

Housing Management Compliance Access Policy

Date of review: July 2024

Purpose: This policy sets out the approach Housing Management will take to gain access to tenanted properties for Bernicia to complete essential health and safety work.

Associated documents:

- Housing Management Compliance Access Procedure
- Eviction Procedure
- Tenancy Agreements
- Licence Agreements
- Asbestos Management Policy
- Electrical Safety Policy
- Fire Safety Policy
- Gas Safety (Plus) Policy
- Lift Safety Policy
- Water Safety Policy
- Eviction Policy

Date for review: July 2025

Responsibility: Tenancy Compliance Team Leader

1. Introduction

- 1.1 Bernicia requires access to its tenanted properties to fulfil legal and regulatory health and safety obligations.
- 1.2 After two access failures, cases are referred to Housing Management to facilitate access for essential health and safety work to be completed.
- 1.3 This policy sets out the approach Housing Management will take to gain access to tenanted properties for Bernicia to complete essential health and safety work.
- 1.4 We will adopt a supportive yet firm approach when dealing with tenants who are experiencing issues that impact the completion of essential health and safety work. We will handle each tenant's situation individually and exercise flexibility where feasible.
- 1.5 If tenants fail to provide property access for essential health and safety work, the last resort is repossession of the property. We will only consider this action after exhausting all possible steps to assist the tenant.

2. Policy statements

- 2.1 We will use a range of methods to engage with tenants who have failed to provide property access. This will help identify barriers to access and any support required. This will include telephone calls, emails, texts, letters, visits, and the offer of support, including appropriate referrals where required.
- 2.2 We understand that tenants can face various challenges which may prevent essential health and safety work from being completed. We will aim to support our tenants who have health issues, are experiencing fuel poverty or are struggling with maintaining their tenancy.
- 2.3 For General Needs and Bernicia Living tenanted properties, access action will be taken in accordance with the Housing Management Compliance Access Procedure to ensure essential health and safety work is completed. For Care & Support tenanted properties, the procedure will be used on a discretionary basis due to the varying complexity of tenant needs.

3. Responsibility for implementation

- 3.1 It is the responsibility of the Heads of Service, Housing Managers, Team Leaders, and Housing Officers to ensure that this policy is complied with.

4. Actioning the policy

- 4.1 This policy will be actioned whenever cases are referred to Housing Management, following two tenanted property access failures for essential health and safety work.

5. Monitoring the policy

- 5.1 Housing Management Compliance activity should be recorded on the housing management system by the Housing Officer. Actions and outcomes will then be monitored by the line manager.

6. Resources

- 6.1 There should be no additional resources required in order to fulfil the commitments in this policy.

7. Equality and Diversity

- 7.1 A policy risk and compliance assessment has been undertaken on this policy. In carrying out its services, we are committed to:
- Treating all customers and employees positively regardless of any personal characteristics including gender, age, ethnicity, disability, sexuality, gender reassignment or religion.
 - Taking seriously all complaints and investigating and responding accordingly.
 - Using plain language and providing information in other languages, large print, audio, and Braille on request.

Uncontrolled if printed – This may not be the latest version of the policy

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