including the out of hours phone number. When you contact us, security checks will be carried out to confirm your identity and, if this is confirmed, the code will be provided. We reserve the right to not to give you this code if your identity cannot be verified.

Contact us:

 01508 532000

 info@saffronhousing.co.uk

We offer INTRAN, a communication service which provides interpreting and translation services for people who are deaf, hard of hearing or do not have English as a first language. If you require support communicating with us, please contact us using one of the above methods so that we can arrange support with INTRAN.