



## Caerphilly Homes

### Electrical No Access Procedure for Staff

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<b>Responsible Staff:</b>	<b>Planned Maintenance Planner Area/Neighbourhood Housing Office</b>

#### Purpose:

- To ensure a consistent approach across all areas in relation to managing the process when dealing with 'No Access' to a property to undertake an electrical survey as part of planned maintenance works or to gain access to undertake the works once the survey has been completed.
- To ensure a joined up approach between Planned Maintenance and Area/Neighbourhood Housing Offices

Also refer to:

Recharge Procedure  
Non-Occupation Procedure  
No Access Procedure  
Abandoned Property Procedure  
Asbestos No Access Procedure

The Welsh Government (WG) has introduced the Welsh Housing Quality Standard (WHQS), which requires all Councils to bring its homes up to a required standard. The WHQS means that all Council homes need to be:

- In a good state of repair
- Safe & secure
- Adequately heated, fuel efficient & well insulated
- Contain up-to-date kitchens & bathrooms
- Well managed
- Located in attractive & safe environments
- Suit the specific needs of the household

It is important that Caerphilly Homes make all attempts at gaining access to properties to ensure the required works are completed so the maximum amount of properties meet the requirements of the Welsh Housing Quality Standard (WHQS).

However tenants can opt out of the improvement programme in relation to improvements to their kitchens, bathroom and heating system but there is no option of refusing to allow Caerphilly Homes to upgrade the electrical installations, due to the health and safety implications. Therefore access to every property is essential to undertake a survey to establish what electrical work is required.

It is recognised that the majority of tenants do allow access. However in cases where either the tenant has refused access or where the tenant fails to contact us in relation to making an appointment, the following procedure must be followed.

## 1. PROCEDURE – SURVEY

1.1 The Planner is responsible for arranging the initial appointment by sending **ELEC APP 1** letter which informs the tenant of the date of the appointment and giving either an AM or PM time slot. The tenant has 10 days to contact the Planner if the date or time is not suitable in order for other arrangements to be made.

1.2 At the same time that the letter is sent out to the tenant an appointment for the Surveyor is made in Total. This will automatically create a text message if a mobile phone number is logged into the system, and will again repeat the message the day before the appointment.

1.3 If the tenant contacts the Planner to make alternative arrangements **ELEC APP2** letter must be sent to confirm the new agreed appointment time.

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1.4 If the tenant is not at home at the appointed time Planner to **consult with the Asbestos Team** to establish if access is required for an asbestos survey. If so any further legal action must include both surveys.

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1.5 Planner to send **ELEC APP 3** letter and an email to the Area/Neighbourhood Housing Office (Housing office inbox) requesting that a **NOTICE OF SEEKING POSSESSION (NOSP)** be issued. A/NHO to also raise recharge for the no access appointment – refer to Recharge Procedure.

**It is important that if at any time the tenant provides access that the A/NHO is advised so that any action can be suspended or cancelled.**

1.6 On receipt of the e-mail from the Planner, A/NHO to make all appropriate checks on the housing system i.e. tenancy basic notepad, rents diary pages, with Social Services etc. to establish any vulnerability or disability which must be taken into account prior to any action being taken. Where there are concerns or a Support Worker involved all attempts must be made to engage the tenant to allow access. Where there appears no other involvement with support services a **NOSP** is to be prepared which is to be served by hand to the property.

- 1.7 No legal action can take place until the 28 days notice expires. Therefore if the tenant makes contact an appointment is to be made which **must** be within the 28 day notice period. Providing access is given on the appointment date no further action is required and the NOSP becomes redundant. It is important that the Planner notify the A/NHO of the appointment details confirming if the appointment has been kept or not.
- 1.8 In the event that access remains unavailable following the [ELEC APP3](#) letter and expiry of the 28 days [NOSP](#) being served Planner to email the Area/Neighbourhood Housing Office to advise and must provide copies of all letters sent, together with any notes of other attempts to contact the tenant i.e. telephone calls, visits to property etc.
- 1.9 A/NHO to send all correspondence to Legal to proceed to court for no access.
- 1.10 It is normal for the Court to award a 28 day postponed possession order to allow the tenant a further opportunity to make an appointment and allow access. If the tenant does not attend Court a copy of the Court Order is sent to the Tenant giving clear instructions on how to prevent further legal action. Following the Court Hearing the planner will be responsible for arranging an appointment by sending ELEC APP4 letter. If the tenant allows access no further action is taken, and the possession order is redundant.
- 1.11 If the tenant fails to allow access during the postponed period, the Planner to advise the A/NHO who will present the case to the Tenancy Review Panel for permission to seek an eviction notice from the Court.
- 1.12 When the tenancy ends the electrical survey and works will be undertaken during the void period.

## **2. PROCEDURE – WORKS**

- 2.1 TLO issues Pre-Commencement letter to tenants
- 2.2 Foreman/Site Supervisor visits tenant, approximately 10 days prior to works starting. An agreed start date is discussed with tenant
- 2.3 If No Access on agreed date, and where electrical work is required,, TLO/Foreman to update No Access information in Keystone
- 2.4 Admin Support Officer to run a weekly Keystone report to identify all No Access relating to Electrical Work
- 2.5 The Admin Support Officer (ASO) is responsible for arranging an appointment with the tenant, and will issue [ELEC WORKS 1](#) letter which informs the tenant of the date of the appointment. The tenant has 10 days to contact ASO if the date or time is not suitable in order for other arrangements to be made.
- 2.6 If the tenant contacts ASO to make alternative arrangements [ELEC WORKS 2](#) letter must be sent to confirm the new agreed appointment time.
- 2.7 If access is not available at the appointed time ASO to send [ELEC WORKS 3](#) letter and an email to the Area/Neighbourhood Housing Office (Housing office inbox) requesting that a

NOTICE OF SEEKING POSSESSION (NOSP) be issued. A/NHO to also raise recharge for the no access appointment – refer to Recharge Procedure.

It is important that if at any time the tenant provides access that the A/NHO is advised so that any action can be suspended or cancelled.

- 2.8 On receipt of the e-mail from ASO, A/NHO to make all appropriate checks on the housing system i.e. tenancy basic notepad, rents diary pages, with Social Services etc. to establish any vulnerability or disability which must be taken into account prior to any action being taken. Where there are concerns or a Support Worker involved all attempts must be made to engage the tenant to allow access. Where there appears no other involvement with support services a NOSP is to be prepared which is to be served by hand to the property.
- 2.9 No legal action can take place until the 28 days notice expires. Therefore if the tenant makes contact an appointment is to be made which **must** be within the 28 day notice period. Providing access is given on the appointment date no further action is required and the NOSP becomes redundant. It is important that the ASO notify the A/NHO of the appointment details confirming if the appointment has been kept or not.
- 2.10 In the event that access remains unavailable following the [ELEC WORKS 3](#) letter and expiry of the 28 days [NOSP](#) being served ASO to email the Area/Neighbourhood Housing Office to advise and **must** provide copies of all letters sent, together with any notes of other attempts to contact the tenant i.e. telephone calls, visits to property etc.
- 2.11 A/NHO to send all correspondence to Legal to proceed to court for no access.
- 2.12 ASO to advise the Contracts Manager that Legal action is being taken, and that the property is to remain on the contract for the works to be completed on conclusion of the legal action.
- 2.13 It is normal for the Court to award a 28 day postponed possession order to allow the tenant a further opportunity to make an appointment and allow access. If the tenant does not attend Court a copy of the Court Order is sent to the Tenant giving clear instructions on how to prevent further legal action. Following the Court Hearing the Planner will be responsible for arranging an appointment by sending ELEC APP4 letter. If the tenant allows access no further action is taken, and the possession order is redundant.
- 2.14 If the tenant fails to allow access during the postponed possession period, ASO to advise the A/NHO who will present the case to the Tenancy Review Panel for permission to seek an eviction notice from the Court.
- 2.15 When the tenancy ends the electrical survey and works will be undertaken during the void period.