

Neighbourhoods & Housing – Overarching Access Policy

1. Introduction

- 1.1 This Access Policy (the Policy) outlines Hull City Councils, Neighbourhood & Housing Service (Hull CC) overall approach to obtaining access to a tenant's / leaseholder's home for legitimate housing purposes. More detail of the need to gain access for specific functions can be found in other Neighbourhood and Housing (N&H) policies and procedures. The word tenant will be used to represent both tenants and leaseholders, however it is recognised that some circumstances only apply to tenants or leaseholders.
- 1.2 As a responsible landlord Hull CC aims to maintain the condition of tenant's homes and ensure the safety and welfare of tenants and other occupants in line with its legislative requirements.
- 1.3 In pursuing this aim, Hull CC will in a number of circumstances, require access to tenant's or leaseholder's homes and adjoining grounds. Right to this access is an express condition of the Tenancy and Leasehold Agreements and Hull CC will expect that, given reasonable notice, access will be granted.
- 1.4 The Policy aligns with N&H mission which is

“Delivering neighbourhood and housing services services which meet the changing needs of residents and strengthen their local communities”

- 1.5 The Policy meets N&H's values which are:
- **People First** - We strive to improve the quality of life for all people and families
 - **Respect** - We treat everyone with respect, integrity, honesty, and fairness
 - **Learning** - We are curious and open to different ideas, we value feedback and constructive challenge
 - **Partnership** - We work closely together across communities, the council and with our partners
- 1.6 The Policy fits with the 'People' theme in N&H's Housing Strategy:
- Support vulnerable residents across different housing and non-housing service
- 1.7 The Policy covers;
- The legislation, guidance and internal documents that are relevant to this Policy
 - When Hull CC needs to access a tenant's home

- How Hull CC will gain/look to gain access to a tenant's or leaseholder's home in an emergency, to perform a statutory function or in other circumstances to provide a service or perform a function
- Tenant and leaseholder's responsibilities to allow access to their homes
- The general principles Hull CC will follow if the tenant or leaseholder does not allow access to their homes
- Understanding and assessing equalities, vulnerability, and access to a property

2. Scope

2.1 The Policy applies to:

- Tenants and leaseholders and household members, who live in homes/buildings owned and managed by HCC
- All stakeholders / partners commissioned by N&H who will be given the opportunity to input into the development of this Policy and associated procedures at an appropriate stage
- All staff working in teams within HCC that respond to and provide services to customers, as well as contractors.

2.2 There are other circumstances where access to a tenant's home will be sought that are not covered by the Policy, for example, if Hull CC believes a home is abandoned or following Hull CC been granted a possession order.

2.3 This is an overarching Policy and should be seen to work in conjunction with individual procedures which have an access element; individual procedures will provide detailed guidance on the implementation of this overarching Policy. See Section 17 for more details of where individual Procedures with an access element may apply

3. Legislative Context

3.1 The Regulator of Social Housing mandates Hull CC's compliance with statutory requirements such as but not limited to the;

- The Housing Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- The Housing Health and Safety Rating System from the Housing Act 2004
- The Landlord and Tenant Act 1985
- Social Housing (Regulation) Act 2022

4. Relevant Consumer Standards

4.1 The following are the relevant Consumer Standards for the Access Policy

- [Neighbourhood and Community Standard - GOV.UK](https://www.gov.uk/neighbourhood-and-community-standard)

- [Safety and Quality Standard - GOV.UK](#)
- [Tenancy Standard - GOV.UK](#)
- [Transparency, Influence and Accountability Standard - GOV.UK](#)

5. Definitions and Terminology

Tenant	A tenant is an individual or group that occupies or holds land, a house, or an office owned by another person (landlord) for a period of time, usually by paying rent.
Contractor / Collaborative Partner	An organisation or section of the Council that works with Neighbourhoods and Housing to provide a service to the Councils customers. This can include statutory services or demand led services
Leaseholder	A leaseholder is an individual who owns the right to occupy a property (usually a flat) for a fixed, long-term period, typically ranging from 99 to 999 years, as defined by a legal agreement known as a "lease"
Routine Tenancy Visit	A Routine Tenancy Visit is a scheduled visit to a tenancy that is used to check the occupancy of a property, the property itself and elements of fire safety
Vulnerability / Vulnerable Person – Local definition	A vulnerable person can be defined as a person (or households in which there is a person), whose characteristics, personal circumstances and / or individual needs means they may be disproportionately impacted and / or, makes them more susceptible to experiencing harm or the risk of harm.....Certain individuals may be impacted by multiple vulnerabilities, and we recognise that this is a dynamic state, which can change over time.

6. Key Principles of the Access Policy

- 6.1 The Regulator of Social Housing mandates Hull CC's compliance with statutory requirements as outlined at 3.1 above. This has led to increasing concerns when access is refused that this may attract regulatory or legal action if access is not gained.
- 6.2 Hull CC will move from having a no access approach to a more empathetic Access Policy with procedural approaches that are clear why access is needed and how working with tenants or leaseholders to understand what the barriers are to access and how working with tenants or leaseholders to gain access to their home, is preferable to any legal action.
- 6.3 Hull CC employees, contractors and sub-contractor will need to follow clear access procedures related to the need that access is required. Hull CC recognise that access is a service wide issue and working together and understanding how access has been achieved previously will inform all areas of service.
- 6.4 In addition, data on households, protected characteristics and vulnerabilities need to be complete, accurate and up to date as this will inform approaches to

access and reasonable adjustments that would help achieve access to tenants' or leaseholders' homes

- 6.5 Consideration of enforcement action shall usually only be made in exceptional circumstances and upon all other reasonable measures being exhausted.

7 When is Access Needed to a Property by the Council?

- 7.1 Hull CC recognises a tenant's legal right to Quiet Enjoyment of their home. Hull CC will only seek to gain or request access to a tenant's or leaseholder's home where this is permitted by law, is in accordance with the terms of their tenancy agreement or is required in pursuit of a genuine management issue (as outlined below) or where it is reasonably believed that an immediate danger to the health and safety of individuals or animals is present.
- 7.2 There are a number of reasons where access is needed to a tenant or leaseholder's home these include but are not limited to:

Emergencies – Immediate Risk

- To deal with an emergency, including carrying out an emergency repair or switching off the electricity, gas, or water supply if it cannot be done remotely
- To deal with an emergency where there is a risk posed to tenants / leaseholder the public, animals, or damage to other properties

Statutory / Legislative – Unmanaged Risk

- To do anything that Hull CC is required by law to do including but not limited to
 - To meet regulatory standards (such as the requirements of Decent Homes legislation)
 - To meet the requirements of the Building Safety Act 2022 (High Rise)
 - To meet the requirements of the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaabs Law)
 - To meet repairing obligations under Section 11 of the Landlord and Tenant Act 1985
 - Gas servicing and maintenance
 - Electrical installation and maintenance
 - To identify and eliminate hazards

Non-Emergencies – Managed Risk

- To carry out a non-urgent or minor repairs and / or maintenance works which are not significantly impacting upon the tenant's use and enjoyment of their home.

- To carry out repairs under the Right to Repair scheme (where applicable)
- To discuss / manage aspects of the tenancy or lease

To Survey the Property / Carry Out Works

- To inspect, survey or assess the general condition of tenant's homes
- To assess the need for, or to carry out investment works
- To assess the need for, or to carry out property improvements
- To assess the need for, or to carry out work to maintain / enhance asset values.
- To reinstate alterations that have been carried out to the tenant's home without written consent and are a hazard

To Undertake Housing or Leasehold Management Functions

- To investigate the breach of tenancy or lease
- To carry out Routine Tenancy Visits (also known as tenancy audits) T

Taking a Reasonable Approach

- 7.3 Hull CC will adopt a 'reasonable approach' to gaining access to tenant's homes through multiple attempts by different methods to contact the tenant or leaseholder to secure access by agreement. The approach will be determined by the reason access is needed and the statutory / legal basis to gain access.

8 How the Council Will Look to Gain Non-Emergency Access

- 8.1 Access to a tenant's home is most often needed in a non-emergency situation. In non-emergency situations Hull CC will always adopt a structured approach to gaining access.
- 8.2 Hull CC will work with tenants and / or their representatives to arrange a mutually suitable time to access the tenants home Hull CC will always offer an appointment date / time in advance (of at least 24 hours) providing that this is possible based on the minimum amount of notice that is required to gain access in any particular situation.
- 8.3 For any non-emergency purpose, including but not limited to the examples at 7.2, Hull CC will adopt a procedure that it will follow to ensure consistency, fairness, and appropriateness. The procedures will vary regarding the timescales for each action, but common actions may include:
- Advanced publishing and communication of works that are to take place
 - Multiple, reasonable attempts to secure access by arrangement with the tenant or their representative at times that are mutually agreeable where this is possible
 - Writing by letter and / or e-mail to the tenant or their representative outlining why access is required and providing a proposed date (also

details of how to contact Hull CC to make an alternative appointment if this is not convenient)

- Contact by telephone, text or email to secure an appointment date
- Home visit to book an appointment date
- Hull CC will repeat the above attempts to maximise the opportunities to secure appointments by arrangement

8.4 Hull CC may use specific data to identify access problems and to improve first time access. For example, Hull CC may record and compare the numbers of missed appointments for different types of appointments or analyse the number of steps used to gain access to a tenant's home.

8.5 Hull CC will do this to understand access issues and work with the tenant and / or the representatives to gain access as needed.

8.6 Where Hull CC is seeking non-emergency access which is refused by the tenant or access cannot be secured, despite multiple attempts having been made. Hull CC will reassess the position. If the requirement to access had been become an emergency matter it will be recategorised and access reassessed in accordance with this Policy. Where the issue remains non-emergency Hull CC will notify the tenant / leaseholder why access is needed and the consequences of no access dependant on each situation and will invite them to an appointment with Hull CC at their earliest convenience

9 How the Council will Gain Access for Statutory / Legislative Purposes

9.1 Hull CC will adopt a reasonable approach to gaining access to tenant's or leaseholder's homes. The approach will be determined by the reason access is needed and the statutory / legal basis to gain access.

9.2 For statutory / legislative purposes as outlined above at 7.2 Hull CC will have a procedure that it will follow to ensure consistency, fairness, and appropriateness. The procedures will vary regarding the timescales for each action, but common actions will include:

- Multiple, reasonable attempts to secure access by arrangement with the tenant / leaseholder or their representative at times that are mutually agreeable where this is possible
- Writing by letter and / or e-mail to the tenant / leaseholder or their representative outlining why access is required and providing a proposed date (also details of how to contact Hull CC to make an alternative appointment if this is not convenient)
- Contact by telephone or email to secure an appointment date
- Home visit to book an appointment date

- Hull CC will repeat the above attempts to maximise the opportunities to secure appointments by arrangement and will work with other service areas who are also looking to gain access to a property.

9.3 Where the tenant or their representative fails to respond to the above attempts Hull CC may also, depending on individual circumstances and in line with data protection and the urgency of the access required, deploy the following measures to secure access:

- Contact next of kin, relatives or those listed as having caring responsibilities
- Contact neighbours
- Contact known external support and advocacy groups in all attempts to gain access

9.4 If access is refused in a situation where it was originally needed to meet a statutory / legislative requirement. It is likely that access will be pursued through the ways described in Section 12, Refusing Access.

10. How the Council Will Gain Access in an Emergency

10.1 Hull CC reserves the right within its tenancy agreement to enter a tenant's home without notice where it believes that there is an immediate risk to the health or wellbeing of a person, or a substantial risk of serious damage to any property. In these circumstances, Hull CC may use reasonable force to enter the premises. This remains a last resort in an emergency situation where it would not be responsible or reasonable to delay entry by 24 hours

10.2 An emergency can arise either as the result of an issue reported by a tenant or another person on their behalf, a matter reported by a third party or in any other circumstance where this comes to the attention of Hull CC

10.3 Hull CC will always consider if the emergency issue can be resolved without having to enter the tenant or leaseholder's home, for example, by turning off the water, gas, or electricity supply to the property.

10.4 Some examples of emergency situations where Hull CC may need to enter a property without notice (and where they cannot be resolved or abated externally of the property) would include, but are not limited to :

- A water leak the property which has or may have compromised electrics (the water leak may not necessarily be affecting the property where access is required e.g water ingress between floors of flats)
- A gas leak
- A carbon monoxide leak
- A dangerous situation caused by an electrical defect that could cause electrocution or fire

- Where there is likely to be serious, permanent, or significant damage to the property / building if immediate action is not taken. This could include the possibility of structural collapse, that could affect the occupant(s), other tenants and / or leaseholders or the public
 - Under the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 – Commonly known as Awaabs Law
- 10.5 Hull CC will contact the police and / or the RSPCA to request they force access where it:
- Has a genuine and immediate concern for a tenant or leaseholder, their families or an animal's wellbeing
 - Suspect that a violent or criminal incident is taking place
- 10.6 Where Hull CC is required to gain access in an emergency, Ensure follow up attempts are made to trace the tenants to inform them of the actions undertaken
- Ensure the tenant's home is left safe and secure (this may on occasion involve carrying out a locks change. Where this is required, Hull CC will use its best endeavours to leave messages or notification to the tenants of how they can obtain replacement keys
 - Take photographic evidence of the tenant's home by means of an inventory and / or as evidence for legal action that may follow
 - Document endeavours to contact the tenant prior to gaining access
 - Attend the tenants home with the contractor, two people will always be present
- 10.7 If Hull CC is required to gain access in emergency situations to remedy a fault that is found to be of the tenants or leaseholders making, it reserves the right to recharge in accordance with the Tenancy Agreement and Recoverable Orders Procedure the tenant or leaseholder for all works undertaken.

11 Tenants and Leaseholders Responsibilities to Allow Access

- 11.1 Each tenant / leaseholder signs a Tenancy or Leasehold Agreement outlining their rights and responsibilities, as well as those responsibilities of the landlord. Hull CC's Tenancy and Lease Agreement specifically include access and entry provisions.
- 11.2 The tenant / leaseholder must allow Hull CC, its agents, employees, contractors and / or other authorised persons safe and effective access and entry to the tenant's home, when required
- 11.3 Effective access means unobstructed access to the parts of the tenant or leaseholder's home that are needed to undertake the reasons for the visit. Hull CC may require access to specific areas inside the tenant or leaseholder's home. While Hull CC always aims to minimise disruption, Hull CC may ask the

tenant or leaseholder to clear an area or lift a floor covering to allow access to complete works.

- 11.4 This means tenants or leaseholders must remove (if required) any fixtures or fittings that are not Hull CC's responsibility. Including laminate or other fixed or solid floor covering, fitted cupboards and wardrobes, adaptations made without written consent, adaptations made with written consent that are subject to a condition that the adaptation remains the tenant's responsibility.
- 11.5 A responsible adult, (over the age of 18), must be present to allow access, (unless the actual tenant is under the age of 18). Hull CC will record the lack of a responsible adult being present as no access.
- 11.6 Tenants and leaseholders will be reminded, where they know they will not be home for an appointment, to contact Hull CC and / or Hull CC's contractors well ahead to rearrange and will be dependent on the reason for the appointment. Every missed appointment, and each step in a legal process that Hull CC needs to take to gain access, comes at a cost. This diverts resources from other activity and services that Hull CC can deliver for tenants.
- 11.7 Tenants and leaseholders must allow Hull CC employees, agents, contractors and / or other authorised persons employed by Hull CC, into the property when requested or if the tenant or leaseholder requests a repair or inspection. Hull CC will ensure its employees, agents, contractors and / or other authorised persons carry official identification. Where they are unable to show this, the tenant has a right to refuse access at that time.
- 11.8 Its important tenants or leaseholders make Hull CC aware:
- If their contact details change, i.e. telephone numbers, e-mail addresses, or any changes in contact details for next of kin or support for the tenant/leaseholder
 - If they have support or communication needs
 - The details of someone else who can give access if the tenant / leaseholder is not able to when entry to a property is needed

12 Refusing Access – Understanding the Reasons

- 12.1 Most tenants and leaseholders or their representative will allow access to the property when required, In the event of the tenant, leaseholder or their representative refusing access, all measures will be undertaken to obtain access.
- 12.2 A Housing Quality Network (HQN) survey as part of their Opening the Door – Changes to Support Necessary Access to Social Tenants Homes publication indicated that the reasons for no access reported by organisation are:
- Tenant vulnerabilities

- Concerns over disruption
- Stigmatising due to issues such as cleanliness and hoarding
- Lack of awareness of requirements in the Tenancy/Lease Agreement
- Privacy concerns
- Poor administration and communication
- Mistrust of the organisation requiring access
- Limited time slots available
- Concerns for pets
- Cultural / gender-based barriers

12.3 In Opening the Door, tenants who were interviewed raised the following points:

- Landlord failure (too little notice, difficult to rebook, landlord employees, agents, contractors and / or other authorised persons employed by the Landlord failing to attend or attending unannounced)
- Too many single purpose visits
- Threatening legalistic letters
- Lack of understanding of vulnerabilities
- Employees, agents, contractors and / or other authorised persons employed by landlords attending with no identity badges

12.4 In Opening the Door, HQN they investigated what strategies have been put in place to improve access. These strategies included:

- Improved communication
- Co-ordinated visits, making every visit count
- Consideration of vulnerabilities
- Personalised contact
- More robust and appropriate use of legal procedures
- Improved data to improve contact and communication
- Technological / IT based solutions
- A team to manage access / support needs
- Specific processes for difficult to access properties
- Rewards for allowing access

Managing Vulnerabilities

12.5 In certain circumstances, the vulnerabilities of a tenant or leaseholder may require Hull CC to consider their needs when looking to gain access in non-emergency situations. Each of these circumstances is likely to require a different approach and any reasonable adjustments will be tailored appropriately. As access is required in a number of different circumstances, whatever reasonable adjustments are made will need to be followed in all non-emergency circumstances.

- 12.6 If during a visit it is felt that circumstances require further involvement and / or support for the tenant or someone at the address this will be noted on NEC and, if necessary, a referral will be made to the Tenancy Support Team if the circumstances require ongoing support or third party support. The Tenancy Support Team can assist / support the tenant and make referrals to specialist agencies. The Tenancy Support Team can also work with these specialist agencies.

13 Refusing Access – Service Responses

- 13.1 Should a tenant, leaseholder or their representative repeatedly refuse access to Hull CC employees, agents, contractors and / or other authorised persons employed by Hull CC, after reasonable requests have been made, the tenant may be in breach of contract, and this may result in legal action.
- 13.2 There are two ways that Hull CC can gain access to a tenant or leaseholder's home through legal action:
- Through a warrant following a successful application to the Magistrates Court which would provide for Hull CC to force entry for the sole purpose as set out in the application
 - Through an injunction following a successful application to the County Court, whilst an injunction would require the tenant or leaseholder to provide access, if a tenant or leaseholder fails to provide this access, access cannot be forced (except where the requirement to gain access has become an emergency as set out in Section 10 above)
- 13.3 This will not however necessarily secure access and other option will need to be considered.
- 13.4 Hull CC may also look at commencing possession proceedings that may lead to the eviction of the tenant. To evict a tenant, the landlord must follow a three-stage process which involves a notice, a court claim for a possession order, and an eviction warrant. Gaining an injunction or possession of the property will come with associated legal costs the tenant may be ordered by the Court to pay if Hull CC are awarded costs.
- 13.5 For leaseholders Hull CC can pursue the forfeiture route by serving a section 146 notice of forfeiture to give them an opportunity to put things right. This is effectively a warning notice. If that fails Hull CC will also be required to comply with section 168 of the Commonhold and Leasehold Reform Act 2002 which requires either that the breach is admitted by the leaseholder or that it is proved by Hull CC. The First-tier Tribunal (Property Chamber) has jurisdiction to decide that such a breach has occurred. Even if a breach has been established Hull CC cannot repossess an occupied leasehold property without a court order. Vacant leasehold flats can be repossessed without a court order.

Safeguarding Responsibilities

- 13.6 Hull CC has several safeguarding duties that are enshrined both in law and contained in local policies and procedures covering both adults and children.
- 13.7 If Hull CC believes that access to a property is needed to undertake activities outlined at 7.2 and there is a safeguarding responsibility, Hull CC will use all its powers to ensure it safeguards vulnerable adults and children.

14 Understanding and Assessing Equalities, Human Rights, Housing Regulatory Standards, Vulnerability, and the Need for Access

- 14.1 In all attempts to gain access, Hull CC will endeavour to meet the tenant or leaseholders preferred communication methods where these are known.

Equality Act 2010

- 14.2 The Equality Act 2010 identifies those characteristics in respect of which it is unlawful to discriminate (protected characteristics). These are; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Hull CC has also adopted care leavers as a protected characteristic. The Equalities Act protects a person from discrimination if they are associated with someone who has a protected characteristic e.g. a family member.

Public Sector Equality Duty

- 14.3 Hull CC will have regard to those who have a disability. This is called the Public Sector Equality Duty. In relation to disability, the duty may mean treating disabled people more favourably than other tenants or leaseholders, having due regard to the need to remove or minimise disadvantage suffered by protected groups, taking steps to meet their needs, where different.

Human Rights Act 1998

- 14.4 The rights protected under the Human Rights Act 1998 are incorporated into the law of England and Wales. Hull CC is required to treat people in accordance with the Convention Rights unless required by Act of Parliament to do something that is incompatible with the Convention Rights.
- 14.5 Interference with a person's human rights must be proportionate to those rights, this means balancing the rights of the individual with the duties and responsibilities of Hull CC as a landlord. Hull CC is responsible for showing that the actions it takes are necessary and therefore proportionate.
- 14.6 The above are all directly relevant to the day-to-day decision making on gaining access in all situations.

- 14.7 However the above do not necessarily prevent Hull CC from managing its housing stock and acting to end or manage tenancies or leases, but Hull CC must act in accordance with the law and in a way that is in pursuit of a legitimate aim and both necessary and proportionate. This is a balancing exercise between the human rights of a tenant or leaseholder and the rights of others. The convention does not prohibit Hull CC from taking sensible and proportionate measures to encourage compliance.

Vulnerability and Reasonable Adjustments

- 14.8 Hull CC is committed to assessing any potential vulnerability a tenant or leaseholder may present before considering taking any necessary steps to ensure works deemed essential are undertaken.
- 14.9 A risk-based approach will be used to ensure that the proposed actions to be undertaken are in the best interests of not only the specific tenant or leaseholder but also other tenants and leaseholders and Hull CC, including those who may be at risk if, for example, gas safety checks are not done or a water leak is not fixed.
- 14.10 Dependent on the reason that access is needed, Hull CC will consider the needs and wishes of the tenant or leaseholder as part of its decision-making process on gaining access. It will use information it holds and discuss with tenants how best to achieve access.
- 14.11 If the reason that access is needed is to deal with an emergency or to fulfil a statutory / legal requirement, Hull CC will deal with any refusal to allow access in a firm but sensitive manner, taking tenants or leaseholders wishes into account as far as is practicable given the reason access is required.
- 14.12 Where the reason access is required is to survey the condition of the tenants home or undertake improvement works, Hull CC will seek to understand why access is being refused and will work with the tenant and or their representatives to make any reasonable adjustments that are needed to gain access.
- 14.13 Where the reason assess is required is to carry out investment works and improvements to the tenants home, Hull CC will seek to understand why access is being refused and will work with the tenant and or their representatives to make any reasonable adjustments that are needed to gain access.
- 14.14 Reasonable adjustments could include
- Endeavouring to meet preferred communication methods where these are known e.g. where English is not spoken as a first language and will keep a record of all the attempts it makes to contact the tenant, leaseholder or their representative.
 - Providing flexible appointment times

- Allowing longer for the tenant or leaseholder to answer the door or phone for those with mobility conditions or knocking more loudly for those with a hearing impairment
- Texting the tenant or leaseholder on arrival if they are deaf or hard of hearing or may be alarmed by sudden noises
- Arranging a joint visit with a support worker / representative present
- Arranging visits for when a carer can be present
- Avoiding certain times of day to visit due to health and medical needs or the tenant is likely to be asleep or undergoing treatment
- Avoiding unannounced visits
- Having male / female only officers present when visiting or working in the tenant or leaseholder's home
- Taking more time to explain services and issues or reading and explaining written information or correspondence to explore different methods of communication such as visual aids to a person with a learning disability
- Allowing extra time for complying with responsibilities of the tenancy or lease agreement
- Signposting to partners and other support services for tailored support based on customer needs
- Delaying work to allow for the tenant or leaseholder to be decanted to another property
- Delaying works until a tenant can accommodate them due to illness or ill health
- Delaying works until the tenant or leaseholder recovers from a life event (such as the death of a spouse).
- Delaying works until the property is cleared of possessions to allow the work to commence

14.15 Additionally, as Hull CC is required to gain access for a number of different reasons, it will seek to make best use of other access arrangements and consider how best to gain access to a tenant or leaseholders home to potentially, with the tenants or leaseholders agreement, perform a number of different functions (for example to undertake a gas service and conduct a Routine Tenancy Visit).

14.16 Using this approach is a recognition that for some tenants or leaseholders with certain vulnerabilities, this may offer the best way to minimise access requirements and maximise the effectiveness of the visit.

15. Compliance, Monitoring, and Impact Assessment of the Change

- 15.1 This Policy will be reviewed every five years unless there are significant changes to legislation or regulation or, where there are changes to best practice identified. If this occurs, an immediate review will be initiated.
- 15.2 This Policy will be communicated internally to staff. Key stakeholders and key staff where this policy has specific impact will be briefed individually or collectively as required.
- 15.3 Performance against this Policy will be reported to the agreed appropriate forums

16. Complaints

- 16.1 Tenants or Leaseholders who believe that this Policy has not been applied correctly should raise a complaint. Any such complaint will be dealt with in line with Hull City Councils Customer Feedback Policy and Procedure and any lessons learnt are fed back to the relevant service area for review.
- 16.2 Complaints can be made in the following ways:
- Online, by completing and submitting the customer feedback form on the HCC website [Customer Feedback - Complaints, Suggestions and Compliments](#)
 - By telephoning the Council's Contact Centre on 01482 300 300
 - By visiting one of the Council's Customer Service Centres
 - By writing to: FREEPOST RSJC-KKBE-ABXZ, Customer Feedback Team, PO Box 15, HU1 2AB
 - By providing information to a Hull City Council officer in person, in writing or over the telephone

17. Links to related Policies, Procedures and Forms

- 17.1 The following internal documents are applicable to this Policy:
- Abandoned Property Procedure
 - Compliance Work Access Procedure
 - Contractor Compliance Works Procedure
 - Contractor Gas Access Procedure
 - Did Not Occupy Procedure
 - Gaining Entry Outside Normal Hours Work
 - High Rise Fire Risk Assessment
 - Hoarding, Squalor and Unacceptable Conditions

- Housing Area Team Access Procedure
- Housing Disrepair Protocol
- Housing Gas Management Plan and Procedures
- Housing Fire Management Plan
- Housing Legionella Management Plan
- Housing Regulatory Standards
- Leasehold Management Protocol
- Making Service Accessible Guide
- Managing Introductory to Secure Tenancies
- Repairs and Maintenance Access Procedures
- Routine Tenancy Visits Procedure
- Subletting and Lodgers Procedure
- Tenancy Agreement
- Tenancy Fraud Procedure
- Tenancy Management Procedure
- Tenancy Policy
- Tenants Permissions and Alterations Procedure

This is not an exhaustive list.