



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Gaining access to a property policy and procedure 2024

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Approved by: Executive Management Team	Next Review Date: September 2026
Date of approval:	<i>Version 1</i>
Contact Officer: Darren Berwick Head of Tenancy Management Contact: 07818 283005 Darren.berwick@nph.org.uk	

THIS DOCUMENT IS TO BE READ IN CONJUNCTION WITH:	
1.	Gas Safety Policy 2023
2.	Electrical Management Policy 2023
3.	West Northamptonshire Council tenancy agreement
4.	Housing health and safety rating system (HHSRS)

REVISION HISTORY				
Revision date	Previous revision date	Summary of Changes	Changes marked	Version

DISTRIBUTION – This document has been distributed to:			
Name	Job Title	Date of Issue	Version
Resident Advisory Panel			
Senior Management team			
Company Leadership Team			
Executive Management Team			
Gas contractor (Renuvo)			
Electrical contractor (Dodds)			
WNC Housing Partnership Manager			

1. Purpose and Context

- 1.1 Northamptonshire Partnership Homes (NPH) manages the housing stock on behalf of West Northamptonshire Council (WNC) who are the landlord, and provides a range of services contained within a Management Agreement.
- 1.2 There are occasions when access to a property is required for either a statutory compliance reason such as gas safety or for other reasons. In such circumstances it is not uncommon for the tenant to repeatedly cancel appointments or simply refuses to grant us access.
- 1.3 It should be noted that cases of suspected abandonment are outside the scope of this policy.
- 1.4 This policy is required to give clarification as to the circumstances when access is required, consequences of failing to give or deny access and what we should do in such circumstances.

2. Policy Statement

- 2.1 This Policy and Procedure outlines the approach of NPH to dealing with situations whereby a tenant is required to grant access to their property and either repeatedly fails to allow us access or refuses to do so.

3. Policy

3.1 The Council operates a range of tenancies to include introductory and secure tenancies.

3.1.1. Each tenancy agreement has the standard Clause 11, Landlord's right of access which states:

"You must allow us, our agents, contractors or workmen acting on our behalf to enter the Property at reasonable times, after we have given you a minimum of three working days written notice for the purposes of:

- Inspecting the condition of your home
- Carrying out repairs, which are the Landlord's responsibility
- Cleaning and removal of items posing a potential health risk
- Disinfestations
- Improvements
- Alterations or other works to your home or adjoining property
- Carrying out a gas safety inspection or service

If you fail to allow us entry into your Property after we have given you reasonable notice or in an emergency, we may take court action against you to gain access."

3.1.2 Other reasons why access to a property may be required are, but not limited to, the following:

- Emergencies
- To undertake an Electrical Installation Condition Report (EICR)
- To undertake a stock condition survey
- To deal with any suspected health and safety risks
- To undertake investment programmed improvement works

3.2.1 Procedure for access for an annual gas safety inspection

3.2.2 This policy should be read in conjunction with the **Gas Safety Policy 2023**.

3.2.3 NPH has a legal duty to manage the risks associated with gas fired appliances and gas supply in properties under its management on behalf of WNC.

3.2.4 An annual gas safety check is required and this must be carried out within 12 months of the existing service test due date.

3.2.5 NPH has an approved gas servicing contractor and appointments will usually be arranged for business hours however appointments may be offered at weekends, early morning or evening to facilitate the likelihood of access.

3.2.6 The gas contractor will undertake the following:

56 days before the annual gas service is due they will confirm an appointment with the tenant

If access was not gained then 2 further attempts to gain access at 10 day intervals will be made.

3.2.8 If access is not gained by 26 days before the annual gas service is due then the matter will be referred to the Gas Compliance Officer who will provide a list of addresses to the Housing Support Managers to request Housing Support and Intervention Officers undertake visits or contact the tenant in order to gain access.

3.2.7 Officers must record all attempts, conversations and letters sent on to the diary for the tenancy on Open Housing.

3.2.8 In instances whereby the tenant refuses to allow access then the matter should be referred to the area Housing Officer who will send a letter, no later than 7 days before the test due date to confirm that the matter has now been referred to our Solicitor for the commencement of legal proceedings.

3.2.9 The request for access will work on an escalation process if attempts to gain access are denied or fail.

3.2.10 The standard suite of letters are exhibited at **Appendices A to F**.

3.2.11 A summary of the key letter stages is set out below:

LETTER STAGE	RESPONSIBLE OFFICER	TARGET DATE
Letter 1 – initial appointment letter	Gas contractor	56 days before expiry of annual gas safety check
Letter 2 – follow up letter and appointment	Gas contractor	42 days before expiry of annual gas safety check
Letter 3 – final letter from gas contractor	Gas contractor	28 days before expiry of annual gas safety check
Letter 4 – breach of tenancy	Business Support	26 days before expiry of annual gas safety check
Letter 5 – warning of legal action	Business Support	14 days before expiry of annual gas safety check
Letter 6 – Confirmation of final appointment	Housing Officer	7 days before expiry of annual gas safety check

3.2.12 Throughout the process the gas safety compliance team will liaise with the area Housing Support and Intervention Officer who in turn will continue to make attempts to contact the tenant, secure an appointment and update the Open Housing tenancy diary records. Before any decision on capping a gas supply is made or before the commencement of any legal action then a vulnerability checklist must be completed at **Appendix K**.

3.2.13 If you can smell gas and / or think there could be a leak either inside or outside, you should call the Gas Transporter (GT) immediately on 0800 111 999 at any time of the day or night. The smell of gas within a property can be alarming and should be treated seriously.

3.2.14 The GT has the right of entry under the Gas Rights of entry Regulations in respect of suspected escapes of gas or dangerous appliances without the consent of the owner or occupier. These rights can only be exercised where the GT has reasonable cause to believe that there is a danger to life or property and immediate entry to the premises is necessary to make safe.

3.2.15 On entering premises the GT may disconnect and seal off appliances / fittings or the entire gas installation if considered necessary “for the purpose of averting danger to life or property”

3.3 Procedure for access for an Electrical Installation Condition Report (EICR)

3.3.1 This policy should be read in conjunction with the **Electrical Management Policy 2023**.

3.3.2 There is no regulation, standard or Act that defines a frequency for electrical and installation inspection and testing in social housing managed properties in England.

3.3.3 NPH have adopted a 4 year testing cycle and attempts to gain access will take place on properties that require an updated EICR within the next 6 month period.

- 3.3.4 A new electrical inspection will be generated upon a mutual exchange taking place.
- 3.3.5 The electrical contractor will be responsible for initial attempts to gain access and will use the mediums of letters, emails or phone calls to agree convenient appointments with the tenant.
- 3.3.6 The contractor has an escalation process if initial attempts do not result in access being given.
- 3.3.7 Any case of failed access will be returned to the Compliance Officer no later than 5 months before the EICR is due.
- 3.3.8 The Compliance team will start to liaise with the Tenancy Management team no later than 90 days before the EICR is due and be responsible for sending an initial EICR appointment letter which is exhibited at **Appendix G**.
- 3.3.9 If the tenant fails to cooperate and the electrical contractor is unable to gain access after the initial letter has been sent then the Compliance team will send a summary file to the area Housing Officer of all attempts at contact from the contractor, letters sent and other relevant information to include the latest appointment letter.
- 3.3.10 Housing Officers will be responsible for attempting to gain access by direct telephone or email contact and by sending the standard letters exhibited at **Appendices H to J**.
- 3.3.11 If all attempts to gain access have failed then the Housing Officer must consider the most appropriate legal remedy and instruct our Solicitor and the vulnerability checklist completed at **Appendix K**.
- 3.3.12 If an Injunction is to be sought then the Housing Officer must instruct the Solicitor to include the following clause in to the application and subsequent Injunction request:
- “If the Defendant does not allow access to the Claimant, its agents or contractors then the Claimant, its agents or contractors, or the Police may force entry to the property, by drilling the locks if necessary.”***
- 3.3.13 A summary of the key stages and letters is set out below:

STAGE	RESPONSIBLE OFFICER	TARGET DATE
Contractor provided with list of properties requiring an EICR	NPH Electrical Compliance	180 days before expiry of EICR
Letter 1 - Introduction letter and appointment	Electrical contractor	7 days after receiving the list from NPH
Letter 2 – letter requesting contact and appointment	Electrical contractor 7	14 days after receiving the list from NPH

Phone call to tenant (repeated attempts)	Electrical contractor	During the period of time the matter is managed by the contractor
Letter 3 – final appointment	Electrical contractor	21 days after receiving the list from NPH
Absent tenant – no access card left (repeated attempts)	Electrical contractor	Pre-planned appointment date
Tenant fails to contact and matter returned to NPH for further action	Electrical contractor	30 days after receiving the list from NPH (150 days from EICR due date)
NPH attempt contact to include letter 1, phone, email or visit (repeated attempts)	NPH Electrical Compliance	150 days from EICR due date
Referred to Tenancy Management	NPH Electrical Compliance	90 days from EICR due date
Tenancy Management attempt access to include letters 2 and 3, phone, email or visit (repeated attempts)	Housing Officer	75 days from EICR due date
Send letter 4 - Consideration of legal proceedings (breach of tenancy)	Housing Officer	60 days from EICR due date
Refer to Solicitor for commencement of legal action	Housing Officer	14 days from EICR due date

3.4 Procedure for access due to an identified Housing Health and Safety Rating System (HHSRS) hazard

- 3.4.1 The HHSRS assesses 29 housing hazards and the effect that each may have on the health and safety of current or future occupants of the property.
- 3.4.2 Hazards are categorised as Category 1, 2 or 3.
- 3.4.3 A Category 1 hazard is the most dangerous and potentially life threatening and therefore access must be attempted and gained **within 24 hours** of the hazard being identified.
- 3.4.4 To facilitate access where a Category I hazard is identified an offer of temporary accommodation or a decant will be made if the issue of concern cannot be immediately made safe or the risk significantly reduced. This should be read in conjunction with the **decant policy**.

- 3.4.5 If access has not been possible then the responsible person should consider emergency access in line with the terms of the tenancy agreement after taking all necessary legal advice and steps beforehand.
- 3.4.6 In instances of Category 2 or 3 cases then a number of repeated attempts with advanced written warning must be made and recorded on the tenancy diary. This should also include phone calls and emails.
- 3.4.7 If all reasonable attempts have been made then the Head of Compliance will liaise with the Head of Tenancy Management to agree a suitable solution which may include instructing Solicitors to seek the most appropriate legal remedy.

3.5 Procedure for gaining access to a property for the purpose of modernisation or energy efficiency and improvement works

- 3.5.1 NPH deliver a programme of planned investment to homes that we manage which include modernisation, replacement works and making homes more energy efficient.
- 3.5.2 Whilst some of the works that we undertake are not mandatory they improve the quality of the homes that we manage and therefore it is expected that tenants allow us access to their home.
- 3.5.3 When a tenant fails to grant us or our contractors access to their home or refuses access then each case will be assessed on its own merit.
- 3.5.4 We should seek reasons from the tenant as to why they are reluctant or refuse to grant access to their home and wherever possible look to find an agreeable solution which could include, but is not limited to, undertaking works to fit in around a tenants working pattern, agreeing for a third party to be present, arrange for the Contract Manager to speak to the tenant to answer any questions they may have and give them reassurance etc.
- 3.5.5. If despite attempts at contact and negotiation with the tenant fail then the matter should be referred to the Head of Asset Investment and Head of Tenancy Management for a decision.

3.6 Other access reasons

- 3.6.1 There will on occasion be instances whereby access to a property is required.
- 3.6.2. A tenant is required to grant us access to their home as long as we have given them a minimum of 3 working days written notice and explained the purpose of the visit, in accordance with Clause 11 of the Council's tenancy agreement.
- 3.6.3 We must always be mindful of the reasonableness of our request and pay attention to any known vulnerabilities or issues that could form a defence under the Equality Act 2010 in all instances and case whereby access is required.

3.7 Procedure for gaining access in emergencies

3.7.1 Clause 11 of the Councils tenancy agreement states:

“If an emergency arises where we believe that there is an immediate risk to any person or property, we have the right to enter your home at any time without notice using reasonable force, if necessary, and carry out any work to your home, your Neighbours home or to any Common Parts near to your home.”

3.7.2 Any NPH member of staff must not attempt emergency access to a property without obtaining the permission of a Manager, Head of Service or Director and when this is obtained must always be accompanied by another member of staff or staff member of an approved contractor.

3.7.3 An emergency will include, but is not limited to serious risk of harm or potential death to a person such as a suspected gas leak or gas safety matter, risk of electrocution, flood, fire, public health risk or immediate risk to others.

4. Policy Arrangements

4.1 In order to understand tenants views and seek comments and feedback , this policy was consulted upon with the Residents Advisory Panel.

4.2 This policy has involved key contributions from a number of service areas to ensure our approach to the issue of access to a property for a variety of reasons is both reasonable and proportionate, takes account of a tenants right to quiet enjoyment of their home and is balanced against any potential risks they or others may be exposed to.

4.3 This policy ensures that our statutory duties are met with regards to health and safety and complies with the Equality Act 2010.

4.4 A community impact assessment was completed and this is exhibited at **Appendix L.**

4.5 This policy supports both the Gas Safety Policy 2023 and the Electrical Management Policy 2023.

4.6 This policy has been developed having taken in to account advice obtained from Solicitors

5. Guidelines

- 5.1 The following should be read in conjunction with this policy:
- Gas Safety Policy 2023
 - Electrical Management Policy 2023
 - The Housing Health and Safety Rating System (HHSRS)
 - West Northamptonshire Council's tenancy agreements
 - Code of practice for the management of electrotechnical care in social housing
 - The Health and Safety Executive guidance for dealing with gas safety
 - The Housing Act 1985
 - Equality Act 2010
 - NPH Safeguarding and Vulnerable Adults Policy and Procedure 2022 – 2025
 - Environmental Protection Act 1990

6. Review Date

- 6.1 This policy will be reviewed every 2 years with the first review date being September 2026.

Appendices

Appendix A	Page 12 - Letter 1 – initial gas safety appointment letter from the approved gas contractor
Appendix B	Page 19 - Letter 2 – follow up gas safety appointment letter from the approved gas contractor
Appendix C	Page 21 - Letter 3 – third and final appointment letter from the approved gas contractor
Appendix D	Page 22 - Letter 4 – letter from NPH confirming that the matter is at the legal stage
Appendix E	Page 24 - Letter 5 – letter from WNC giving 7 days’ notice of commencement of legal proceedings
Appendix F	Page 26 - Letter 6 – Letter advising of forced entry to the property
Appendix G -	Page 28 - Letter 1 – Appointment letter with the approved electrical contractor
Appendix H	Page 32 - Letter 2 – follow up appointment letter with the approved electrical contractor
Appendix I	Page 34 - Letter 3 – Final follow up appointment letter with the approved electrical contractor and warning of potential legal proceedings
Appendix J	Page 36 - Letter 4 – letter confirming the commencement of legal proceedings
Appendix K	Page 37 - Community Impact Assessment

Appendix A



NORTHAMPTONSHIRE
PARTNERSHIP HOMES



[INSERT ADDRESS]

Address 2

Town / City

County

Postcode

Your ref:

[INSERT REF]

Direct Line:

01827 870950

Date:

[INSERT DATE]

Email:

custint@renuvo.co.uk

LANDLORD GAS SAFETY CHECK

Dear [INSERT NAME]

Renuvo and Northamptonshire Partnership Homes are working together to ensure your **free annual gas safety check** is carried out. It is vital these checks are carried out to ensure your appliances are working safely and efficiently.

The Gas Safety (Installation and Use) Regulations 1998 (GSIUR) sets out a landlords duties to make sure **all gas appliances, fittings, chimneys and flues are safe and working efficiently.**

We have therefore arranged for one of our engineers to visit you on:

[INSERT APPOINTMENT DETAILS]

If this date and time is not convenient for you, please contact us urgently to rearrange your appointment on 01827 870950 or email custint@renuvo.co.uk

I enclose a leaflet from the Health and Safety Executive which shows the importance of having an annual gas safety check. Alternatively you can view the leaflet electronically by clicking on the following link: www.hse.gov.uk/pubns/indg238.pdf

If you have any questions about the annual gas safety checks, please contact us and we will be happy to help you.

Yours Sincerely,

Renuvo Limited - Customer Services Team
Office hours: Monday-Friday, 8am – 5pm

Renuvo Limited is registered in England no.7289284
Registered Office: Unit 1 Kingsbury Link, Tamworth B78 2EX Tel: 01827 870 950 Web: www.renuvo.co.uk

Gas appliances

Get them
checked
Keep them
safe

The problem

Every year about 14 people die from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained.

Many others also suffer ill health. When gas does not burn properly, as with other fuels such as coal, wood or oil, excess carbon monoxide is produced, which is poisonous.

You can't see it. You can't taste it. You can't even smell it. But carbon monoxide can kill without warning in just a matter of hours.

You are particularly at risk when you are asleep because you cannot recognise the early symptoms of carbon monoxide poisoning. These include tiredness, drowsiness, headache, nausea, pains in the chest and stomach pains. These symptoms can mimic many common ailments and may easily be confused with flu or simple tiredness.

If you or your family experience the above symptoms, and you believe carbon monoxide may be involved, you must seek urgent medical advice. Your doctor will need to test a blood or breath sample. Carbon monoxide quickly leaves the blood and tests may be inaccurate if taken more than four hours after exposure has ended.

You are at risk of carbon monoxide poisoning if:

- your appliance was poorly installed;
- your appliance is not working properly;
- your appliance has not been checked for safety or maintained regularly;
- there is not enough fresh air in the room;
- your chimney or flue gets blocked up;
- you allow an engineer who is not on the Gas Safe Register to install or maintain your appliance(s).

If you or your family experience the above symptoms, and you believe carbon monoxide may be involved, **you must seek urgent medical advice**. Your doctor will need to test a blood or breath sample. Carbon monoxide quickly leaves the blood and **tests may be inaccurate if taken more than four hours after exposure has ended**.

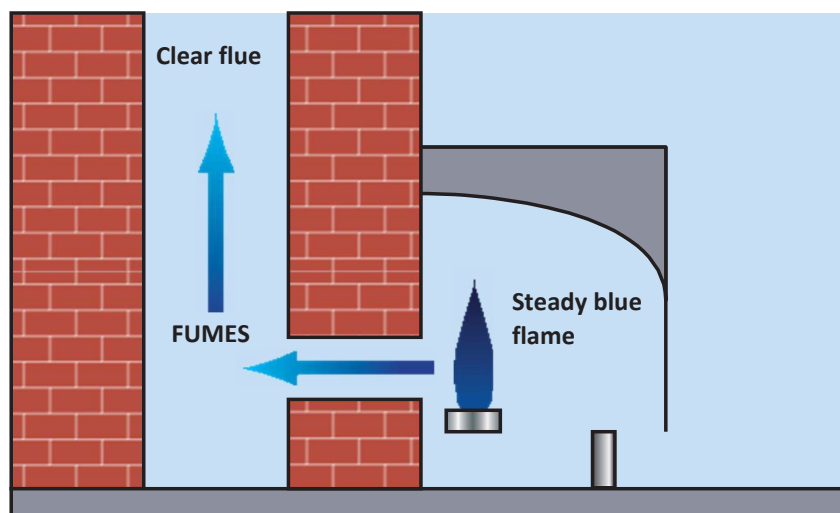
You are at risk of carbon monoxide poisoning if:

- your appliance was poorly installed;
- your appliance is not working properly;
- your appliance has not been checked for safety or maintained regularly;
- there is not enough fresh air in the room;

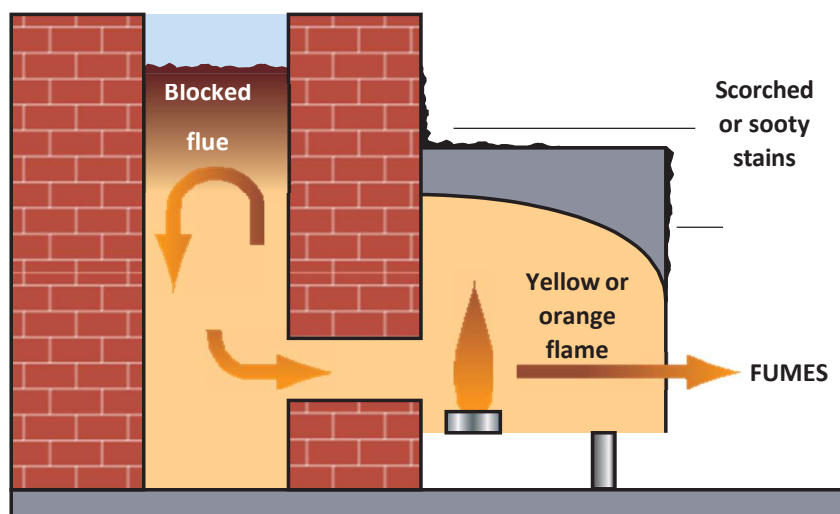
- your chimney or flue gets blocked up;
- you allow an engineer who is not on the Gas Safe Register to install or maintain your appliance(s).

There is a particular risk if you sleep in a room where an appliance that is not of the room-sealed type (e.g. a conventional gas fire) is left burning at night. (Flue outlets for room-sealed appliances are commonly located on an external wall at a low level protected by a cage rather than at or above roof level.)

A safe gas appliance



A dangerous gas appliance



The answers

NEVER use a gas appliance if you think it is not working properly. Signs to look out for include yellow or orange flames (except for fuel-effect fires which display this colour flame), soot or stains around the appliance and pilot lights which frequently blow out.

NEVER cover an appliance or block the convection air vents. **NEVER** block or obstruct any fixed ventilation grilles or air bricks. **NEVER** block or cover outside flues.

CAUTION Whenever draught exclusion, ceiling or extraction fans, double glazing or conservatory extensions are fitted to a room containing a gas appliance, the appliance should subsequently be checked for safety.

ALL gas consumers are advised to have appliances checked for safety **at least every 12 months** by a Gas Safe registered engineer.

You could be entitled to a free safety check. If you are over 60, chronically sick, disabled, deaf or hearing-impaired, blind or visually impaired, you are entitled to join your supplier's Priority Service Register. It is free to join and once a member you are entitled, among other things, to a free annual gas safety check (unless you live in rented accommodation where it is your landlord's duty to ensure the check is done). For more information look at the back of your gas bill.

CARBON MONOXIDE ALARMS are a useful back-up precaution but must **NOT** be regarded as a substitute for proper installation and maintenance of gas equipment by a Gas Safe registered engineer. If you decide to buy a carbon monoxide alarm, ensure it meets current safety standards (BS EN 50291) and carries the Kitemark. If in doubt ask a member of staff for advice. Always follow the manufacturer's siting instructions.

If you smell gas, or suspect there is a gas escape or a carbon monoxide leak, you should immediately do the following:

- Open all doors and windows.
- Shut off the gas supply at the meter control valve (if you know where it is). If gas continues to escape call **National Grid** on the **Gas Emergency Freephone Number 0800 111 999**.
- Make sure that any investigations or repairs are carried out by a Gas Safe registered engineer.

The law

The Gas Safety (Installation and Use) Regulations 1998 place duties on gas consumers, installers, suppliers and landlords. These regulations link with other safety controls on combustion equipment, e.g. the Building Regulations, which are standards for ventilation and flues. For your own protection remember:

- **by law anyone carrying out work on gas appliances or fittings as part of their business must be competent and registered with the Gas Safe Register.** Always check your engineer is registered by asking to see their ID

card which has a photo of the engineer, their business registration number and personal licence number, company name, the start and expiry date of the card and a security hologram. The reverse of the card details what kind of

gas work the engineer is able to do. You can also call Gas Safe Register during normal office hours on 0800 408 5500 or go to the website www.gassaferegister.co.uk;

- **by law only a competent person can carry out work on gas appliances or fittings.** Do-it-yourself work on gas appliances or fittings could be dangerous and

is likely to be illegal;

- **by law you must not use any gas appliance or fittings you know or suspect to be unsafe.** Through Gas Safe Register, HSE has asked all



registered engineers to disconnect any gas appliance or fittings which are so dangerous as to be a threat to life if they are used. If your engineer asks your permission to disconnect such an appliance or fitting it will be in the interests of your own safety, and that of others, to agree. Before you use this appliance or fitting again, have it repaired by a Gas Safe registered engineer;

- **by law, landlords are generally responsible for making sure that gas fittings and flues are maintained in good order, and gas appliances and flues are checked for safety once in a period of 12 months. They must also keep a record of the safety checks for at least two years and issue the latest certificate to existing tenants and any new tenants before they move in.** If you own the appliance, you are responsible for its maintenance and safety checks;
- **by law, *with the exception of the room-sealed type*, there are restrictions on the installation of gas appliances such as fires, boilers and heaters in sleeping accommodation. These restrictions apply only to appliances fitted after 1 January 1996 and to those already installed in rooms in rented accommodation which have been converted to bedrooms after 31 October 1998.** Appliances which are not room-sealed, e.g. conventional gas fires of 14 kilowatts or less, may only be fitted if they have a device which automatically turns the gas supply off before a dangerous level of fumes can build up. However, for appliances above 14 kilowatts only those of a room- sealed type are allowed in such accommodation;
- **by law, since 31 October 1998, it has been illegal to install in any room instantaneous water heaters which are not room-sealed or fitted with a safety device which automatically turns the gas supply off before a dangerous level of poisonous fumes builds up;**
- **by law, mains gas transporters/emergency service providers (ESPs) must, in the event of an emergency, make the situation safe.** They should establish the cause of a gas escape and take action to prevent the gas from escaping within 12 hours. In the case of actual or suspected escapes of carbon monoxide they should respond to reports from consumers and make the situation safe.

Further reading

If you would like more detailed information on the subject, you will find the following HSE publication useful: *Safety in the installation and use of gas systems and appliances. Gas Safety (Installation and Use) Regulations 1998. Approved Code of Practice and guidance L56* (Second edition) HSE Books 1998 ISBN 978 0 7176 1635 0.

Also, for safety information on gas, solid fuel and oil burning appliances, and information on the symptoms of carbon monoxide poisoning, look at the Department of Health booklet *Keep warm keep well* (updated annually). Download it from www.dh.gov.uk or www.direct.gov.uk, or write to Department of Health Publications, PO Box 777, London SE1 6XH, Tel: 0300 123 1002.

Further information

For information about health and safety, or to report inconsistencies or inaccuracies in this guidance, visit www.hse.gov.uk/. You can view HSE guidance online and order priced publications from the website. HSE priced publications are also available from bookshops.

British Standards can be obtained in PDF or hard copy formats from BSI: <http://shop.bsigroup.com> or by contacting BSI Customer Services for hard copies only Tel: 020 8996 9001 email: cservices@bsigroup.com.

HSE Gas Safety Advice Line

Tel: 0800 300 363

HSE's Gas Safety website: www.hse.gov.uk/gas/index.htm Gas Safe

Register website: www.gassaferegister.co.uk

This guidance is issued by the Health and Safety Executive. Following the guidance is not compulsory and you are free to take other action. But if you do follow the guidance you will normally be doing enough to comply with the law. Health and safety inspectors seek to secure compliance with the law and may refer to this guidance as illustrating good practice.

This leaflet is available in priced packs of 15 from HSE Books, ISBN 978 0 7176 6337 8. Single free copies and a web version can be found at: www.hse.gov.uk/pubns/indg238.pdf.

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Appendix B



NORTHAMPTONSHIRE
PARTNERSHIP HOMES



[INSERT ADDRESS]

Address 2

Town / City

County

Postcode

Your ref:

[INSERT REF]

Direct Line:

01827 870950

Date:

[INSERT DATE]

Email:

custint@renuvo.co.uk

LANDLORD GAS SAFETY CHECK – SECOND APPOINTMENT

Dear [INSERT NAME]

We are contacting you again as we have not been able to carry out the **legal annual gas safety check at your home** despite having previously booked an initial appointment to do this.

It is essential that these checks are carried out to ensure your gas appliances are working safely and efficiently. **Failure to do so may leave you, other household members or neighbours at risk of serious harm.**

If you fail to allow access for the gas safety check, you will unfortunately be in breach of your tenancy agreement.

Your tenancy agreement states that you must allow West Northamptonshire Council, Northamptonshire Partnership Homes and their contractors access to your home to carry out safety inspections, repairs and improvements. For more information, please see clause 11.1 of your tenancy agreement.

We have therefore scheduled a further appointment arranged for one of our engineers to visit you on:

[INSERT APPOINTMENT DETAILS]

If this date and time is not convenient for you, please contact us urgently to rearrange your appointment on 01827 870950 or email custint@renuvo.co.uk

Please note that in exceptional circumstances we are able to offer appointments at weekends, early morning or evening. Please let us know if this offer is more suitable to you.

If you have any questions about the annual gas safety checks, please contact us and we will be happy to help.

Yours Sincerely,

Customer Services Team
Renuvo Limited
Office hours: Monday-Friday, 8am – 5pm

DRAFT

Appendix C



NORTHAMPTONSHIRE
PARTNERSHIP HOMES



[INSERT ADDRESS]

Address 2

Town / City

County

Postcode

Your ref:

[INSERT REF]

Direct Line:

01827 870950

Date:

[INSERT DATE]

Email:

custint@renuvo.co.uk

LANDLORD GAS SAFETY CHECK – THIRD APPOINTMENT

Dear [INSERT NAME]

We are contacting you again as we have not been able to carry out the **legal annual gas safety check at your home** despite two previous appointments which you have failed to honour.

It is essential that these checks are carried out to ensure your gas appliances are working safely and efficiently.

This matter is now serious and we are advised you are in breach of the terms of your tenancy agreement with the Council. It is now at a stage where Northamptonshire Partnership Homes **may have no alternative other than to seek legal proceedings against you** for failure to grant access to us in order to complete a gas safety check.

We have made a further appointment for one of our engineers to visit you on:

[INSERT APPOINTMENT DETAILS]

If this date and time is not convenient for you, please contact us urgently to rearrange your appointment on 01827 870950 or email custint@renuvo.co.uk

If you have any questions about the annual gas safety checks, please contact us and we will be happy to help.

Yours Sincerely,

Renuvo Limited - Customer Services Team

Office hours: Monday-Friday, 8am – 5pm

Renuvo Limited is registered in England no.7289284

Registered Office: Unit 1 Kingsbury Link, Tamworth B78 2EX Tel: 01827 870 950 Web: www.renuvo.co.uk

Appendix D



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

URGENT

[INSERT ADDRESS]

Address 2 Town
/ City County
Postcode

Our Ref:

Ext/Direct 0300 3307003

Line:

Email: gas.services@nph.org.uk

Date:

Dear [INSERT NAME]

We are writing following several attempts to contact you for the statutory annual gas safety check.

The Gas Safety (Installation and Use) Regulations 1998 states that landlords are generally responsible for making sure that gas fittings and flues are maintained in good order, and gas appliances and flues are **checked for safety once in a period of 12 months**.

Every year about 14 people die from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained. Many others also suffer ill health.

Your repeated failure to grant our gas contractor access to undertake the statutory gas safety inspection is a serious matter as it potentially places you and others at risk of harm and is also a breach of your tenancy agreement.

Clause 11 of your tenancy agreement states that you must allow us, our agents, contractors or workmen acting on our behalf to enter the Property at reasonable times, after we have given you a minimum of three working days written notice for the purposes of carrying out a gas safety inspection or service.

It further states that if an emergency arises where we believe there is an immediate risk to any person or property, we have the right to enter your home at any time without notice using reasonable force, if necessary, and carry out any work to your home, your Neighbours home or to any Common Parts near to your home.

This letter confirms that you are about to enter our **legal process** unless we are able to immediately access your property to carry out the statutory annual gas safety check.

To prevent this action, please contact **Renuvo** directly on **01827 870950** or Northamptonshire Partnership Homes on **0300 3307003** or email the address above to arrange an **immediate appointment** to carry out the service.

If you have recently arranged an appointment with Renuvo please disregard this letter.

I look forward to your fullest cooperation in this matter.

Yours Sincerely,

Northamptonshire Partnership Homes

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Appendix E



**West
Northamptonshire
Council**

West Northamptonshire Council
The Guildhall, St Giles' Square
Northampton
NN1 1DE

0300 126 7000
www.westnorthants.gov.uk

Team or service area: Legal Services
Name: James Chadwick
Direct Line: 01604 837822
E-mail: james.chadwick@westnorthants.gov.uk

Our Ref

URGENT

[INSERT ADDRESS]

Address 2 Town /
City County
Postcode

Date:

URGENT ACCESS REQUIRED FOR STATUTORY GAS SAFETY CHECK

Dear **[INSERT NAME]**

We are writing to you regarding your continued refusal to permit Northamptonshire Partnership Homes employees and approved gas contractor access to your home in order that a safety check on the gas installations within your property may be carried out.

It is a statutory obligation for us, to carry out annual gas safety checks. Also, under the terms of your Tenancy Agreement, we are obliged to keep in good repair and proper working order installations for the supply of gas. These obligations exist to protect you. It is vital that you permit Northamptonshire Partnership Homes employees and the approved gas contractor access to your home in order that we can meet our legal obligations.

Under the terms of your Tenancy Agreement, you agreed to allow our employees, third parties acting on our behalf or contractors' access to your accommodation at reasonable times and with reasonable notice for the purposes of carrying out work such as gas safety checks. By not allowing access you are in breach of this agreement.

We write to request that you contact us urgently on 01604 838830 to arrange an appointment for your annual service. If you have already booked an appointment with us, please ignore this letter and ensure you meet all existing appointments.

If you fail to contact us within 7 days of the date of this letter, we will have no option but to commence legal proceedings against you.

Yours Sincerely



James Chadwick
Legal Services
West Northamptonshire Council

DRAFT

Appendix F



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

URGENT

[INSERT ADDRESS]

Address 2

Town / City

County

Postcode

Our Ref:

Ext/Direct 01604 838830

Line:

Email: gas.services@nph.org.uk

Date:

Dear [INSERT NAME]

URGENT ACCESS FOR SERVICING OF GAS HEATING AND HOT WATER APPLIANCES

We are writing following several attempts to contact you for the statutory annual gas safety check.

A **final appointment** has been made for our gas contractor, Renuvo, to attend your home on:

[INSERT APPOINTMENT DETAILS]

They will be carrying out the legally required gas service or may cap your gas supply.

This letter confirms that you have entered our **legal process and failure to allow Northamptonshire Partnership Homes and their gas contractor access to the property will lead to legal action being taken against you for which you could incur sizeable costs.**

To prevent this action, please contact **Renuvo** directly on **01827 870950** or Northamptonshire Partnership Homes on **0300 3307003** or email the address above to arrange an **immediate appointment** to carry out the service.

Thank you in advance of your co-operation.

Yours Sincerely

Northamptonshire Partnership Homes

Appendix G



[INSERT ADDRESS]

Address 2 Town
/ City County
Postcode

Our Ref:
Ext/Direct: 0300 3307003
Line:
Email: XXXXXXXXXXXX
Date:

Dear [INSERT NAME]

We are writing following attempts by our electrical contractor to contact you for the purpose of undertaking an Electrical Installation Condition Report (EICR) which is a **free electrical check**.

The Code of Practice for the Management of Electrotechnical Care in Social Housing recommend that an electrical installation in a domestic tenants property is inspected and tested once every 5 years. Our records show that an EICR is imminently due in your property and it is important that we complete this to ensure that there are no issues of concern that could pose a risk to you or other members of your household.

Please refer to the leaflet that accompanies this letter which sets out why it is important for you to allow our contractor access to your home to complete an EICR.

Our electrical contractor has written to you previously and made an appointment to visit you at your home to undertake an EICR but access to your home has not been possible.

Your repeated failure to grant our electrical contractor access to your home for the purpose of completing an EICR is a serious matter as it potentially places you and others at risk of harm.

We have scheduled a further appointment arranged for our electrical contractor to visit you on: [INSERT APPOINTMENT DETAILS]

If this appointment is not convenient then please call our contactor XXXXXXXX on XXXXXX and arrange a mutually convenient appointment.

Please note that our contractor can offer flexible appointments to suit your needs and availability which means an appointment can be made between XXXXX to XXXXXX and can include weekend appointments. Additionally if there are specific needs or matter that you wish us to take in to account in relation to booking or honouring an appointment then please let us know.

I look forward to your fullest cooperation in this matter.

Yours Sincerely,

Northamptonshire Partnership Homes

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LET ME IN!

We are duty bound to conduct regular electrical maintenance checks to make sure your property is safe.

25%

of all properties in social housing do not have the Government's recommended five electrical safety features installed.

Source: MHCLG 'Disrepair and Electrics' statistics, 2016

12%

of social housing properties failed the Government's Decent Homes criteria in 2016.

Source: MHCLG 'Decent Homes - dwellings' statistics, 2016

Fires started by faulty electrical distribution

led to **496** fatalities or injuries in 2016/17

Source: Home Office fire statistics 2016/17

10%

of all fires are caused by problems with electrical distribution (wiring, cabling or plugs)

Source: Home Office fire statistics, 2017/18



3,455

people visited A&E during 2016-17 as a result of electric shocks

Source: NHS Hospital Accident and Emergency Activity 2016-17

When your body receives an electric shock:

- 1 Muscles tighten up, making it almost impossible to let go of the equipment
- 2 Lungs constrict, making it hard to breathe.
- 3 Heart constricts and blood vessels tighten.
- 4 Burns occur where electricity enters and exits the body.

Electricity: The Do's and Don'ts

DON'T DO IT YOURSELF!

- ⊘ DIY wiring can lead to electrical parts overheating, causing fires, shocks and death.

DON'T OVERLOAD SOCKETS

- ⊘ Plugging too many devices into one socket, and over-using extension leads, can lead to overheating and fires.

DO BUY REPUTABLE ELECTRICAL GOODS

Cheaper, 'unofficial' electrical products such as phone chargers may not meet safety regulations, increasing the risk of fire.

DO ALLOW ELECTRICAL INSPECTIONS TO TAKE PLACE

Regular checks are the best way to be sure that electrical installations are safe, and to spot potential problems before it is too late.

It's the LAW

What we must do regarding electrical installation maintenance

- 🏠 We must ensure that the electrical installation and electrical equipment we own in your property is safe
- 🏠 We must ensure your property is free of any serious electrical hazards, including:
 - ⊘ Exposed wiring
 - ⊘ Overloaded sockets
 - ⊘ Poorly installed electrical systems
- 🏠 We must ensure that any threats from accidental fires are minimised, through:
 - ⊘ Ensuring Residual Current Devices (RCDs) are fitted.
 - ⊘ Ensuring the distribution board and wiring are regularly checked and maintained.
- 🏠 We must make sure any electrical work complies with the Building Regulations, in particular Part P. Some work (including new circuits, alterations to existing circuits in bathrooms, and replacement consumer units) is notifiable. This must be verified by the issuing of a Building Regulations compliance certificate.
- 🏠 It is recommended best practice that we arrange for an Electrical Installation Condition Report (EICR) to be carried out at least every five years. EICRs are important to verify the electrical safety of properties and spot hazards.



What we'll do

When we visit to check the electrics in your property we may:

- 🏠 Conduct a visual inspection of the electrics, checking:
 - ✓ The electrical intake (where the electricity enters the property, near to the consumer unit/fuse box)
 - ✓ The consumer unit
 - ✓ The main protective bonding (which connects pipework with the electrics in a property)
 - ✓ Any fixtures and fittings (such as light fittings and sockets)
 - ✓ The state of wires and cables
 - 🏠 Send a qualified, competent electrician, who may undertake a Periodic Inspection which will result in the creation of an EICR.
 - 🏠 Carry out any necessary repairs or remedial work.
- Please allow up to 4 hours for checks to be completed adequately.**

If you are concerned about the electrical installation in your property, complete the visual electrical checklist at www.homesafetyguidance.co.uk and if you still have concerns after this, contact your housing provider



This infographic was compiled by the Electrical Safety Roundtable's Social Housing Sub-Group
www.electricalsafetyroundtable.co.uk/social-housing.aspx



Appendix H



[INSERT ADDRESS]

Address 2 Town
/ City County
Postcode

Our Ref:
Ext/Direct 0300 3307003
Line:
Email: XXXXXXXXXX
Date:

Dear [INSERT NAME]

We are writing following previous attempts by our electrical contractor to contact you for the purpose of undertaking an Electrical Installation Condition Report (EICR) at your home and the recent letter we sent to you requesting that you provide access to them to complete this important task.

The Code of Practice for the Management of Electrotechnical Care in Social Housing recommend that an electrical installation in a domestic tenants property is inspected and tested once every 5 years. Our records show that an EICR is imminently due in your property and it is important that we complete this to ensure that there are no issues of concern that could pose a risk to you or other members of your household.

Our electrical contractor has written to you previously and made an appointment to visit you at your home to undertake an EICR but access to your home has not been possible.

Your repeated failure to grant our electrical contractor access to undertake an EICR is a serious matter as it potentially places you and others at risk of harm and is also a breach of your tenancy agreement.

We have scheduled a further appointment arranged for our electrical contractor to visit you on: [INSERT APPOINTMENT DETAILS]

If this appointment is not convenient then please call our contactor XXXXXXX on XXXXX and arrange a mutually convenient appointment.

Please note that our contractor can offer flexible appointments to suit your needs and availability which means an appointment can be made between XXXXX to XXXXX and can include weekend appointments. Additionally if there are specific needs or matter that you wish us to take in to account in relation to booking or honouring an appointment then please let us know.

If you fail to grant access to our electrical contractor on the above appointment date and time we will then escalate the matter to the legal stage and treat the matter as a breach of your tenancy agreement due to the seriousness of the matter and the potential risks involved due to not having your electrical installation checked.

I look forward to your fullest cooperation in this matter.

Yours Sincerely,

Northamptonshire Partnership Homes

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Appendix I



[INSERT ADDRESS]

Address 2 Town
/ City County
Postcode

Our Ref:
Ext/Direct: 0300 3307003
Line:
Email: XXXXXXXXXX
Date:

Dear [INSERT NAME]

We are writing following numerous attempts by our electrical contractor to contact you, and appointments made, for the purpose of undertaking an Electrical Installation Condition Report (EICR) at your home.

The Code of Practice for the Management of Electrotechnical Care in Social Housing recommend that an electrical installation in a domestic tenants property is inspected and tested once every 5 years. Our records show that an EICR is imminently due in your property and it is important that we complete this to ensure that there are no issues of concern that could pose a risk to you or other members of your household.

We wrote to you recently to advise that your repeated failure to grant our electrical contractor access to your home to undertake an EICR is a serious matter as it potentially places you and others at risk of harm. We also confirmed that you were in breach of your tenancy agreement and should you fail to grant access the matter would be escalated to the legal stage.

The matter is now deemed serious and at the legal stage. I would like to give you **one final opportunity** to grant our electrical contractor access to your property for the purpose of completing an EICR.

We have scheduled a further final appointment arranged for our electrical contractor to visit you on: [INSERT APPOINTMENT DETAILS]

If this appointment is not convenient then please call our contactor XXXXXXXX on XXXXXX and arrange a mutually convenient appointment.

Please note that our contractor can offer flexible appointments to suit your needs and availability which means an appointment can be made between XXXXX to XXXXXX and can include weekend appointments. Additionally if there are specific needs or matter that you wish us to take in to account in relation to booking or honouring an appointment then please let us know.

If you fail to honour this appointment or refuse our electrical contractor access to your home we will be left with no option other than to instruct our Solicitor to seek a legal remedy against you. We reserve the right to seek all reasonable costs associated for any legal action we take against you.

I look forward to your fullest cooperation in this matter.

Yours Sincerely,

Northamptonshire Partnership Homes

Appendix J



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

[INSERT ADDRESS]

Address 2 Town
/ City County
Postcode

Our Ref:
Ext/Direct 0300 3307003
Line:
Email: XXXXXXXXXX
Date:

Dear [INSERT NAME]

NOTICE OF LEGAL ACTION - FAILING TO GIVE ACCESS TO COMPLETE AN EICR

We are writing following numerous attempts by our electrical contractor to contact you, and appointments made, for the purpose of undertaking an Electrical Installation Condition Report (EICR) at your home.

The Code of Practice for the Management of Electrotechnical Care in Social Housing recommend that an electrical installation in a domestic tenants property is inspected and tested once every 5 years. Our records show that an EICR is imminently due in your property and it is important that we complete this to ensure that there are no issues of concern that could pose a risk to you or other members of your household.

We wrote to you recently to advise that your repeated failure to grant our electrical contractor access to undertake an EICR is a serious matter as it potentially places you and others at risk of harm. We also confirmed that you were in breach of your tenancy agreement and should you fail to grant access the matter would be escalated to the legal stage.

You have still failed to allow us access to your home.

The matter has now been passed to our Solicitor to progress the matter to court. You may be liable for any costs associated with this.

If you wish to avoid this course of action you can contact our electrical XXXXXXXX on XXXXX and arrange a mutually convenient appointment.

I look forward to your fullest cooperation in this matter.

Yours Sincerely

Northamptonshire Partnership Homes

Vulnerability checklist – Appendix K

Property Details

Address

Tenant 1

Title		First Name		Surname	
Date of Birth			Language Barrier to include literacy issues		
Telephone Number			Email address		
Disabilities	<div style="display: flex; justify-content: space-between; padding: 5px;"> Speech difficulty <input type="checkbox"/> Hearing Difficulty <input type="checkbox"/> Mobility Difficulty <input type="checkbox"/> </div> <div style="display: flex; justify-content: space-between; padding: 5px;"> Visual Impairment <input type="checkbox"/> Mental Health <input type="checkbox"/> Learning Disability <input type="checkbox"/> </div>				
Disability details / Specific Medical Conditions					
Any other vulnerabilities					

Current Support (Housing Support Officer / CPN / Social Worker / Care Agency)

Name		Organisation	
Job Title		Contact Number	

GP

GP Name		Surgery	
Address			Contact Number

Emergency Contact

Surname	
Email address	
Relationship to Tenant	

Tenant 2

Title		First Name		Surname	
Date of Birth		Language Barrier to include literacy issues			
Telephone Number			Email address		
Disabilities	Speech difficulty <input type="checkbox"/> Hearing Difficulty <input type="checkbox"/> Mobility Difficulty <input type="checkbox"/> Visual Impairment <input type="checkbox"/> Mental Health <input type="checkbox"/> Learning Disability <input type="checkbox"/>				
Disability details / Specific Medical Conditions					
Any other vulnerabilities					

Current Support (Housing Support Officer / CPN / Social Worker / Care Agency)

Name		Organisation	
Job Title		Contact Number	

GP

GP Name		Surgery	
Address		Contact Number	

Emergency Contact

Surname	
Email address	
Relationship to Tenant	

PLEASE ENSURE UPDATED DETAILS ARE RECORDED ON OPEN HOUSING AND THE COMPLETED FORM SCANNED TO CIVICA.

APPENDIX L - Community Impact Assessment

1. About your review

Name of the project, strategy, policy, process or service under review:				
Gaining access to a property policy and procedure				
Is the project, strategy, policy, process or service:		CURRENT	REVISED	NEW YES
Which customer groups will be impacted? <i>Detail if specific customer groups or areas are impacted e.g. Tenants in Spring Fields area, tenants with young families, tenants on Housing Benefits etc</i>	CURRENT TENANTS All current tenants could be impacted	CURRENT LEASEHOLDERS All current leaseholders could be impacted	STAFF Some staff may be impacted due to being a tenant	OTHERS None identified
Summary of the project, new or revised strategy, policy, process or service: The new Gaining access to a property policy and procedure sets out NPH's approach to gaining access to a Council owned property for a number of reasons and scenarios. It is intended to give a consistent approach to the whole issue of gaining access to a property.				

CIA carried out by:		
Lead officer: Darren Berwick Staff: Internal departments have been consulted and involved in the drafting of the new policy		Residents: Residents were consulted and engaged with at the Resident Advisory Panel on XXXXXX External stakeholders: West Northamptonshire Council Other: Approved gas and electrical contractors
Document Management		
Approved by: Nicky McKenzie Date of approval:	Last review date: N/A Next review date: September 2026 Version: 1	Contact Officer: Darren Berwick Service area: Tenancy Management

2. Relevant Equality Monitoring Data

Use this section to give as much information as possible about helpful customer data. Think about: customer profiling, complaints, compliments, satisfaction surveys and census data.

Equality Data Monitoring		
What internal equality data do you use to monitor this policy?	Internal or external data?	Engagement?
Data from Open Housing	Internal	No
Tenancy and property update data	Internal	No
Gas compliance data	Internal and External	Yes
Electrical safety (EICR) data	Internal and External	Yes
Staff alert register	Internal and External	Yes

Protected Characteristics	Which groups would be affected	Impact (Positive/Negative/Neutral)	Risks	Mitigations / Recommendations
Race and ethnicity	Yes	Positive	Serious risk of harm in respect of non-compliance for gas and electrical safety checks	Ensure interpretation and translation services are available
Disability	Yes	Positive	Serious risk of harm in respect of non-compliance for gas and electrical safety checks	Ensure that a Welfare or Housing Support Officer is engaged if any support needs are identified
Sex	Yes	Positive	Serious risk of harm in respect of non-compliance for gas and electrical safety checks	Consideration to using a different gender contractor employee will be given for victims of domestic abuse
Age	Yes	Positive	Serious risk of harm in respect of non-compliance for gas and electrical safety checks	Ensure that a Welfare or Housing Support Officer is engaged if any support needs are identified
Religion or Belief	Yes	Positive	Serious risk of harm in respect of non-compliance for gas and electrical safety checks	Consideration to using a different gender contractor employee will be given if there are culture reasons for doing so

Gender Reassignment	Yes	Positive	Serious risk of harm in respect of non-compliance for gas and electrical safety checks	Consideration to using an appropriate gender contractor employee will be given if requested
Sexual Orientation	Yes	Positive	Serious risk of harm in respect of non-compliance for gas and electrical safety checks	The Housing Officer will ensure Open Housing records are accurate and any specific needs identified and recorded
Pregnancy and Maternity	Yes	Positive	Serious risk of harm in respect of non-compliance for gas and electrical safety checks	The Housing Officer will ensure Open Housing records are accurate and any specific needs identified and recorded
Marriage and Civil Partnership	Yes	Positive	Serious risk of harm in respect of non-compliance for gas and electrical safety checks	The Housing Officer will ensure Open Housing records are accurate and any specific needs identified and recorded
Evidence Base: (Evidence used / likelihood / size of impact) How certain are you about the assessment of each potential impact, and what evidence have you used to arrive at the decision? E.g. Data – population trends data, census data, service data. Research – national, regional, local research. Engagement/Consultation – with partners, the public, the voluntary sector.				

3. Analysis of Impact on Equality

The Public Sector Equality Duty requires us to eliminate discrimination, advance equality of opportunity and foster good relationships with protected groups. Consider how this project, strategy, policy or service review will achieve these aims.

The gaining access to a property policy and procedure will ensure that homes that NPH manage are safe, clean and well maintained and reduce any risk to tenants, guests, visitors to the property or any resident immediately adjacent to the property.

Community engagement opportunities will exist for all, and opportunities available for local residents to help shape our current and future services to ensure they meet local needs.

4. Analysis of Impact on Well-being

Well-being – Use this section to determine how the project, strategy, policy, process or service will impact on a customer's health and wellbeing, and whether the proposal will impact on the demands for, or access to our services.				
Category Area	Which groups could be affected	Impact (Positive/Negative/Neutral)	Risks	Mitigations / Recommendations
Mental Health and Wellbeing	Vulnerable residents	Positive and Negative	Safe homes not being maintained Impact on mental health	Whilst making homes safe is a positive feature for those that suffer from mental health issues the perceived disruption and unknown person entering the home could increase anxiety levels. We will offer for a NPH representative to accompany the contractor should it be necessary.
Healthy Lifestyles	All	Positive	None	None
Accidents and Falls Prevention	All	Positive	None	Homes will be safely maintained and accurate records kept to ensure properties are compliant

Access to referral of other services/partners	All	Neutral	None	None
Independent Living	Elderly and disabled	Positive	Living in homes that could be unsafe	Welfare Officers are responsible for the management of elderly people that live in Older Persons Accommodation and undertake tenancy and property updates to ensure both the tenant and the property are safe with no issues of concern. All other elderly tenants are managed by the Housing Officer who also undertakes tenancy and property updates
Safeguarding	Young, elderly and vulnerable	Positive	Living in homes that could be unsafe	Some tenants will be vulnerable and through neglect of themselves or the property could be placing themselves at harm. All staff are trained on Safeguarding and trade staff complete concern cards when an issue of concern is identified
Other	N/A	N/A	N/A	N/A
Evidence Base: Evidence used / likelihood / size of impact) How certain are you about the assessment of each potential impact, and what evidence have you used to arrive at the decision? E.g. Data – population trends data, census data, service data. Research – national, regional, local research. Engagement/Consultation – with partners, the public, the voluntary sector.				

5. Analysis of Impact on Community

Community Impact Assessment – A Community Impact Assessment (CIA) helps us make sure our policies, strategies and projects do not discriminate against anyone in respect of disability, gender and racial equality.			
Impact and groups that could be affected	Impact (Positive, neutral, negative)	Risks	Mitigations / Recommendations
Impact to the Economy:	Positive	Tenants that are employed will be less likely to live in homes that may be unsafe or be exposed to avoidable risks and therefore less likely to have time off work	None
Impact to the Environment:	Positive	Properties are less likely to experience gas leaks and some will have energy efficiency works completed which contribute positively to the living and external environment	None
Impact to localities / communities: <i>E.g. disadvantaged groups, for example, carers, veterans, and military staff, homeless, rurality, low income etc.</i>	Positive	Vulnerable tenants may be living in unsafe homes	An annual gas safety programme is in place and 4 years EICR checks A 5 yearly programme of tenancy and property updates exist
Other:	N/A	N/A	N/A
Evidence Base: (Evidence used / likelihood / size of impact) How certain are you about the assessment of each potential impact, and what evidence have you used to arrive at the decision? E.g. Data – population trends data, census data, service data. Research – national, regional, local research. Engagement/Consultation – with partners, the public, the voluntary sector.			

6. Taking action

A Community Impact Assessment cannot be signed off until negative outcomes are addressed. What actions you have taken or plan to take to remove and/or reduce negative outcomes?

Actions identified from CIA	Target completion date	Responsible Officer	Is this action identified in any other monitoring framework?	Comments
N/A				

3. Assessment Review and Sign Off

Assessment Review completed by: <i>Officer lead and Assistant Director/Head of Service</i>			
Comments:			
Next review date: September 2026			
Name:		Date:	
Directorate:		Signature:	