



No Access Policy

1.0 Purpose and scope

We respect the privacy of our residents and their right not to be disturbed in their homes unnecessarily. We give reasonable notice before attempting to enter a resident's home. In certain circumstances, it may be necessary for us to gain entry to a property without prior permission.

This policy outlines our approach to obtaining access to a resident's property for repairs, in emergency situations and when conducting legally required compliance checks. This policy does not relate to obtaining access to properties as part of the repossession process or housing visits.

Individual occupancy agreements will detail a resident's rights and responsibilities in relation to providing access to the property.

2.0 Definition

No access- a situation in which NHG is unable to gain lawful entry to a property after making reasonable and proportionate contact attempts to the resident to do so. Preventing NHG from carrying out essential safety checks, inspections, repairs, or remedial works.

3.0 Compliance

NHG must comply with legislation, complete legally required compliance checks and repairs that we are responsible for. We give reasonable notice to residents to provide access to the property.

We strive to arrange an appointment for a repair that is suitable for the resident, in line with our [responsive repairs policy](#). Where access to carry out a repair or legally required compliance check is continuously denied, we may need to take legal action. The last resort is to seek an injunction to carry out the work and consider action against the tenant for breach of agreement. If an injunction is sought, the resident may be liable for the legal costs.

3.1 Compliance checks

Legally required compliance checks include gas safety inspections, Electrical Installation Condition Reports (EICR), fire alarm servicing, and any future access requirements necessary for NHG to meet regulatory obligations under the Building Safety Act 2022, the Fire Safety Act 2021, and associated secondary legislation.

Where NHG provides electrical equipment in properties under the tenancy, such as white goods (fridges, washing machines), the equipment must be checked within 5 years with a report to residents, and local council where applicable.

NHG provides relevant reports and certificates to residents, and where applicable local authorities.

4.0 Forced Entry

4.1 Emergencies

In emergency situations we reserve the right to enter a property or communal area without prior consent where we cannot obtain this. We only consider entering a property without prior consent as a last resort. We always consider if the issue can be resolved without having to enter the property itself, for example by turning off the water supply when a leak has been reported.

Where there is an emergency involving gas, we consider capping the gas in limited circumstances and where this has been approved by the relevant head of operations. Where gas has been capped, we continue to gain access, while we either seek an injunction or follow our [abandonment policy](#). If there is a child or adult with care and support needs within the household, we follow our relevant safeguarding policies and procedures and work closely with relevant agencies to have the gas reinstalled as swiftly as is safely possible. We consider an emergency to be a situation where access is not granted and waiting for an injunction or for the resident to be able to grant access would result in a significant risk of harm to people or property:

We force access to a property where there is:

- A water leak that cannot be contained
- Compromised electrics
- A gas leak
- A carbon monoxide leak

We contact the police and or fire brigade to request they force access where we:

- Have a genuine and immediate concern for a resident's wellbeing
- Suspect that a violent or criminal incident is taking place

2.3 Compliance checks

We can force access to complete compliance checks:

- Annual Gas Safety Check
- Electrical Safety Inspection (EICHR)
- Fire Risk Assessment (FRA)

Where a decision has been made to enter a property without prior consent, we will use various types of contact, such as speaking to neighbours or a next of kin, to establish the resident's whereabouts. We may contact a relevant service, such as,

social services and health professionals if made aware of a resident's vulnerabilities or health safeguarding concerns. In relation to welfare concerns in supported housing see our [wellbeing check policy](#).

Where applicable, we use a master key to gain access. Where we do not hold a master key we can (or authorise another agency to, such as Police or Fire Brigade) force entry to the property. We will try and limit any damage as far as possible. We will make safe and repair any part of the property damaged in the process of forced entry.

If we are concerned for the safety or wellbeing of someone inside the property, we inform the police and invite them to attend when forcing access to a property. We consider any health issues the resident has disclosed to us, including mental health issues, when forcing access in an emergency.

Where a safety check is required, either by law or NHG policy, we make documented attempts to contact the resident, including writing to them. Multiple attempts will be made to arrange an appointment and at least one appointment will be made and attended to, regardless of confirmation by the resident. Where these attempts have been unsuccessful and the safety check remains outstanding, we may seek an injunction to compel the resident to provide access.

If there are signs a home may have been abandoned, we follow our [abandonment policy](#).

5.0 Our approach

As access for compliance is prescribed by law, a diversity and inclusion assessment has not been completed for this policy.

6.0 Reference

- Section 1(3) Protection From Eviction Act 1977
- Section 11 (6) of the Landlord and Tenant Act 1985
- Housing Act 1988
- Regulation 39 of the Gas Safety (Installation and Use) Regulations 1998
- Homes (Fitness for Human Habitation) Act 2019
- Fire Safety Act 2021
- Hazards in Social Housing Regulations 2025

Document control

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Policy owner	Head of operations

Version Control

Date	Amendment	Version
10/01/2019	New NHG policy	1.0
29/10/2020	Covid-19 statement added	1.1
18/03/2022	Covid-19 statement removed	1.2
14/03/2023	Clarified circumstances where we would ask the police to force access; added a statement on forcing access for repairs; added point around speaking to neighbours; add that we write to residents as a way of making contact	1.3
22/12/2023	Policy review, definition added section 2.0	1.4