



No Access Policy (Repairs and Maintenance)

Name	No Access Policy (Repairs and Maintenance)
Owner	Strategic Director
Last Review	November 2024
Next Review	November 2026
Consultation ET	TBC
Consultation with Residents	TBC
Equality Impact Assessment	TBC
Confidentiality	Low

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1.0 Introduction and Objectives

- 1.1 As a landlord, Gateshead Council is responsible for repairs and maintenance to our homes, communal blocks, and other properties we own and manage.
- 1.2 The key objective of this policy is to ensure our Cabinet, Senior Management Team, employees, partners, and tenants are clear on our legal and regulatory obligations.
- 1.3 This policy provides the framework our staff and partners will operate within to ensure our homes are improved, inspected, and maintained.
- 1.4 In line with tenancy and lease agreements, tenants and leaseholders are required to give access to Gateshead Council, in order that we can carry out our functions as a landlord. This includes allowing reasonable access to Gateshead Council staff and its contractors for essential repairs and maintenance including safety checks.
- 1.5 This policy outlines our approach to gaining access to tenants' homes to carry out the necessary landlord services to ensure that properties we own and manage are safe, healthy and free from hazards. This includes the completion of reactive repairs, cyclical and planned maintenance, medical adaptations, void repairs and servicing of heating and electrical systems.
- 1.6 We have a moral and legal duty to ensure that we:
 - Have an efficient and effective repairs and maintenance service.
 - Have a clear and reasoned approach to planned maintenance and repairs to tenants' homes and communal areas.
 - Establish and maintain good relationships with tenants that are based on trust and that take into account individual needs and financial factors.
 - Ensure that we achieve ongoing compliance with all applicable legislation.
 - Have in place an effective complaints process which is compliant with the Housing Ombudsman Complaint Handling Code. This provides tenants the opportunity to have their voice heard and receive appropriate redress.
 - Allow tenants to be supported by a representative or advocate in interactions about landlord services.
- 1.7 This policy aims to ensure that Gateshead Council:
 - Puts the wellbeing and safety of its tenants first.
 - Complies with its legal obligations as a landlord.
 - Provides the best quality service to tenants.
 - Maintains tenants' homes to a high standard.
 - Seeks to identify, understand, and learn from issues that prevent tenants from allowing access and to minimise any legal action.
 - Ensures a robust escalation process is in place to provide the tenant with the opportunity to give access at a mutually convenient time, while advising that it may lead to forced entry where no access is provided.
 - To provide a fair and transparent process to gain access to the property where the tenant has either, not agreed to give access or ignores any contact requesting access.

2.0 Scope

- 2.1 This policy meets the requirements of all relevant legislation and regulations relating to tenancies including the Housing Act 2004, Landlord and Tenant Act 1985, the Social Housing (Regulation) Act 2023, the Decent Homes Standard and the Regulator of Social Housing's Consumer Standards.
- 2.2 This policy covers all works to tenants' homes that Gateshead Council is obliged to carry out but are unable to gain access. Gateshead Council's obligation is stipulated within tenancy agreements and leases. Tenants are required to give Gateshead Council access to their home to allow us carry out our duties (or rights) as a landlord. These include but are not limited to the following:
- Urgent and emergency repairs, maintenance, or improvements.
 - Routine repairs, maintenance, or improvements (or inspections generally) including where disrepair claims are made (i.e. where it is alleged that Gateshead Council has not fulfilled its repairing obligations).
 - Property safety works including asbestos survey/removal work, electrical testing and electrical works, gas safety checks and annual servicing, fire risk assessments and fire safety works, lift safety and water safety checks.
 - Stock condition surveys.
 - Visits to sustain tenancies and property management.
- 2.3 This policy provides assurance to stakeholders that measures are in place to ensure compliance with regulations and to identify, manage and/or mitigate associated risks.
- 2.4 This policy applies to all Council employees, tenants, contractors and other persons or stakeholders who may work on, occupy, visit, or use our buildings, or who may be affected by our activities or services.
- 2.5 All stakeholders should use the policy to ensure they understand the obligations placed upon Gateshead Council to maintain a safe environment for tenants and employees, within the home of each tenant, and within all communal areas of buildings and other properties we own and/or manage. Adherence to this policy is mandatory for all stakeholders.

3.0 Roles and responsibilities

- 3.1 The Cabinet has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with the regulatory standards and legal requirements. As such, the Cabinet will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).
- 3.2 For assurance that this policy is operating effectively in practice, the Cabinet will receive regular updates on its implementation, performance and compliance.
- 3.3 The Senior Management Team (SMT) will receive monthly performance reports in respect of no access issues to ensure compliance is being achieved. They will also be notified of any non-compliance issue identified and planned corrective action.
- 3.4 The Strategic Director has strategic responsibility for the management of building safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.
- 3.5 The Service Director and Service Managers have operational responsibility for the management of building safety including repairs and maintenance and will be responsible for overseeing the delivery of these programmes.
- 3.6 It is a condition of the tenancy agreement that tenants must allow access for us to carry out works in their home.
- 3.7 Housing teams will provide support where gaining access to properties is difficult and will assist and facilitate the legal processes, as necessary.

4.0 Regulatory Standards, Legislation and Approved Codes of Practice

- 4.1 **Regulatory Standards** - We must ensure we comply with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England. The new consumer standards were introduced on 01 April 2024 and detail the four consumer standards which landlords are required to comply with, including:
 - **The Safety and Quality Standard** - which requires landlords to provide safe and good quality homes and landlord services to tenants. This includes stock quality; decency; health and safety; repairs, maintenance, and planned improvements; and adaptations.
 - **The Social Housing (Regulation) Act 2023** will change the way social housing is regulated and may result in future changes to this policy.
- 4.2 **Legislation** - The principal legislation applicable to this policy is:
 - Landlord and Tenant Act 1985 (Section 11).
 - Housing Act 2004.
 - Defective Premises Act 1972.
 - Homes (Fitness for Human Habitation) Act 2018.
 - Housing Health and Safety Rating System (England) Regulations 2005 (HHSRS).
 - Gas Safety (Installation and Use) Regulations 1998.
 - Electricity at work regulations (1989).

- The Control of Asbestos Regulations 2012 (CAR 2012).
 - Regulatory Reform (Fire Safety) Order 2005 (RRFSO).
 - Building Safety Act 2022.
 - Fire Safety Act 2021.
- 4.3 Additional legislation - this policy also operates within the context of additional legislation (see Appendix 1).
- 4.4 **Sanctions** - the Council acknowledges and accepts its responsibilities in accordance with the regulatory standards, legislation and approved codes of practice and that failure to discharge these responsibilities properly could lead to a range of sanctions including prosecution by the Health and Safety Executive (HSE) under the Health and Safety at Work etc. Act 1974, prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007 prosecution under any of the principal legislation listed in Section 4.2, and via a regulatory notice from the Regulator of Social Housing (RSH).
- 4.5 **Tenants and Leaseholders** - the Council will use the legal remedies available within the terms of the tenancy agreement, lease or licence should any tenant refuse access to carry out essential electrical safety checks, maintenance and safety related repair works.
- 4.6 This policy should be read and delivered in conjunction with the following policies and procedures:
- Compensation Policy.
 - Corporate Complaints Policy (Social Housing).
 - Damp, Mould and Condensation Policy.
 - Decant Policy (Housing Conditions).
 - Disrepair Policy.
 - Electrical Safety Policy.
 - Gas and Heating Policy.
 - Health and Safety Policy.
 - Repairs and Maintenance Policy.
 - Tenancy Agreement / Lease Agreement.
 - Vulnerable Persons Policy (including reasonable adjustments).

5.0 Obligations

- 5.1 As a landlord Gateshead Council is legally obliged to repair and maintain its housing stock and 'keep in repair' their property portfolio.
- 5.2 The aims of the policy are:
- To ensure that Gateshead Council is able to gain access to properties to complete essential safety checks including repair and maintenance work.
 - To demonstrate how we will adopt a 'reasonable approach' in non-emergency situations, to gain access to properties through multiple attempts of contact with the tenant to secure access by agreement.
 - To set out how Gateshead Council will adjust its approach to access and may work in partnership with external support and advocacy agencies where the tenants/occupiers are known to be vulnerable in any way or where there are barriers to communication.
 - To set out how we will ensure compliance with ongoing legal and regulatory requirements.
 - To set out how emergency access requirements will be followed where there is an immediate health and safety risk to the occupants or to the building.

6.0 Statement of Intent

- 6.1 Gateshead Council will ensure we arrange access for repairs, inspections and improvements needed to the following: *This list is not exhaustive
- The structure and exterior of the property (including drains, gutters and external pipes).
 - The installations in the property for the supply of water, gas and electricity.
 - The installations for sanitation (basins, sinks and baths).
 - The installations for property safety including sprinklers, door entry, warden call, assisted toilets, domestic auto doors, gates and barriers.
 - The installations for heating the property and providing hot water.
 - To carry out and provide a valid Energy Performance Certificate (EPC).
 - To carry out an energy performance dwelling assessment.
 - To carry out decarbonisation works to the internal and external of the property or building.
 - To carry out and provide a valid Gas Safety Certificate at the start of the tenancy and within 28 days of each annual gas safety check (if there is a gas installation).
 - To ensure all properties have a working smoke alarm on every floor used as living accommodation.
 - A carbon monoxide alarm in all rooms using solid fuels - such as coal fire

- To ensure an EICR (Electrical Installation Condition Report) is completed at least every 5 years by a competent person.
 - To ensure the property is free from damp and mould by tackling repairs to the structure and exterior and make sure the property is adequately ventilated.
 - To ensure the home is free from trip and fall hazards by ensuring safety rails are installed and stairs are in good repair.
 - To ensure access to the property is well lit in communal spaces.
 - To ensure the property has an adequate water supply and drinking water is supplied from the mains.
 - The property is free from structural defects including the roof, floors, walls and ceilings.
 - To carry out a stock condition survey to assess the lifecycle of capital components along with the general structure.
 - To ensure capital components are maintained or renewed on a lifecycle basis including kitchens, bathrooms, windows, doors, roofs, cyclical decorations etc.
 - To ensure the property is safe and compliant to remedy any HHSRS failures and other regulatory breaches.
- 6.2 Tenants must ensure access is granted to Gateshead Council and relevant workers to enable repairs or inspections to be carried out. Gateshead Council will ensure that we give our tenants at least 24 hours' notice requesting access at a reasonable time of the day.
- 6.3 In an emergency, permission is not needed to enter the home. Every effort will be made to contact you.
- 6.4 Gateshead Council will ensure all reasonable methods of arranging access to ensure our homes and tenants receive sufficient investment and services. If a tenant refuses access, they may be in breach of their tenancy agreement and a court order may be pursued.
- 6.5 Where access attempts are unsuccessful, we will attempt to understand why tenants cannot or will not provide access and work with them to find a solution to ensure that works are completed.
- 6.6 In the circumstance where a mutual solution cannot be found, we will seek to exhaust our landlord obligations listed within the tenancy agreement to ensure that access is gained to complete our landlord services.
- 6.7 Gateshead Council recognise that in some scenarios tenants may not allow access for example due to vulnerabilities. Please refer to the Vulnerable Persons Policy regarding additional support we can provide to tenants.

7.0 Programmes

Appointments

- 7.1 When a tenant reports a non-emergency repair, we will provide a mutually convenient appointment for the works to take place. Where this is not possible, or the works required are unclear we will offer an appointment for an inspection to diagnose the correct works required.
- 7.2 For responsive repairs to a communal area where no tenant access is required, appointments will still be scheduled with a lessor priority than repairs to tenants' homes.
- 7.3 Tenants are required to provide access for repairs at the appointed time, to remove belongings to enable the work to be undertaken and to provide a clean, smoke free environment for our employees and contractors to work in.
- 7.4 If appointments are no longer convenient, tenants are required to inform Gateshead Council to rearrange to a more suitable date and time. 24 hours' notice should be given wherever possible.

Customers can cancel a repair by the following means:

- Telephone - via our 24-hour freephone telephone service on 0800 408 6008.
 - Online - via [My Housing Account](#), Gateshead Council's online service for council housing tenants. View details of your former and current tenancies including rent statements and repair history, contact housing services with queries and manage your personal details.
 - By text to **0762 480 4167** and start your message with "REPAIR".
 - Email to: repairs@gateshead.gov.uk
- 7.5 If a tenant fails to provide access to pre-arranged appointments, Gateshead Council reserves the right to recharge a tenant.
- 7.6 Where Gateshead Council have attended an appointment but could not gain access and the repair is deemed as a health and safety issue, we will contact the tenant to arrange another appointment.
- 7.7 Where Gateshead Council have attended an appointment but could not gain access and the repair is not deemed to be a health and safety issue, we will follow the no access procedure.
- 7.8 Where there is an immediate risk or hazard to property or people, we will take additional steps to ensure access to the property.
- 7.9 Appointments are undertaken in line with the Repairs and Maintenance Policy.

No Access in Emergency Repair Situations

- 7.10 When a tenant reports an emergency repair, the tenant (or an appropriate adult) must remain at the property for the agreed period (usually 24 hours), until a representative of the Gateshead Council attends to repair or make the property safe.
- 7.11 If we are unable to gain access due to the tenant not being home for a repair, the operative/contractor will make efforts to contact the tenant on arrival at the property to gain access, including contact by telephone.

- 7.12 Photographic evidence of the arrival at the property will be taken and uploaded to our Document Management System (DMS).
- 7.13 A No Access Card will be left at the property, notifying the tenant that the repair has been cancelled and they must contact Gateshead Council to book another appointment.
- 7.14 The tenant may be charged a standard no access appointment fee. This is to cover the minimum labour costs for the abortive costs of Gateshead Council or a contractor.
- 7.15 In emergency situations where the repair poses a serious safety risk for other residents or within a building, we will take appropriate steps to gain access. All reasonable attempts to contact the tenant will be made and allow reasonable time to gain access. If this is not successful, we will force entry to the property to remove any safety risks. If the tenant does not allow reasonable access, they will be liable for the associated costs of the forced entry, repair work and any damage caused through the inaction or neglect by the tenant.

No Access in Non-Emergency repair situations

- 7.16 When a tenant reports a non-emergency repair, we will provide a mutually convenient appointment for the works to take place or an appointment for an inspection to diagnose the correct works required.
- 7.17 If the Gateshead Council is unable to gain access due to the tenant not being home for a repair, the operative/contractor will make efforts to contact the tenant on arrival at the property to gain access, including contact by telephone.
- 7.18 Photographic evidence of the arrival at the property will be taken and uploaded to our Document Management System (DMS).
- 7.19 A No Access Card will be left at the property, notifying the tenant that the repair has been cancelled and they must contact Gateshead Council to book another appointment.
- 7.20 The tenant may be charged a standard no access appointment fee of £35.00. This is to cover the minimum labour costs for the abortive costs of Gateshead Council or a contractor.
- 7.21 Where a no access occurs and the repair is related to health and safety matters or materials have been ordered, the repair will stay open to allow time to make contact to rebook the repair.
- 7.22 Gateshead Council will monitor no accessed visits to ensure that properties do not fall into a state of disrepair.

Access for Planned Maintenance, Inspections and Safety Checks

- 7.23 We may require access for works outside of responsive repair work. This may include:
- Access to carry out an inspection, or stock condition survey.
 - Access to remove or inspect for the presence of known hazards e.g. asbestos through survey or removal.
 - Access to carry out works to remedy Damp, Mould and Condensation.

- Access to post inspect works carried out to ensure Damp, Mould and Condensation has been eradicated.
 - Access to assess work required in relation to Housing Condition claims.
 - Access to carry out Disrepair works.
 - Access to post inspect Disrepair works.
 - Access for periodic inspections/check such as gas and electric safety checks.
 - Tenancy related visits.
 - Health and safety breaches.
 - Follow-up Work / rescheduled visits.
- 7.24 For planned access, Gateshead Council, or our representatives, will contact a tenant to arrange an appointment to access their home. We will provide reasonable time for the tenant to rearrange and outline ways and methods to contact us.
- 7.25 If repeated appointments are missed by the tenant, Gateshead Council will then proceed as follows:
- Stage 1 letter.
 - Stage 2 letter (pre-legal action letter).
 - Pre-Action Letter from solicitor(s) informing of legal action taken.
 - Issuance of injunction.
- 7.26 Before issuing Stage 1 and 2 letters Gateshead Council will always attempt to speak to a tenant to avert legal action and where possible, explain the importance of access and provide a tenant with support where required.
- 7.27 For Annual Gas Safety checks, tenants are advised of this potential charge in writing in the letters notifying them that the service is due. The costs associated with forcing access to a property for an essential safety inspection will be recharged to the tenant.
- 7.28 Should we proceed with legal action, we may commence with a warrant, injunction, possession, and money judgment proceedings simultaneously. We will seek to recover any legal costs from the tenant or leaseholder.

No Access for work being carried out by contractors of Gateshead Council

- 7.29 When a contractor attends at a pre-arranged appointment to carry out a repair and there is no-one at home to give access this can cause a loss to the contractor. In some cases, this loss is passed on to the council by the contractor.
- 7.30 Repair appointments are arranged to suit tenant requirements, and they can be re-arranged in advance if required. Therefore, unless there are exceptional circumstances, the council will charge for any costs for missed appointments that are passed on from the contractor.

Repeated No Access

- 7.31 Gateshead Council will monitor no access through our Housing System (NEC) and our appointment system (DRS). Instances of repeated no access will be highlighted.

- 7.32 We reserve the right to charge tenants for the call out costs should no access be a continuous issue at the property. This will only be done following an investigation into the circumstances and frequency of no access instances.

Refusal of Access

- 7.33 Gateshead Council will ensure all reasonable methods of arranging access to ensure our homes and tenants receive sufficient investment and services. If a tenant refuses access, they may be in breach of their tenancy agreement and a court order may be pursued.
- 7.34 Where the repair is understood to be an emergency or a health and safety matter then we will continue to make contact prior to the repair being cancelled. If the repair poses a serious safety risk for other residents or the building, we will take appropriate steps to gain access.
- 7.35 In advance of needing to gain access to one of our tenants' homes where possible we'll provide as much information to help them develop an understanding around the importance of allowing access and where they have an option to decline or postpone some types of work.
- 7.36 In cases where it is difficult gaining access, understanding of the reasons behind those difficulties, can result in lower legal costs and higher access rates.
- 7.37 Gateshead Council will review a tenants' support needs and aim to address any relevant risks when implementing this policy. This will be done on a case-by-case basis and planned to avoid unnecessary delays.
- 7.38 Legal action and/or legally compliant forced entry will only be used as a last resort.

8.0 Follow-up Work

- 8.1 Follow-up work will be required where essential repairs and maintenance work require more than one visit or where the property was made safe.
- 8.2 Following the completion of the essential repairs and maintenance works a post inspection may be required to check that the works are completed as per the specification or schedule of works.
- 8.3 The tenant is required to give reasonable access for the post work inspections to take place and raise any concerns with the operative/contractor.

9.0 Data and Records

- 9.1 We will hold no access data within Housing System (NEC) and our appointment system (DRS), along with supporting evidence of appointments, access attempts in our document management system.
- 9.2 We will keep all these records for the duration that we own and manage the property/in line with our document retention policy and have robust processes and controls in place to maintain appropriate levels of security for all housing related data.

- 9.3 Gateshead Council will comply with its obligations under relevant data protection legislation and regulations. There are some situations in which Gateshead Council is required by law to disclose information given to us.
- 9.4 Gateshead Council will share contact information with people working on our behalf and work with partner agencies to help gain access to our tenants homes.

10.0 Tenant Engagement

- 10.1 Gateshead Council recognises that effective communication and engagement is pivotal to gaining access and therefore we will provide mutually convenient appointments within our standard working hours.
- 10.2 We can provide information in an alternative language or arrange for an interpreter to attend, like British sign Language.
- 10.3 We will provide all information, including a timetable of works where applicable. We will use simple language and pictures where possible and we will explain the potential impact of the work.
- 10.4 We will use a range of communication methods which reflect the needs of our tenants to agree appointments.
- 10.5 We will offer flexible support that works for our tenants to assist in gaining access.
- 10.6 We understand the impacts that a request for access may have on tenants. We will work closely with tenants to minimise the impact of the works and ensure the tenants' home is left clean and tidy. We will be clear with our tenants about the possible impacts from the outset and ensure we provide an opportunity for ongoing conversations.
- 10.7 We will listen and respond to our tenants' concerns. We will target appropriate actions to the needs of tenant groups. We will be innovative with our approach to achieve the best outcomes for our tenants.

Reasonable Adjustments

- 10.8 It is our policy to ensure that discretion is used in cases of identified vulnerabilities such as disability, frailty, domestic abuse, concern for welfare or any other identified need. We will use information provided by tenants and held in our systems to assist in making reasonable adjustments when gaining access.
- 10.9 In cases where abuse is identified or suspected, a safeguarding notification will be made. See the Safeguarding Procedure.

11.0 Competent Persons

- 11.1 Only competent operatives and contractors with the relevant training and accreditations will be permitted carry out essential repairs and maintenance works.
- 11.2 We will check that our contractors hold the relevant qualifications and accreditations when we procure them and subsequent checks will be completed on an annual basis. We will evidence these checks and each contractor's certification appropriately.

- 11.3 Only suitably competent consultants and contractors will provide third party technical quality assurance checks.

12.0 Implementation

- 12.1 The relevant service managers will ensure that the policy and associated procedures are embedded within the operational delivery of the repairs service and that all staff are aware of their responsibilities and are adequately trained to carry them out.
- 12.2 We will deliver training on this policy and the procedures that support it, through appropriate methods including toolbox talk briefings and on the job training for those arranging appointments for work and inspections as part of their daily job. All training undertaken by staff will be formally recorded.
- 12.3 We will ensure that all operatives working for, or on behalf of the Council have the relevant qualifications required for their role.
- 12.4 We will undertake periodic assessments of training needs and resulting programmes of internal and external training supported by Workforce Development.
- 12.5 All employees will have an understand the no access policy and their role and responsibilities in ensuring that we adhere to it.

13.0 Performance Reporting

- 13.1 We will report key performance indicator (KPI) measures for no access repair appointments which will be presented to various boards, committees and groups.
- 13.2 Gateshead Council will collate and monitor performance information in relation to repairs strategic key performance indicators. This includes the Regulator of Social Housing (RSH) requirements set out in Tenant Satisfaction Measures.
- 13.3 Data and tenant insight will be analysed to identify trends to continually improve service delivery and monitor no access performance.

14.0 Quality Assurance

- 14.1 We will monitor the number of appointments made and kept ensuring the safety of tenants and the best use of resources.
- 14.2 We will utilise data analysis to identify where tenants are not actively engaging with the repairs and maintenance service. We will liaise with the Housing Management Team to share knowledge and understanding of a tenant's support needs and any vulnerabilities.
- 14.3 The processes and procedures adopted for no access appointments will follow the principles of the Environmental and Quality Management System (EQMS). This consists of the checking and verification of policies, processes, procedures, quality assurance, competency, and training.
- 14.4 A tenant or other service user who is dissatisfied with the application of this policy can raise an issue via Gateshead Council's complaints procedure.

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15.0 Significant Non-Compliance and Escalation

- 15.1 Our definition of significant serious incidents is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety. All serious incidents will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of a Gateshead Council employee becoming aware of it.
- 15.2 Any incidents identified at an operational level will be formally reported via the Assyst Health and Safety Incident Reporting System and the process followed which will include investigating the incident and prevent recurrence.
- 15.3 Non-compliance notices will be issued for all breaches of health and safety for employees and contractors, as detailed within the Health and Safety Compliance Procedure (OP-15).
- 15.4 In cases of serious incidents (as defined in 15.1), SMT and Cabinet will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.

16.0 Approval

Strategic Lead: Strategic Director

Name: _____

Signed: _____

Date Approved: _____

Strategic Lead: Service Director (Repairs and Buildings Maintenance)

Name: _____

Signed: _____

Date Approved: _____

17.0 Glossary

- 17.1 **Tenancy agreement or lease:** outlines the repair responsibilities to maintain the property To add details.
- 17.2 **No Access:** when the Council or a Contractor attend at a pre agreed date/time and are unable to gain access to your home.
- 17.3 **Reasonable Adjustments:** Taking into consideration customers, disabilities, vulnerabilities and household circumstances when gaining access.

18.0 Supporting Information

- 18.1 Appendix 1 - Additional legislation and regulations.

Appendix 1 - Additional legislation and regulations

Please note the below list is not intended to be exhaustive.

- The Health and Safety at Work Act 1974.
- The Control of Asbestos Regulations 2012 (CAR 2012).
- Electricity at Work Regulations 1989.
- The Gas Safety (Installation and Use) Regulations 1998 as amended by the Gas Safety (installation and Use) (Amendment) Regulations 2018.
- The Control of Asbestos Regulations 2012.
- LOLER 1998.
- Equality Act 2010.
- Work at Height Regulations 2005.
- These are supported by the Health and Safety Executive's (HSE's) Approved Code of Practice (ACOP).
- General Data Protection Regulations (GDPR) and the Data Protection Act 2018.
- Human Rights Act 1998 - right to property (article 1 of protocol 1) and right to privacy (article 8) apply however the safety of tenants would provide an objective justification with these rights due to it being a proportionate means to a legitimate aim.
- The Construction (Design and Management) Regulations 2015.
- The Control of Substances Hazardous to Health Regulations 2002.
- The Management of Health and Safety at Work Regulations 1999.
- Environmental Protection Act 1990.
- The Management of Health and Safety at Work Regulations 1999.
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).