



ACCESS TO PROPERTY POLICY

1 Introduction

- 1.1 Erimus Housing is committed to annual inspections of tenant's homes in order to provide them with high quality services in the management and maintenance of their homes.
- 1.2 In the past home visits have taken place, although there was little consistency around collection of information.
- 1.3 Specialist estate officer posts have been created to ensure that Annual Property Inspections are undertaken.

2 Statement of Intent

- 2.1 The Housing Act 1988 section 16 implies a term in every tenancy agreement that the tenant shall afford to the landlord access to carry out repairs.
- 2.2 Under Erimus Housing's tenancy agreement, clause 14 of schedule 7 for non assured tenants, and section 13 (i) schedule 6 for transferred assured tenants the tenant must allow the landlord access to inspect the condition of their home.

3 Policy Statement

- 3.1 The introduction of annual property inspections will enable Erimus Housing to:
 - Provide an opportunity to positively engage with customers;
 - Update Erimus Housing's customer profile information;
 - Promote engagement in Involvement options in order to drive service improvement;
 - Ensure that all Erimus Housing tenants are complying with their tenancy agreement;
 - Assist access for Investment work, which is required in order to bring all properties up to the Decent Homes Standard by 2010;
 - Allow important feedback from tenants and to identify, signpost and provide any necessary advice, information or support that may be required;
 - Help maintain and sustain its tenancies and estates.

4 Property Inspections

- 4.1 Estate Officers will complete a property inspection survey for each Erimus Housing property visited.

- 4.2 Tenants will be contacted one week before any visit and advised that an Estate Officer will be visiting to complete the inspection survey. If the appointment time is not convenient a mutually convenient time will be agreed.
- 4.3 All reasonable steps will be made to ensure access is gained to a property. However, in the event of no contact or refusal by the tenant to allow access for a property inspection survey, legal proceedings against the tenant to ensure compliance will be taken. This will be through the use of either an injunction where urgent access is required in the case of Health and Safety, or by serving a Notice of Intention to Seek Possession whichever is appropriate.
- 4.4 A visit to the property for the inspection will be carried out on annually.
- 4.5 Progress against targets will be monitored by Area Managers and Housing Managers to ensure completion of visits by Estate Officers in their area.
- 4.6 Collection of information from the property inspection survey will be used to help drive service improvements.

5 Responsibility

- 5.1 Erimus Housing will delegate to the Chief Executive through the Director of Housing responsibility for ensuring this policy is communicated and implemented.
- 5.2 Procedures will be developed to ensure effective implementation of the policy and training for employees will be provided to ensure that they fully understand the wider issues surrounding Access to Property, Erimus Housing's approach, policy and procedures.

6 Monitoring

- 6.1 Erimus Housing will review this policy; procedures and staff training at regular intervals to ensure it continues to operate best practice, achieve measurable results, and aim for continuous service improvement.
- 6.2 In addition the policy and procedure will automatically be reviewed following policy or legislation change, as required by the Housing Corporation or Department for Communities and Local Government.



PROPERTY INSPECTION SURVEY

1. Tenant(s) name(s):

2. Address (inc. post code):

3. Household members

Tenant(s) details should be placed in box one (and box two if joint tenancy)

Please tick the following box if there are no others living with you

	Title	First Name	Surname	Relationship	D.O.B.	Gender	Ethnic Origin	Rel	Econ Stat.	Disability Y/N
1										
2										
3										
4										
5										
6										
7										
8										

Relationship = relationship to tenant: **P = Partner; C = Child; X = Other**

For Ethnic Origin, Religion and Economic Status, please state the number of the option that applies:

- Ethnic Origin:**
1. White British
 2. White Irish
 3. White Other
 4. Mixed White & Black Caribbean
 5. Mixed White & Black African
 6. Mixed White & Black Asian
 7. Mixed White & Black Other
 8. Indian
 9. Pakistani
 10. Bangladeshi
 11. Other Asian/Asian British
 12. Caribbean
 13. African
 14. Other Black/Black British
 15. Chinese
 16. Other Ethnic Group
 17. Refused

- Religion:**
1. Christian
 2. Muslim
 3. Hindu
 4. Jewish
 5. Sikh
 6. Buddhist
 7. Other – please state
 8. Refused

- Economic Status:**
1. Full time work
 2. Part time work
 3. Training/New Deal Scheme
 4. Job seeker
 5. Retired
 6. Long term sick/disabled
 7. Full time student
 8. Not seeking work
 9. Child under 16
 0. Other

4. Home telephone:

Work telephone:

Mobile:

5.a. When is the best time for us to contact you?

5.b. May we contact you at work? Yes No

6. How would you like us to contact you? (please circle two favoured options)

- | | | | |
|----------|--------------------|----------------------------------|-----------------|
| 1. Post | 2. Telephone | 3. Newsletter | 4. Text message |
| 5. Email | 6. Via our website | 7. Other – please specify below: | |

7.a. Do you have access to the internet? Yes No

7.b. If so, please state your email address:

8. Sources of income: (please circle one of the following)

1. All from state benefits/state pension
2. Partly from state benefits/state pension
3. From your employment – i.e. no state benefits/state pension

9. Do you require any of the following? (please circle any that apply)

- | | | |
|-------------------------|----------------|-------------------------|
| 1. Large print | 2. Braille | 3. Type-talk |
| 4. Sign language signer | 5. Interpreter | 6. Same sex interviewer |
7. An advocate (if so, would you like us to provide one?)
8. Other – please specify:

10.a. Do you have anyone who deals with correspondence/acts on your behalf?

Yes No

10.b. If so, do you want all of your correspondence to go to them in the future?

Yes No

10.c. If so, please provide their name and contact details:

11.a. Is English a suitable language to use in our correspondence with you?

Yes No

11.b. If not, please state your preferred spoken language:

11.c. If not, please state your preferred written language:

12.a. Do you have any difficulties accessing any of our services?

12.b. If yes, how can we help you to overcome them?

13.a. May we consult with you on future Erimus Issues?

Yes No

13.b. Would you like to be involved in the decisions made about your estate?

Yes No

13.c. If yes, what would be your preferred method of involvement?

(Please circle all options that interest you)

1. Residents group

2. Estate walkabouts

3. Surveys

4. Focus group

5. Customer panel

6. Participation compact

7. Other – please specify:

14.a. Do any household members have: (circle all that apply)

1. Learning difficulties	2. Physical difficulties
3. Mental health problems	4. Other – please specify:

14.b. If yes, please specify if that household member has any support needs:

Yes	No
-----	----

14.c. If yes, please state their name and specify what type of support they require:

14.d. Please state any other support agencies involved:

15.a. Have you had a fire safety check carried out?

Yes	No
-----	----

15.b. Would you like us to arrange one for you?

Yes	No
-----	----

16. Property Inspection		Acceptable	Needs attention	Comments
LIVING ROOM	Decoration			
	Condition			
2ND LIVING ROOM	Decoration			
	Condition			
KITCHEN	Decoration			
	Condition			
HALL/STAIRS/LANDING	Decoration			
	Condition			
BATHROOM	Decoration			
	Condition			
W.C.	Decoration			
	Condition			
BEDROOM 1	Decoration			
	Condition			
BEDROOM 2	Decoration			
	Condition			
BEDROOM 3	Decoration			
	Condition			
BEDROOM 4	Decoration			
	Condition			
BEDROOM 5	Decoration			
	Condition			
PROPERTY (EXTERNAL)	Appearance			
	State of repair			
FRONT GARDEN	Appearance			
	Fences/walls			
REAR GARDEN	Appearance			
	Fences/walls			
EXTERNAL STRUCTURES	Appearance			
	State of repair			

17. Adaptations:

18. Tenant alterations:

19. Are you a Homechoice member? (i.e. are you registered on CBL?)

Yes

No

20. Additional Notes:

Tenant(s) signature

.....

Print name

Estate officer