

<b>Policy name:</b>	
<b>No Access Policy and Procedure</b>	
<b>Section:</b>	Property Services / Housing
<b>Exec responsible:</b>	Director of Property Service / Director of Housing
<b>Review by:</b>	Property Service Manager, Compliance Manager, H&S Lead, Housing & Customer Engagement Manager
<b>Tenant review:</b>	No
<b>Authority to amend:</b>	Chief Executive
<b>Frequency of review:</b>	Every 3 years
<b>Last review:</b>	December 2025
<b>Next review:</b>	March 2028
<b>Responsibility for delivery:</b>	Property Services, Housing Team
<b>Strategy:</b>	
<b>Associated risk ID:</b>	Risk of failure to ensure homes meet(S9a) Homes (Fitness for Human Habitation) Act 2018.
<b>Health &amp; safety:</b>	Risk of failure to meet statutory obligation to s11(1)(b) Landlord and Tenant Act 1985).
<b>Equality &amp; diversity:</b>	All tenants will be treated fairly regardless of race, colour, ethnic or national origins, gender, sexuality, religion, age, physical disability, mental health, political views or marital status. Their protected characteristics will be considered in relation to the impact on the individual of the proposed action.
<b>Associated costs and value for money:</b>	VFM will be sought through the procurement process in relation to the use of contactors and the expenditure recovered from tenants for missed appointments.
<b>Associated documents:</b>	Standard no access letters

<b>VERSION CONTROL</b>			
<b>Version Number</b>	<b>Sections Amended</b>	<b>Date of update</b>	<b>Approved by</b>
1.0	First issue in new template	December 2025	

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# 1. Introduction

Cornerstone has a statutory obligation to ensure that rented properties are: “Safe when the tenancy begins and maintained in a safe condition throughout the tenancy,” and is kept “in repair and proper working order working order (s11(1)(b) Landlord and Tenant Act 1985).

These visits include:

- Asbestos
- Electrical installations
- Fire
- Gas Installations
- Lifts
- Water Hygiene
- Stock condition surveys
- Routine Maintenance
- Any other property inspections where safety concerns are present. I.E where ASB is present or a tenancy audit is required.

Tenants have a contractual obligation to allow Cornerstone access to the property upon notice to carry out works. 24 hours notice will be given except in the event of an emergency.

Access to property can mean inside the property, loft, garden, outbuildings and communal areas.

## Refer to the following policies

- Asbestos Management Plan
- Electrical Policy
- Fire Safety Policy and Management Plan
- Gas Policy
- Repairs Policy
- Lift Policy

# 2. Procedure

Within all the stages letters, phone calls, SMS and emails should be sent to try to get the tenant to engage with the process, these must be logged on the CRM system to ensure that we are making use of all available communication formats.

## Communication

- Appointments can be made via phone, SMS, Email or letter using the residents preferred communication methods. Appointments must be confirmed in writing by post.
- Cornerstone must consider and demonstrate reasonable adjustments to residents communication and visit requests found on CRM.
- Where there is a power of attorney or court of protection Cornerstone will liaise with them and not the resident.

## **2.1 Arranging an appointment (stage 1)**

The first letter, (also sent by preferred communication, such as SMS or email), is sent out:

- The date and time of the appointment
- What the appointment is for
- How to rearrange the appointment if it is not convenient

## **2.2 Missed Appointment (Stage 1)**

Before leaving the property, the member of staff is asked to wait 10 minutes while attempting to contact the resident via telephone. They will then post a 'Sorry we missed you' postcard through their letterbox and take a picture.

## **2.3 Arranging an Appointment (stage 2)**

If no access has been gained following stage 1 appointment, repeat the same offer in stage 2 letter, with the addition of the legal remedies that can be sought to gain access:

## **2.4 Arranging an Appointment (Stage 3)**

If no access has been gained following stage 2 appointment, repeat the same offer in stage 3 letter, with the addition of the legal remedies that can be sought to gain access:

The third letter, (also sent by preferred communication, such as SMS or email), is sent out:

- Hand deliver the letter in a clear plastic wallet with photo taken
- Date and time of appointment to give at least 7 days' notice
- What the appointment is for
- How to rearrange the appointment if it is not convenient
- Advising we will apply for an injunction to force entry to carry out the appointment if not complete or rearranged.

## **2.5 Missed Appointment (Stage 3)**

Before leaving the property post a "sorry we missed you" postcard through their letterbox.

A concern for welfare should be raised for this missed appointment. If we do not receive a response within 24 hours this will be passed to the Housing Team as a concern for welfare.

The following actions will be carried out by the Housing Team:

- Contact the tenant by phone, leave a message if no answer.
- Contact their emergency contact, asking if they have had recent contact with the tenant.
- Contacting the tenants support worker or advocate
- If ongoing concern for welfare, escalate to the Lead Safeguarding Officer to discuss and agree actions.

If no access has been gained following a stage 3 appointment, the case will be passed to the Housing Officers with the following information:

All the following will be available on CRM or if via an external contractor copies will be provided.

- A copy of all letters, stage 1, 2 and 3
- Copies of any SMS messages sent in relation to the appointments
- Copies of all emails sent in relation to the appointments
- Any communication from the tenant, Power Of A COP about the appointments
- A copy of any communications engaging a tenant's support worker/advocate

## **2.6 Contractor acting on Behalf of Cornerstone**

Known and ongoing access issues will be flagged

Any contractor acting on behalf of Cornerstone will follow the process as set out in Cornerstones procedure using letters 5, 6 & 7. (See appendix)

- Letter One – First Appointment
- Letter Two – second Appointment
- Letter Three – Third Appointment

When this procedure has been completed by the contractor, all evidence of appointments will be sent to Cornerstone. Cornerstone will then complete stage 4 of this procedure. Where this evidence is missing, Cornerstone will continue the process from the relevant stage.

## **2.7 Equality Duty Impact Assessment (Stage 4) – Housing Team**

Complete an assessment within 7 days:

- Consider whether the tenant has any protected characteristics
- Consider whether household members have protected characteristics
- Consider whether proposed legal action is reasonable and proportionate
- Make a decision on appropriate action

## **2.6 Housing Team (Stage 5)**

Write to the tenant advising: Letter 4

- Of the appointment dates and times we have attempted to visit
- That we are in the process of applying for an injunction due to no access or serving a Notice of Seeking Possession, in order to repossess the property
- What the no access relates to, (gas check, electric check, etc)
- That we may ask the judge to allow an injunction to be in operation for the lifetime of the tenancy due or repossess our property, due to multiple no access appointments
- Ask them to advise us if there is any change in their circumstances, or any information they feel we should know.
- Give our contact details, to update us on any relevant information
- Delivered in a clear plastic wallet (Photo to be taken)
- The Housing Officer who manages the patch, to deliver this, (knock on the door to attempt to arrange access)
- If appointment can be made delay injunction/notice by no more than 7 days

## **2.7 Injunction (Stage 6)**

Injunction application made to provide access within the next 7 days, copy of application hand delivered to tenant and certificate of service (form N215).

## **2.8 Notice of Seeking Possession (Stage 6)**

Notice of Seeking Possession served, follow appeal of notice and possession proceedings process.

## **2.9 Injunction Hearing (Stage 7)**

Attend injunction hearing unless access is granted. Continue with injunction even if appointment booked as cannot guarantee it will be kept.

## **2.10 Possession Hearing (Stage 7)**

Attend possession hearing unless access is granted. Consider agreeing to suspended possession even if appointment booked as cannot guarantee it will be kept.

## **2.11 Injunction Breach (Stage 8)**

Eight days after date of injunction order served if access is not given submit application for breach of injunction and consider if possession also required.

## **2.12 Possession Breach (Stage 8)**

Eight days after the suspended possession order has been breached submit an application to execute a warrant to evict, (follow eviction process).

# Appendices

## **Additional Gas and Electrical Information**

### **No Money On Meter – for gas and electrical works only**

In the case where the tenant allows access but has no money charged to their meter (pay as you go), the operative will verify that the card has no credit and therefore confirm no works can be carried out. The Housing & Customer Engagement Manager may consider crediting the meter works can be carried out. This amount will be recharged to the tenant.

### **Gas Capping (within Stage 6)**

Before considering capping the gas supply if injunction not obtained to maintain compliance:

- Ensure that you have tried everything to engage the tenant
- That you have contacted any support worker or advocate
- Seek the tenants permission to cap the gas
- The Compliance Team to arrange a multi-service meeting with Housing
- Advise if the tenant is in agreement to this being capped
- Advise if the tenant can be provided with temporary heaters
- Whether they have access to hot water
- Whether they have the means to cook hot food
- Whether they can temporarily reside with a friend or family member
- Whether we can issue a food allowance if they have access to hot water and temporary heaters
- Whether a decant is the only alternative
- Arrange and offer alternative accommodation

## **Appendix - Letter 1 – First Appointment**

Date

Dear

Appointment Type

It's time for us to complete that very important check of your **gas/electrics** to make sure they continue to be safe for you to use.

We have arranged the following appointment for one of our engineers to visit you:

in the

It will take our engineer approximately **??** hours to complete the work. For morning appointments, they will be with you between 8.00am to 12.00 noon, and for afternoon appointments, between 12.00 noon and 4.00pm.

If you can't make this appointment or have any questions or concerns about it, please contact us on **01392 273462 press 1 for the Repairs team** or email [repairs@cornerstonehousing.net](mailto:repairs@cornerstonehousing.net).

If you have a **gas/electricity card or key meter**, please make sure you have at least £5.00 credit on your meter so that we can complete the work.

**If our engineer is unable to get in and complete the work, we will charge you £30.00 to cover our expenses.**

Many thanks in advance for your co-operation.

Yours sincerely

## **Appendix - Letter 2 – first missed appointment**

Name

Address

Date

Dear Name

**Property Inspection/Home Visit – First Appointment**

We are writing to remind you that, as your landlord, we have a legal obligation to carry out regular inspections of your home to ensure it is safe and well maintained. This is also part of your tenancy agreement, which requires you to allow reasonable access for these checks.

We previously attempted to arrange access on (insert dates of previous attempts), but were unable to gain entry. It is essential that we complete this inspection to check the condition of the property and carry out any necessary repairs.

**Your new appointment is scheduled for:**

**Date:**

**Time:**

If this date or time is not convenient, please contact us immediately on 01392 273462 or [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net) to rearrange. Failure to provide access may result in us taking further action, which could include seeking a court order to gain entry and recovering any associated costs from you.

Thank you for your cooperation in this matter. Please ensure someone over the age of 18 is at home to allow access.

Yours sincerely

**Appendix - Letter 2 – Second Appointment**

Name  
Address

Date

Dear Name

**Property Inspection/Home Visit – Second Appointment**

Following my previous letters (DATED), for an appointments, you were not present for the this and we did not receive a request to rearrange this. Due to this I have arranged another appointment as set out below.

**Your new appointment is scheduled for:**

**Date:**

**Time:**

If this date or time is not convenient, please contact us immediately on 01392 273462 or [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net) to rearrange. Failure to provide access is a breach of your tenancy agreement and may result in us taking further action, which could include:

- **Injunction** – obtaining a court order to allow us to gain entry to the property.
- **Costs of Legal Action** – Recovering any associated costs from you, which could be in excess of £600.00
- **Notice of Seeking Possession** – the first step in the legal process to recover possession of the property.
- **Possession Application** – apply to court to take possession of the property.

We strongly urge you to cooperate and ensure someone over the age of 18, is at home to allow access. This will avoid unnecessary inconvenience and potential legal consequences.

Thank you for your attention to this matter.

Yours sincerely

Housing Officer

**Appendix – Letter 3 – Third Appointment**

Name  
Address

Date

**Property Inspection/Home Visit – Third Appointment**

We are writing to inform you that this is a **final notice** regarding access to your home for a property inspection. As your landlord, we have a legal obligation to ensure your home is safe and properly maintained. Your tenancy agreement requires you to allow reasonable access for these checks.

We have previously attempted to arrange access on (insert dates of previous attempts), but were unable to gain entry. This is a **breach of your tenancy agreement**.

**Your final appointment is scheduled for:**

**Date:**

**Time:**

If you cannot keep this appointment, you must contact us immediately on 01392 273462 or [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net) to rearrange. Failure to provide access will leave us with no choice but to take legal action as outlined in the previous letter.

If we are unable to gain access at this appointment we will apply for an **injunction** to allow us to gain entry to the property. We will also consider the appropriateness of serving Notice of Seeking Possession, which is the first step in the legal process to repossess the property.

We strongly urge you to cooperate to avoid these serious consequences.

Yours sincerely

Housing Officer

## **SMS examples for Gas and Electric missed appointments**

### **Gas Message 1**

Hello, this is Cornerstone. Your **Gas/Electric** safety check is shortly due. We have sent you a letter with an appointment. Which is \*\*\*\*. If you are unable to make this appointment, please call us on 01392 273462 option 1 to arrange a convenient date. You will be recharged £30.00 if the appointment has been missed and you have not contacted us to rearrange. Thank you.

## **Gas Message 2**

Hello, this is Cornerstone. Our **Gas/Electrical** engineer has told us they weren't able to complete the **Gas/Electric** safety check and service when they visited. We have sent you another appointment for \*\*\*\* if you are unable to make this appointment please call us on 01392 273462 option 1 to rearrange.

## **Gas Message 3**

Hello, this is Cornerstone. Our **Gas/Electrical** engineer has told us they weren't able to complete the **Gas/Electric** safety check and service when they visited. This is the second missed appointment. We have sent you another appointment for \*\*\*\* if you are unable to make this appointment please call us on 01392 273462 option 1 to rearrange. Failure to provide access will leave us with no choice but to take legal action as outlined in the previous letters.

## **Appendix – Letter 1 for Contractor – First Appointment**

Date

Dear

### **Appointment Type**

It's time for us to complete that very important check of your **gas/electrics** to make sure they continue to be safe for you to use.

We have arranged the following appointment for one of our contractors to visit you:

**in the**

It will take our engineer approximately three to four hours to complete the work. For morning appointments, they will be with you between 8.00am to 12.00 noon, and for afternoon appointments, between 12.00 noon and 4.00pm.

If you can't make this appointment or have any questions or concerns about it, please contact us on **(contractor details need to be added here)**.

If you have a gas/electricity card or key meter, please make sure you have at least £5.00 credit on your meter so that we can complete the work.

**If our contractor is unable to get in and complete the work, we will charge you £30.00 to cover our expenses.**

Cornerstone want to avoid this, and don't want to add additional costs to you, so if you can't make this appointment or have any questions or concerns about it, please contact us on, **(contact details to be added in case the appointment needs to be rearranged)**.

Many thanks in advance for your co-operation.

Yours sincerely

## **Appendix – Letter 2 for Contractor – Second Appointment**

Date

Dear

### **Appointment Type**

Our contractor has told us they weren't able to complete the gas/electrical safety check and service when they visited you on:

DATE: ???

We hope everything is ok, we have passed this information onto Cornerstone who tried to contact you by phone to check on your welfare when you were not at home for this appointment.

It's really important that we do the safety check to make sure your gas/electric installations are still safe for you to use, Cornerstone need to meet their legal duty. We have arranged this second appointment for one of our gas engineers to visit you:

**in the**

It will take our engineer approximately three to four hours to complete the work. For morning appointments, they will be with you between 8.00am to 12 noon, and for afternoon appointments, between 12 noon and 4.00pm.

If you have a gas/electricity card or key meter, please make sure you have at least £5.00 credit on your meter so that we can complete the work.

**If our engineer is unable to get in and complete the work, we will charge you £30.00 to cover our expenses. Cornerstones Housing Team may apply to Court to for an injunction requiring you to let us in and do the work or may serve you with a Notice of Seeking Possession to repossess our home.**

Cornerstone want to avoid this, and any additional costs to you, so if you can't make this appointment or have any questions or concerns about it, please contact us on, (contact details to be added in case the appointment needs to be rearranged).

Yours sincerely

## **Appendix – Letter 3 for Contractor – Third Appointment**

Date

Dear

### **APPOINTMENT TYPE – PLEASE CONTACT US**

Our engineer has told us that they have not been able to get into your home despite two previous visits on:

Date: ???

Date: ???

It will take our engineer approximately three to four hours to complete the work. For morning appointments, they will be with you between 8.00am to 12 noon, and for afternoon appointments, between 12 noon and 4.00pm.

Cornerstone have a legal duty to complete this work and it is a condition of your tenancy to allow Cornerstone and contractors acting on their behalf to do it. **If our engineer is unable to get in and complete the work, we will charge you £30.00 to cover our expenses.**

**If this appointment is not kept or you fail to rearrange this appointment, Cornerstone Housing will make an application to Court to for an injunction requiring you to let us in and do the work. Alternatively Cornerstone may decide to serve you with a Notice of Seeking Possession to repossess our home alongside the application for the injunction, there would be additional costs to you if we have to do this.**

Please contact (contact details to be added), to make an appointment or to talk to them about any concerns you may have about access to your home.

Yours sincerely