

Our policy on Gaining access to your home

We fully respect your privacy but, in certain circumstances, we might have to enter your home without getting your permission first. Our policy on access explains when this might apply.

Access in an emergency

In an emergency, as a last resort, we might have to enter your home quickly.

An emergency could be:

- where there is a risk to people and/or property
- a water leak
- a gas leak
- electrical problems
- a genuine and immediate concern for someone's well-being, or
- a potential fire safety issue.

Access with no emergency

Your tenancy agreement or lease sets out the times when you are expected to give us access to your home.

If you fail to give us access when we need it, we may take action against you for breaking your agreement.

For example, you must give us access to your home for an annual gas safety inspection. As your landlord, the law requires us to carry out this check.

You will be sent an appointment. If you don't call straight away to arrange a more convenient time, we expect you to be in for the contractor.

If you fail to give us access for three planned visits, we reserve the right to get a court order to enter the property.

Gaining entry

Once we have decided we need to enter a property, we can force entry – or get another company or agency to do this for us.

We will make every effort to contact you first.

The final decision to go ahead must be approved by one of our executive directors.

We will leave the property safe and repair any damage at our own cost. We will keep a clear record all our decisions and actions.



This leaflet provides a summary of our policy.

For more information send a message through your 'My Corner' account, or email customerservices@thch.org.uk