

Summary of No Access Procedure for Tenants

Access for safety checks and maintenance

Hastoe is committed to keeping all our homes safe and compliant with legal requirements. Regular safety checks and maintenance are required by law to protect our residents. These include annual or periodic inspections of gas, electrical systems, lifts, fire doors, fire safety equipment, and more. To do these checks, we will need access to your property at certain times.

How appointments are arranged

You'll be contacted by Hastoe or our approved contractors, who will explain the reason for the visit and arrange a suitable time for inspections or installations.

We will try to reach you by phone, text message or email. If contact details are incorrect or there's no response after two attempts, the issue is escalated.

If access is not provided

If you miss an appointment or don't respond, you'll receive official letters explaining the need for access and how to rearrange your appointment.

Reasonable attempts will be made to contact you and arrange a visit.

If there's still no response, further letters will be sent with deadlines regarding arranging an appointment, and you'll be warned that legal action may follow.

Legal action

If access continues to be denied, Hastoe may apply for a court injunction requiring you to allow entry for safety checks.

The legal costs associated with this process will be charged to you.

Continued refusal could lead to further legal steps, including possible possession action.

Your responsibilities

It's important you respond promptly to appointment requests and official letters.

Providing access for our team to perform these checks ensures your safety and helps Hastoe meet its legal obligations.

Monitoring and review

This procedure is regularly reviewed to ensure it remains up to date and effective.

Compliance is monitored to make sure no properties are missed and all inspections are completed on time.

Our No Access procedure is managed by Hastoe's Landlord Compliance Team or Repairs Admin Team.