

# GAINING ACCESS POLICY

<b>Policy Owner:</b>	Communities Director	<b>Strategic Partner Sponsor:</b>	Communities Director
<b>Exec Owner:</b>	Chief Customer Officer		
<b>Approval Body:</b> Magenta Board, Leadership Board (full Board or member)	Leadership Board – Chief Customer Officer	<b>Date Approved by Approval Body:</b>	18 <sup>th</sup> May 2026
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## 1.0 What is this policy for?

Magenta Living is committed to looking after our homes, improving our neighbourhoods, and giving customers a service they can rely on. Everyone has the right to feel safe and enjoy their home. To make this possible, we need to look after the condition of our properties and make sure important checks and repairs are carried out.

We will always explain why we need to visit and give reasonable notice. This is a requirement of their tenancy or lease agreement. In return, we ask customers to allow access so we can keep their home safe, secure and well maintained.

This policy explains how we ask for access, how we communicate with customers, and what we do when we cannot get into a home after several attempts. It also supports the standards for social housing by helping us to:

- Provide safe, well-maintained homes
- Meet legal health and safety requirements
- Understand any barriers that may make access difficult for a customer

## 2.0 Details of the policy

Magenta's aims are simple.

- We follow the law when asking to enter a home.
- We usually give at least 48 hours' written notice unless there is an emergency or we've agreed something different with the customer.
- We only ask for access when there is a genuine need
- We try to prevent, spot, or stop damage in the home or nearby homes.
- We make several fair and reasonable attempts to agree an appointment time that works for the customer.
- We treat everyone fairly and recognise that repeated visits can be stressful.
- We use customer insight and data to help plan and improve our services.
- We are working towards a more consistent and automated process for managing no access situations.

A simple, easy read version of this document is available on request

## **2.1 Planned Access**

When we talk about "Magenta Living" in this policy, this includes our own colleagues and any trusted contractors working on our behalf.

### **Our approach**

- Each type of visit follows a clear process, so we stay fair, consistent and clear.
- We make repeated, reasonable attempts to agree a time to visit.
- We try to offer appointment times that suit the customer wherever possible.

## **2.2 How We Try to Gain Access**

We use a range of ways to contact customers and arrange a visit. These may include:

- Writing to the customer with the reason for the visit and a suggested date
- Calling, texting or emailing to arrange a suitable appointment
- Visiting the home to book an appointment if needed
- Explaining how long the visit is likely to take
- Offering shorter time slots when we can
- Using the customer's preferred way of communicating

If a customer does not respond or contact is limited, we may also-:

- Contact a next of kin or a carer where appropriate
- Explore what might be stopping access and offer flexibility
- Involve internal teams or external agencies who already support the customer

- Check internal systems for any helpful insight
- Ask neighbours if they have seen the customer, without sharing any personal information
- Check fob usage in blocks when it is appropriate and safe to do
- Contact known support services
- Use our checklist to make sure support is fair and consistent

We understand that plans can change and customers are welcome to move or cancel appointments. If there are cancellations, we may need to chat with customers to find a time that works and makes sure we can get access.

We will always try to communicate in the customer's preferred way. Translation services will be used where needed.

## 2.3 Reasonable Adjustments

We consider extra support whenever we know about vulnerabilities such as disability, domestic abuse, safeguarding concerns, or other personal circumstances.

If safeguarding concerns arise, colleagues must follow the “**See it, report it**” procedure and refer to Magenta's safeguarding policy.

## 2.4 Enforcement Actions

Most of the time, the steps above help us gain access. Sometimes, despite all attempts, we still can't get in. When this happens, and only as a last resort, legal action may be needed.

Possible actions include:

- Verbal and written warnings
- Applying to court for an injunction to enforce our right of access
- Serving a Notice Seeking Possession and, if necessary, asking the court to end the tenancy

Before taking any legal route, colleagues must complete a justification exercise in line with the **Public Sector Equality Duty under the Equality Act 2010**.

If we believe a home may have been abandoned, we will follow the **Abandoned Property Procedure**.

## 2.5 Emergency Access

Sometimes we need to enter a home without notice. This only happens in extreme situations where there is a real risk to life, health or the property. Examples include:

- Gas leaks
- Flooding
- Suspected medical emergencies
- Any serious hazard that cannot wait

Permission will usually come from a Neighbourhood Housing Manager, Community Safety Manager or the Business Escalation Manager.

When we enter a home in an emergency, we will:

- Contact the customer as soon as possible to explain what happened
- Override customer preferred contact method to deliver swifter access
- Make sure the home is left safe and secure
- Change locks if needed and leave clear instructions on how to collect the new keys
- Take photos or videos if needed to record the condition of the home

If the emergency was caused by customer actions, we may recharge the cost.

### **3.0 Who was consulted and how was it done?**

This policy was shaped with feedback from customers through the Magenta Voice Panel. Their comments helped us make the policy clearer, fairer and more supportive.

Colleagues from Neighbourhood Management, Community Safety and Asset Management also reviewed the policy and their feedback has been included.

### **4.0 Equality Impact Assessment (EIA)**

**4.1** An EIA helps us understand whether any part of the policy could negatively affect customers or colleagues. We believe everyone should be treated with dignity and respect, regardless of protected characteristics such as age, disability, race, religion, sex, gender identity, or sexual orientation.

**4.2** The EIA was undertaken on 05/02/2026 and was reviewed by the Equality Impact Assessment Review Group on 11/02/2026 and the final agreed rating was green.

### **5.0 How we make sure this policy is effective**

**5.1** We measure how well this policy is working by looking at:

- Customer feedback and complaint trends
- Satisfaction levels
- Performance reporting, including the Chief Customer Officer's report

**5.2** If this policy is not followed, we may see an increase in complaints, disrepair cases or findings of maladministration by the Housing Ombudsman.

## **6.0 Colleague Training**

**6.1** Colleagues will be made aware of this policy through training and awareness sessions. It will also be available on Insite.

**6.2** No mandatory training is currently required, but key teams will review the policy through Insite.

## **7.0 Documents related to the policy**

- Safeguarding Policy
- Abandoned Property Procedure
- Domestic Abuse Policy
- ASB Policy
- Tenancy Policy
- Hoarder Procedure
- Leaseholder Management Policy
- Responsive Repairs and Maintenance Policy

## **8.0 Version control/Amendment Log**

<b>Date of change:</b>	<b>Revised Version Number:</b>	<b>Change made:</b>	<b>Reason for change:</b>
04.02.26	1.0	New Policy Implemented	New Policy to support access procedure