

ACCESS POLICY



RGS PROPERTIES

ACCESS POLICY

Policy Reference: RGS-AP-2026-01**Document Owner:** Director of Property & Compliance**Version:** 1.0**Date Produced:** 11 June 2026**Audience:** Customers, Tenants, Leaseholders, Employees, Contractors, Auditors, Stakeholders**Strategic Theme:** Safe Homes, Strong Communities**Approval Route:** Director / Board Approval

Version History

Version	Approved By	Revision Date	Next Review Date	Description of Change	Author
1.0	Board of Directors	11/06/2026	11/06/2029	New Policy	Director of Property & Compliance

Purpose

The purpose of this policy is to ensure customer safety and demonstrate RGS Properties' commitment to ensuring that customers, employees, contractors, members of the public, homes, and company assets are not knowingly exposed to risks that could affect their safety, wellbeing, or property.



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1. Aims

This policy sets out the key principles for gaining access to homes where RGS Properties is required to do so.

The policy aims to:

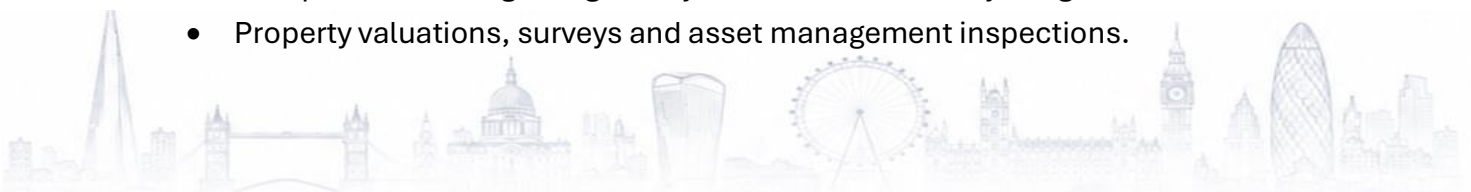
- Define when access to a property may be required.
- Clarify customer responsibilities in relation to providing access.
- Outline appropriate and proportionate action where access is not granted.
- Ensure a robust escalation process is in place to provide customers with every opportunity to grant access at a mutually convenient time.
- Protect the safety of customers, employees, contractors, neighbouring residents and the wider public.
- Ensure compliance with statutory, regulatory and contractual obligations.

2. Scope

This policy applies to all properties owned, leased, managed, maintained, or operated by RGS Properties, including social housing, supported accommodation, private rented properties, temporary accommodation and leasehold properties.

Access may be required for a variety of reasons, including but not limited to:

- Carrying out repairs and maintenance.
- Responding to emergencies.
- Annual gas safety inspections.
- Fire safety inspections, surveys and remedial works.
- Electrical inspection and testing.
- Asbestos inspections and management works.
- Damp, mould and condensation inspections and remediation.
- Legionella assessments and associated works.
- Housing Health and Safety Rating System (HHSRS) inspections.
- Servicing and maintenance of lifts, stairlifts, telecare systems and specialist equipment.
- Planned improvement and refurbishment programmes.
- Stock condition surveys.
- Property inspections.
- Tenancy audits and tenancy verification checks.
- Investigations relating to tenancy breaches.
- Compliance with legal, regulatory and health and safety obligations.
- Property valuations, surveys and asset management inspections.



3. If RGS Properties Needs to Access a Home

Where access is required, RGS Properties will work with customers to arrange a mutually convenient date and time.

A responsible adult aged 18 years or over must normally be present to provide access. If no responsible adult is present, the visit may be recorded as a failed access appointment.

Except in emergency situations, we will make reasonable efforts to arrange access in advance by:

- Writing to the customer explaining why access is required.
- Sending email notifications where appropriate.
- Contacting customers by telephone.
- Sending text message reminders where available.
- Conducting home visits where necessary.
- Providing opportunities to rearrange appointments.

RGS Properties and its contractors will normally make at least three attempts to arrange access before escalating the matter further.

Where customers do not respond, and depending on the urgency of the matter, additional measures may include:

- Contacting next of kin or nominated representatives.
- Contacting support workers or carers.
- Contacting known support agencies already involved with the customer.
- Liaising with internal housing management teams.
- Contacting neighbours where appropriate.

RGS Properties may work with external agencies where necessary, including:

- Police services.
- Fire and Rescue Services.
- Ambulance Services.
- NHS organisations.
- Adult Social Care.
- Local Authorities.
- Health and Safety Executive.
- Safeguarding agencies.



4. Customer Responsibilities

Tenancy agreements, licences, leases and occupancy agreements set out the rights and responsibilities relating to access.

Customers are responsible for:

- Allowing reasonable access where required.
- Keeping contact details up to date.
- Informing RGS Properties of any support needs or vulnerabilities.
- Providing details of an alternative contact where appropriate.
- Informing us as soon as possible if an appointment needs to be rearranged.
- Ensuring a responsible adult is present to provide access where required.

Failure to comply with access requirements may constitute a breach of tenancy, licence or lease conditions and may result in further action.

Where contractors incur costs because a customer fails to provide access to a confirmed appointment, RGS Properties reserves the right to recharge reasonable costs where permitted by law or tenancy conditions.

5. What We Will Do if Access Is Not Provided or Refused

Where reasonable access has been denied and the matter is not an emergency, RGS Properties may pursue legal remedies as a last resort.

Gas Safety

RGS Properties has a legal duty to ensure that gas appliances, fittings and flues provided within rented homes remain safe.

Annual gas safety inspections must be completed in accordance with legislation.

Where access is repeatedly denied:

- We may seek an injunction through the courts.
- We may undertake risk assessments and equality impact assessments.
- We may restrict or isolate gas supplies where legally permitted and necessary to protect safety.
- We will review any restriction measures regularly and support customers in resolving access issues.

Electrical Safety

Electrical safety inspections are normally carried out at least every five years.



Where access is denied, RGS Properties may follow the same escalation process as used for gas safety compliance.

Other Compliance Requirements

The same escalation principles may be applied where access is required for:

- Fire safety.
- Asbestos management.
- Damp and mould remediation.
- Legionella control.
- Property safety inspections.
- Planned maintenance works.
- Regulatory compliance obligations.

Possession Proceedings

Where customers repeatedly refuse access, RGS Properties may consider possession proceedings where legally appropriate.

Such action may be considered where a customer:

- Repeatedly ignores requests for access.
- Refuses access after legal action has commenced.
- Consistently prevents required inspections or repairs.
- Is in breach of tenancy conditions.
- Has abandoned the property.

6. Emergency Access

There may be situations where immediate access is necessary to protect life, property, public safety or neighbouring residents.

Examples include:

- Flooding.
- Gas leaks.
- Fire risks.
- Structural emergencies.
- Serious safeguarding concerns.
- Suspected medical emergencies.
- Situations presenting immediate danger to occupants or others.

In these circumstances, and after reasonable efforts to contact the customer, RGS Properties may enter a property without prior consent.



Where emergency access is required, we will:

- Contact relevant emergency services where appropriate.
- Undertake a risk assessment before entry where practicable.
- Ensure access is obtained by authorised personnel.
- Maintain records of actions taken.
- Take photographs where necessary for evidential purposes.
- Ensure the property is left secure.
- Replace locks where necessary and make arrangements for customers to regain access.
- Attempt to contact customers, next of kin and support agencies following entry.

Emergency access will only be used where there is no reasonable alternative and where risks justify immediate intervention.

Where emergency attendance is required due to customer negligence, RGS Properties may seek to recover reasonable costs where legally permitted.

7. Exceptional Circumstances

RGS Properties recognises that exceptional personal circumstances may affect a customer's ability to provide access.

Examples include:

- Serious illness.
- Hospitalisation.
- Disability-related difficulties.
- Significant medical treatment.
- Caring responsibilities.
- Bereavement.
- Mental health crises.
- Other exceptional personal circumstances.

Each case will be considered individually and reasonable adjustments will be made wherever possible.



8. Complaints Procedure

Customers who are dissatisfied with the application of this policy may make a complaint through the RGS Properties Complaints Policy.

Complaints will be investigated fairly, independently and in accordance with published complaints procedures.

Information on how to make a complaint is available through:

RGS Properties

167–169 Great Portland Street

London, England, W1W 5PF

Telephone: +44 7400 054023

Email: info@rgsproperties.co.uk

9. Data Protection and Privacy

All personal information processed under this policy will be handled in accordance with:

- UK General Data Protection Regulation (UK GDPR).
- Data Protection Act 2018.
- Privacy and Electronic Communications Regulations where applicable.

Information will only be shared:

- Where legally required.
- For safeguarding purposes.
- In the public interest.
- With customer consent.
- To protect life, health or safety.

RGS Properties will process personal information only for lawful purposes and in accordance with its Privacy Policy.



10. Safeguarding

RGS Properties is committed to safeguarding children, young people and vulnerable adults.

Where safeguarding concerns are identified during access attempts or property visits, staff and contractors will follow the organisation's Safeguarding Policy and procedures.

Safeguarding concerns may be referred to relevant statutory agencies where appropriate.

11. Equality, Diversity and Inclusion Statement

RGS Properties is committed to treating all customers fairly, respectfully and professionally.

We will not discriminate on the grounds of:

- Age.
- Disability.
- Gender reassignment.
- Marriage or civil partnership.
- Pregnancy and maternity.
- Race.
- Religion or belief.
- Sex.
- Sexual orientation.

This policy will be implemented in accordance with the Equality Act 2010.

Reasonable adjustments will be considered for customers with disabilities, vulnerabilities or additional support needs.

Risk assessments and equality considerations will form part of all significant access enforcement decisions.



12. Legal and Regulatory Context

This policy operates within the framework of:

- Regulator of Social Housing Consumer Standards.
- Housing Act 1985.
- Housing Act 1988.
- Housing Act 2004.
- Landlord and Tenant Act 1985.
- Homes (Fitness for Human Habitation) Act 2018.
- Equality Act 2010.
- Data Protection Act 2018.
- UK General Data Protection Regulation.
- Gas Safety (Installation and Use) Regulations 1998.
- Gas Safety (Management) Regulations.
- Electricity at Work Regulations 1989.
- Electrical Safety Standards in the Private Rented Sector Regulations.
- Building Safety Act 2022.
- Fire Safety Act 2021.
- Regulatory Reform (Fire Safety) Order 2005.
- Fire Safety (England) Regulations 2022.
- Control of Asbestos Regulations 2012.
- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Environmental Protection Act 1990.
- Prevention of Social Housing Fraud Act 2013.
- Social Housing (Regulation) Act 2023.
- Awaab's Law requirements and associated regulations.
- Any subsequent legislation, guidance or regulatory requirements.

13. Operation and Monitoring

The Board of Directors has overall responsibility for this policy.

The Director of Property & Compliance is responsible for:

- Ensuring effective implementation of the policy.
- Monitoring compliance.
- Reviewing outcomes and performance.
- Reporting significant issues to senior management and the Board.



This policy will be reviewed at least every three years or sooner where legislative, regulatory or operational changes require revision.

Document Control

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Approved By: Board of Directors

Organisation: RGS Properties (RG SERVICES PROPERTY LTD)

