

	MAINTENANCE & ASSET MANAGEMENT Providence Row Housing Association	No Access Policy & Procedure VERSION: 1
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No Access Policy and Procedure

1 Purpose

This policy sets out the approach PRHA will take where residents (Resident or licensees) do not provide access for essential inspections, statutory checks, or repairs. It ensures compliance with legal obligations, protects health and safety, and safeguards the interests of both PRHA and its residents.

2 Scope

This policy applies to:

- All residents occupying property owned or managed by PRHA under assured tenancies or licence agreements.
- All statutory and essential works including, but not limited to:
 - Damp and Mould inspections
 - Electrical inspections (EICRs)
 - PAT Testing
 - Gas safety checks
 - Urgent repairs (e.g. leaks, water ingress, fire safety systems)
 - Infestation treatments
 - Health and safety inspections

3. General Principles

- PRHA has a legal duty to ensure properties are safe and well maintained.
- Residents have an obligation under tenancy agreements and licence conditions to allow reasonable access.
- PRHA will act proportionately and reasonably, escalating only where necessary.
- Vulnerable residents will be identified and supported, with additional safeguarding measures where needed.
- Emergency access will be taken where there is an immediate and serious risk to life, health, or property.

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4. Access Procedure

4.1 Appointment Process

- All appointments will be confirmed in writing by the relevant department (Property Services or Housing Management).
- Letters must clearly state:
 - The date and time (or time slot) of the appointment.
 - The reason for the visit.
 - Who will attend (contractor or staff).
- Residents will be invited to propose an alternative date/time at the earliest opportunity if the proposed slot is unsuitable.
- After the initial letter, a confirmation will follow by phone, text, or email (where details are available).

4.2 Missed Appointments

First Missed Appointment:

- Letter 1 will be sent, offering a new appointment.
- Letter will again invite the tenant to propose another suitable date and time.
- A personal visit may be arranged where appropriate.

Second Missed Appointment:

- Letter 2 will be sent, expressing urgency.
- Letter will remind the resident of their tenancy/licence obligations and risks of non-access (e.g. faulty electrics, leaks causing damage, health risks).
- Another appointment will be offered.
- Personal visit must be made.

Third Missed Appointment / Continued Refusal:

- Letter 3 (Final Notice) will be sent, firm and stringent in tone.
- Letter will:
 - Remind the resident of their legal duty to provide access.
 - Explain health and safety consequences of refusal.
 - Set out that PRHA will take legal action (injunction or possession where appropriate).
 - Warn that costs of legal action will be recharged to the resident.
- A final personal visit will be attempted.

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5. Vulnerable Residents

- Where refusal may be linked to vulnerability (mental health, disability, age, safeguarding concerns), PRHA will:
 - Involve specialist support services, social workers, or family members (with consent where appropriate).
 - Offer additional flexibility in appointment times.
 - Consider alternative communication methods (face-to-face, advocacy, translated materials).
- Enforcement action will remain a last resort, but health and safety obligations cannot be compromised.

6. Emergency Access

- PRHA reserves the right to enter a property without prior notice in the event of a serious emergency where delay could:
 - Endanger life or health (e.g. fire, gas leak, electrical hazard, flooding).
 - Cause significant damage to the building or neighbouring properties.
- Emergency entry will be undertaken with due regard to tenant safety and security, and the property will be secured after works are completed.
- A housing officer must be present in all cases where forced entry is undertaken.
- A written record of emergency access will be provided to the resident as soon as possible afterwards.

7. Legal Enforcement

- For assured Residents:
 - PRHA may seek an injunction under the Housing Act 1996 to gain access.
 - As a last resort, possession may be sought under Grounds 12 or 13 of the Housing Act 1988.
- For licensees:
 - PRHA may terminate the licence following due process.
 - Injunctions may also be sought where proportionate.

8. Records and Monitoring

- All communication attempts, letters, and visits will be logged for audit and evidential purposes.
- Property Services and Housing Management teams will review no-access cases monthly to identify patterns and address systemic issues.

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