



Working Together, Portsmouth Homes Access Policy - Quick Guide (V1.1).

What this policy is about?

This quick guide provides a short overview of the Working Together, Portsmouth Homes Access Policy. Full details are in the full policy.

The policy explains when access to homes may be required, how visits are arranged, and what happens if access cannot be gained, while respecting privacy and individual circumstances.

Who it applies to (See policy: Scope p.2)

- Tenants, leaseholders and shared owners
- Members of the household
- Homes owned or managed by Portsmouth Homes

Why access to your home is important (See policy: Purpose p.3-4)

As the landlord, Portsmouth Homes has a legal responsibility to keep homes safe, carry out inspections, repairs and safety checks, and maintain accurate records. Most visits are arranged by appointment, with reasonable adjustments made where needed.

When we may need access to your home (See policy: Our responsibilities, p.3-4)

Access may be required for:

- Gas or electrical safety checks
- Fire and building safety inspections
- Repairs, servicing and maintenance
- Asset management surveys
- Tenancy Update Visits
- Investigating potential tenancy breaches
- Emergencies affecting safety or welfare

Frequency depends on the type of check or work.

Our responsibilities (See policy: Our responsibilities, p. 3-4)

When access is required, we will:

- Give clear notice and explain why access is needed
- Offer flexible appointment times where possible
- Use preferred methods of contact
- Treat residents and their homes with respect

In emergencies, advance notice may not always be possible.

Your responsibilities (See policy: Your responsibilities, p. 4)

Residents are expected to:

- Allow access for pre-arranged appointments (usually with at least 48 hours' notice)
- Let us know if an appointment cannot be attended and keep contact details up to date
- Make known any support or communication needs within the household
- Provide details of a trusted person (aged 18+) who can grant access if required

If we are unable to gain access (See policy: Process for arranging access & when access is unavailable, p.5-6)

If we cannot gain access, we will:

- Make several attempts to contact the resident and explore any barriers, offering support or reasonable adjustments
- Contact next of kin or support services where appropriate and lawful
- Keep clear records of all access attempts
- Forced entry will only be used as a last resort, and only where there is a lawful reason.

Emergency Access (See policy: Emergency access, p.6)

In exceptional situations, access may be required without consent where there is:

- An immediate risk to life or serious injury
- A safeguarding or welfare concern
- A serious risk of damage to the building or neighbouring homes
- This will only happen where necessary, and homes will be secured afterwards.

Further information

For full details, please refer to the Working Together - Portsmouth Homes Access Policy or contact Portsmouth Homes for advice and support. Information is available in alternative formats on request.

Link: [Working together - Portsmouth Homes Access policy](#)

