No Access Policy

Version number	1
Date applies from	13/07/2026
Policy owner	Director of Safe Homes
Next review date	13/07/2029
Strategy link	Safe, Well Maintained, Sustainable & Affordable Homes Customer Focused and Equitable Services

Key connected legislation/regulation:

- Housing Act 2004
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Social Housing (Regulation) Act 2023
- Health and Safety at Work Act 1974
- Gas Safety (Installation and Use) Regulations 1998
- Electrical Safety Standards (England) Regulations 2020
- Regulator of Social Housing – Consumer Standards
- Social Housing (Regulation) Act 2023
- The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
- The Regulatory Reform (Fire Safety) Order 2005
- The Building Safety Act 2022
- The Fire Safety (England) Regulations 2022

Annual Checks

Policy owners should ensure that an annual check of hyperlinks, roles, and names is undertaken. These checks are in addition to formal review process. Please see Policy and Procedure framework guidance for further details.

If you need this information in an alternative language please call

0161 605 7260

For other formats please call

0300 123 5522

Introduction

This Policy sets out ForHousing's approach where access to a property cannot be obtained to deliver landlord services.

Access to homes is fundamental to enabling ForHousing to:

- Meet its legal and regulatory obligations
- Maintain safe, compliant and well-maintained homes
- Deliver effective repairs, maintenance and housing management services

This Policy provides a clear, consistent and proportionate framework for managing no access, ensuring that:

- The safety and wellbeing of customers and others is protected
- Legal and regulatory compliance is maintained
- Customers are treated fairly, respectfully and with understanding

Our approach combines early engagement, customer support and risk-based escalation, recognising that barriers to access are often complex and require tailored responses.

This Policy applies to:

- All homes owned or managed by ForHousing
- All tenants, leaseholders, shared owners and occupiers
- All employees, contractors and agents acting on behalf of ForHousing

It covers all scenarios where access is required, including but not limited to:

- Responsive repairs and maintenance
- Planned and cyclical works
- Statutory compliance inspections (gas, electrical, fire, water safety)
- Damp, mould and property condition inspections
- Tenancy management and welfare visits
- Emergency interventions

This Policy applies across all service areas where access is required to fulfil landlord responsibilities.

Tenure-specific application: Where access is required for leaseholders, shared owners or other non-tenancy arrangements, ForHousing will apply this Policy in line with the relevant lease, occupancy agreement, statutory obligations and legal advice. Enforcement routes may differ from those available under tenancy agreements.

Scope of Policy

ForHousing has a legal and moral duty to ensure its homes are safe and maintained to required standards.

We will take all reasonable and proportionate steps to gain access to properties in order to:

- Meet statutory and regulatory requirements
- Protect the health and safety of customers, staff and the public
- Maintain asset quality and sustainability

We recognise that failure to gain access can:

- Delay essential safety checks and repairs
- Place customers at risk
- Impact compliance with regulatory standards

We also recognise that no access may arise due to:

- Vulnerability or support needs
- Communication barriers
- Lifestyle or personal circumstances

Our approach will therefore be:

Customer-focused - We will seek to understand and address barriers to access, offering flexibility and support where required.

Risk-based - We will prioritise cases based on the level of risk. Safety-critical issues, such as gas safety, electrical safety, fire safety, damp and mould, or serious property hazards, will be escalated urgently.

Risk categories - We will decide how quickly to act by considering the type of visit and the possible impact if access is not gained. Cases will normally be grouped as:

- emergency,
- legal compliance,
- high-risk health and safety, or
- routine access.

We will act faster where no access could put customers, neighbours, colleagues, contractors, ForHousing or the property at risk.

Proportionate - Action will escalate appropriately, balancing support and enforcement.

Transparent - Customers will be clearly informed of:

- The need for access
- Their responsibilities
- The consequences of persistent no access

Legally compliant - All action will align with tenancy agreements, legislation and regulatory expectations.This Policy supports compliance with relevant landlord duties and regulatory expectations, including the Landlord and Tenant Act 1985, Homes (Fitness for Human Habitation) Act 2018, Housing Act 2004/HHSRS, Gas Safety (Installation and Use) Regulations, Electrical Safety Standards, fire and building safety requirements, the Social Housing (Regulation) Act 2023, Awaab's Law requirements for emergency hazards and significant damp and mould, and the Regulator of Social Housing Consumer Standards.

Evidence-led - All actions and attempts to gain access will be recorded to provide a clear audit trail.

Customer Responsibilities

Customers are expected to:

- Provide reasonable access for landlord-required visits
- Keep appointments or notify us if unable to attend
- Cooperate with safety checks and inspections
- Ensure safe access to the property (including securing pets and removing or managing any hazards that may affect the safe completion of the visit)

Persistent failure to provide access may be treated as a breach of tenancy conditions and will be managed in line with this Policy.

Definition of No Access

A "no access" event occurs where entry to a property cannot be gained at a pre-arranged or reasonable visit, including:

- Missed appointments
- Refusal of entry
- No response to contact attempts
- Unsafe or obstructed access conditions

Roles and Responsibilities

- Housing, repairs, asset, compliance and building safety teams are responsible for identifying access requirements, assessing risk and progressing appropriate engagement or escalation.
- Managers are responsible for oversight of higher-risk cases, ensuring decisions are proportionate, evidence-led and appropriately escalated.
- Safeguarding, tenancy sustainment and support services will be involved where no access may indicate vulnerability, self-neglect, welfare concerns, domestic abuse, hoarding, mental health concerns or other support needs.
- Legal services will advise on enforcement options where access cannot be secured through engagement and support.

Approach to Managing No Access

ForHousing will adopt a structured, staged and risk-based approach to securing access.

1. Appointment Management

- Appointments will be agreed with customers wherever possible
- Customers will be clearly informed of:
    - The purpose of the visit
    - Any required preparation
    - Their obligation to provide access

Reasonable adjustments will be considered and recorded, including preferred contact method, accessible formats, translated information, advocate or support worker involvement, flexible appointments and additional reminders where appropriate.

2. Failed Access

Where access is not gained:

- The attempt will be recorded
- A notification will be left where possible
- The customer will be contacted to rearrange

Repeated failures to provide access will trigger escalation.
For routine access, repeat contact and a further appointment will normally be offered before formal escalation. For statutory compliance, emergency hazards or significant health and safety risks, escalation may be accelerated to ensure required timescales and legal duties are met.

3. Escalation Framework

Escalation will be proportionate, with prioritisation of safety-critical cases.

Indicative timescales: The timescales below are a guide and may be shortened where there is a statutory compliance deadline, emergency hazard, significant damp and mould risk, safeguarding concern, or other serious health and safety risk.

Stages	Expected timeframe	Action
1. First contact after failed access	Within 1 working day	Record the failed access attempt, leave a notification where possible, and contact the customer to explain why access is needed.
2. 1st Repeat appointment offered	Within 5 working days	Offer a further appointment ,contact via multiple channels (phone, SMS, email, letter), consider flexible options and check whether any support or reasonable adjustments are needed.
3. 2nd Repeat appointment offered	Three failed access attempts within 12 working days	Review the case, confirm all contact attempts have been recorded, check for vulnerabilities or support needs, and prepare to issue a formal warning if access is still not provided.
4. 3rd Repeat appointment offered. **Targeted escalation and Formal Warning**	Normally within 15 working days where access is still not secured	Review the case with the relevant service lead and consider housing, safeguarding, tenancy sustainment, contractor or support service involvement. Issue written warning, setting out the three failed access attempts, customer responsibilities, the reason access is required and possible consequences if access is not provided.
5. Legal referral	Normally within 20 working days where access is still not secured	Refer for legal advice where engagement, support and escalation have not secured access, or earlier where the level of risk requires it. •Legal remedies may be pursued, including injunctions or warrants of entry •Enforcement action may be taken in line with tenancy agreements including seeking possession •Associated costs may be recovered where appropriate

For statutory compliance and high-risk safety cases, these steps may run in parallel and legal advice may be sought earlier to prevent overdue compliance, unmanaged hazards or avoidable risk to customers and others.

Statutory Compliance and High-Risk Cases

Where we need access to meet legal or safety duties, such as gas, electrical, fire safety, damp and mould, HHSRS Category 1 hazards, we will act more quickly.
This means we will:

- treat safety-critical visits as a priority
- move cases through the no access process more quickly
- take earlier action, including legal action, where needed

This helps ForHousing to:

- meet legal and regulatory deadlines
- protect customers, colleagues, contractors and others
- keep safety checks, inspections and repairs up to date

If we cannot get access for these types of visits, we will treat this as a serious compliance risk. The case will be escalated quickly to the right operational or governance route.
Where access is needed because of an emergency hazard or serious damp and mould risk, ForHousing will act within the required legal and regulatory timescales. If there is an immediate risk of serious harm, we will take urgent action. If the home cannot be made safe in time, we will consider other options, including temporary accommodation where this is appropriate.

Emergency access: In exceptional circumstances, where there is an immediate risk to life, serious injury, significant property damage, danger to neighbouring homes or an urgent statutory safety issue, ForHousing may take emergency action to gain access in line with legal powers, tenancy/lease provisions and operational procedures.

Contractor responsibilities: Contractors and agents acting on behalf of ForHousing must follow agreed no access procedures, provide timely evidence of attendance, leave agreed notifications where appropriate, report failed access promptly, identify any customer or property risk observed, and support accurate case recording and escalation.

Recharges and cost recovery: Where persistent or unreasonable failure to provide access results in avoidable costs, ForHousing may consider recovery of costs in line with the Recharge Policy. Decisions will be fair, proportionate and take account of vulnerability, support needs, reasonable adjustments and the circumstances of each case.

Data sharing and confidentiality: Information may be shared between relevant ForHousing teams, contractors, legal advisers and support agencies where necessary to secure access, manage risk, comply with legal duties or safeguard customers. Information will be handled in line with data protection, confidentiality and information governance requirements.

Complaints and customer challenge: Customers may raise concerns or complaints about appointment handling, communication, escalation decisions or the way this Policy has been applied through ForHousing's Complaints Policy. Complaint learning will be used to improve access processes.

Equity, Diversity, and Inclusion

We value diversity and work to create an inclusive environment for our customers and colleagues, where everyone has access to the same opportunities. We welcome our responsibility to comply with equalities legislation and regulatory requirements that relate to equity, diversity and inclusion, and we aim to go further. Through our activities, we work to remove systemic barriers to equal opportunities and eliminate all forms of discrimination, harassment and victimisation across our organisation.

We are committed to providing services and workplaces that are fair, equitable and inclusive. We will take the time to understand and make any reasonable adjustments needed by customers or colleagues, in line with ForHousing's Reasonable Adjustment Statement and the Equality Act 2010. Any adjustment we provide will be recorded and kept under review to make sure it remains appropriate.

Implementation and Communication

This policy will be available to both colleagues and tenants on our internal intranet and our customer website.

Monitoring, Recording, Reporting

Monitoring will include no access volumes and trends, repeat no access rates, statutory compliance no access cases, average time to resolve access issues, overdue compliance cases, legal escalations, cases involving vulnerability or reasonable adjustments, contractor no access performance and learning from complaints.

Evidence and record keeping: Records must be sufficient to support operational decision-making, customer communication, compliance assurance and any legal action. This should include appointment details, contact attempts, customer responses, evidence of attendance where available, risks identified, adjustments offered, decisions made, escalation approvals and legal evidence packs where required.

Reporting of no access will be via performance reporting to SLT, EMT relevant committees and Board.

Related Documents

- Repairs and Maintenance Policy and Procedure
- Damp and Mould Policy and Procedure
- Fire Safety Policy and Procedure
- Asset Management Policy
- Health and Safety Policy
- Gas Repairs Policy and Procedure
- Asbestos Policy
- Legionella Policy

- Building Safety Policy and Procedure
- Neighbourhood Management Policy
- Complaints Policy
- Recharge Policy
- Safeguarding Policy
- Reasonable Adjustment Statement
- Data Protection Policy
- Tenancy Agreement

Co-production

Customer feedback, complaints learning, operational insight and equality considerations will inform future reviews of this Policy. Where material changes are proposed, appropriate customer and colleague engagement will be considered in line with ForHousing's policy framework.

Approval & Review History

With effect from 06/07/2026 the approval route for the No Access Policy is:

SLT

Date	Version	Approved by	Detail
13/07/2026	1	SLT	New Policy (Approved via SLT 13/07/2026)