

CROYDON COUNCIL HOUSING

Non-Access Policy

This policy sets out how Croydon Council manages access to residents' homes to carry out essential inspections, repairs, and safety works. It defines the responsibilities of residents and the Council, and how access will be arranged and supported.



This policy was reviewed with the help of Croydon Housing Residents

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1. Purpose

- 1.1. The Non-Access Policy sets out how Croydon Council will obtain access to residents' homes to carry out essential inspections, repairs and safety works.

It ensures the Council:

- meets its legal, regulatory, and contractual obligations as a landlord;
- can take appropriate and proportionate action where access is not provided;
- keeps homes in a safe, compliant, and in good repair and condition;
- protects the health, safety, and wellbeing of residents and the wider public; and
- adopts a fair, consistent, and proportionate approach to managing non-access.

The policy also establishes a clear escalation framework, ensuring residents are given reasonable opportunities to provide access while understanding the potential consequences of continued refusal, including legal action.

2. Statement of intent

- 2.1. This policy explains how Croydon Council will secure access to residents' homes to meet its responsibilities as a landlord.

It aims to:

- clearly define when and why access is required (e.g. inspections, repairs, safety checks);
- sets out residents' responsibilities to provide access in line with tenancy or lease agreements;
- outline how the Council will engage and support residents, including making reasonable adjustments where needed;
- prioritise engagement and resolution, with enforcement used only where necessary and proportionate; and
- provide a consistent approach to escalation where access is not granted.

3. Scope

- 3.1. This policy applies whenever Croydon Council requires access to a property to meet its legal and contractual obligations as a landlord.

It covers:

- all Council tenants and leaseholders;
- all Council staff involved in housing, repairs, and compliance; and
- all contractors and agents acting on the Council's behalf.

The policy applies to access required for:

- emergency and urgent repairs;

- routine inspections, servicing, and maintenance including where legal disrepair claims are intimated or initiated.
- statutory safety checks (e.g. gas, electrical, fire, asbestos, legionella monitoring, disabled lifting equipment, and fire risk assessments and work);
- compliance with housing standards (including HHSRS and Awaab's Law);
- planned works and improvement programmes; and
- housing management activities (e.g. tenancy visits).

It includes access to:

- internal areas of the home;
- external areas (including gardens); and
- neighbouring properties where required to complete works.

This policy does not apply to:

- repossession proceedings; or
- properties managed under the Abandoned Properties Policy.

4. Legal framework

4.1. This Policy will ensure compliance with the following standards and legislation and promote good practice.

- Awaab's Law 2025
- Social Housing (Regulation) Act 2023
- The Regulatory Reform (Fire Safety) Order 2005
- Housing Act 2004
- Building Regulations 2019: Part B: Fire Safety
- The Gas Safety (Installation and Use) Regulations 1998
- Electrical Equipment (Safety) Regulations 1994
- The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Fire Safety Act 2021
- The Fire Safety (England) Regulations 2022
- Building Safety Act 2022
- The Control of Asbestos Regulations 2012
- Public Health Act 1936
- Equality Act 2010
- Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenant Act 1985
- Environmental Protection Act 1990
- Prevention of Damage by Pests Act 1949

5. Access responsibilities

5.1 **Legal and contractual responsibilities**

Residents are required to enter a legally binding agreement with Croydon Council, which outlining the rights and responsibilities of both parties.

For tenants, the terms of the agreement are set out within the Conditions of Tenancy, which include reasonable access provisions. For leaseholders, equivalent obligations are set out within their Lease Agreement.

Failure to comply with these obligations constitutes a breach of contract and may result in enforcement action, including legal proceedings, to ensure the Council can meet its statutory and regulatory duties.

5.2 Resident responsibilities for providing access

Residents must provide access to Council officers, employees, and authorised contractors where reasonably required. This is a fundamental condition of the tenancy or lease and is necessary to enable the Council to fulfil its legal, regulatory, and health and safety obligations.

Access must be granted for the following purposes:

- to inspect the condition of the property and identifying potential risks or hazards, including damp and mould;
- to carry out responsive and planned repairs, including the investigation and remediation of leaks;
- of undertaking statutory and safety inspections, such as gas and electrical safety checks;
- of completing compliance, maintenance, and health and safety works, and
- to enable the Council to meet its legal and regulatory obligations.

This requirement applies in both routine appointments and emergency situations. Residents are expected to cooperate with reasonable access arrangements and take all necessary steps to facilitate entry when requested.

5.3 Identification and safety

All Council staff and appointed contractors will carry appropriate identification and will present this on request when attending a resident's property.

Residents have the right to refuse access where satisfactory identification is not provided or where there are reasonable concerns about the visitor's legitimacy. In such cases, residents should seek verification through the Council.

5.4 Keeping information up to date

Residents must inform the Council if:

- their contact details have changed (phone number, email, next of kin);
- they have any additional support or communication needs (including translation or interpretation requirements);

- there is an alternative person who can provide access on their behalf.

This supports compliance with statutory timeframes.

5.5 Early vulnerability and support screening

At the earliest stage of contact, the Council will take reasonable steps to identify whether a resident may have:

- health conditions;
- disabilities;
- mental health needs;
- safeguarding concerns; or
- other barriers that may affect their ability to provide access.

This will include reviewing existing records and, where appropriate, make direct enquiries with the resident.

Where a potential vulnerability is identified:

- a tailored engagement approach will be adopted;
- reasonable adjustments will be considered at an early stage;
- referrals to relevant internal or external support services may be made.

No escalation to enforcement action will take place without documented consideration of vulnerability and support needs, unless there is an immediate statutory or safety requirement.

5.6 Appointment management and resident communication

If a resident is unable to attend a scheduled appointment, they must contact the relevant Council service or contractor as early as possible to rearrange.

Providing advance notice allows appointments to be reallocated and helps ensure timely service delivery to all residents.

It is important that appointments are not missed without prior notice. Missed appointments may result in:

- unnecessary contractor and call-out costs;
- inefficient use of limited resources;
- delays in repair or inspection work for both the resident concerned and others.

Where insufficient notice is given or an appointment is missed, the Council may consider recharging the resident in line with the Council's Repairs Policy and published guidance.

5.7. Council responsibilities for arranging access

5.7.1. Notice of access

The Council will take reasonable steps to agree a suitable and mutually convenient date and time for access.

The Council will:

- attempt access at various times of day where needed;
- use all available and recorded contact methods (e.g. phone, email, letter);
- take account of known resident needs and preferences;
- keep records of all access attempts;
- provide written notification where access attempts have been unsuccessful.

5.7.2. Legal notice requirement (High Priority)

Except in emergencies or where statutory duties require otherwise, the Council will provide residents with a minimum of 24 hours' written notice before attending a property to carry out inspections, repairs, or compliance activities.

Notice may be provided by letter, email, text message, or other agreed communication methods, and will include:

- the purpose of the visit;
- the proposed date and time;
- details of attending officers or contractors.

Shorter notice periods may apply where:

- there is an immediate risk to health, safety, or property;
- access is required to meet statutory compliance deadlines (e.g. gas safety, fire safety, or Awaab's Law timeframes);
- previous appointments have been missed, and access has been unreasonably withheld.

In all cases, the Council will act reasonably and proportionately when determining appropriate notice periods.

5.7.3. Communication and engagement

The Council will make best efforts to explain to residents why access is required, particularly where works relate to safety or legal obligations.

Communication methods will be adapted where needed, including the use of interpreters, advocates, or authorised third parties.

5.7.4. Awaab's Law obligations

The Council has statutory duties under Awaab's Law to investigate and remedy hazards such as damp and mould within prescribed timeframes.

These statutory requirements may necessitate expedited access arrangements, overriding standard non-access procedures where required to meet legal deadlines.

These include requirements to:

- investigate hazards within defined timescales once reported;
- begin remedial works within mandated periods;
- complete repairs within strict deadlines where risks to health are identified.

In cases relating to hazards subject to statutory repair timeframes:

- access attempts and escalation must be priorities and aligned with statutory deadlines;
- Internal service standards will ensure:
 - initial contact made within 1-2 working days of report;
 - follow-up contact attempts within defined short intervals;
 - escalation decisions taken without delay where access is not secured.
- Managers are responsible for ensuring that delays in gaining access do not result in breach of statutory obligations.

Timely access is essential to ensure compliance with these legal duties. Residents must therefore provide access when requested to enable the Council to meet these obligations. Failure to do so may delay resolution and could place the Council in breach of its statutory duties.

Further guidance is available: [Awaab's Law: Guidance for social landlords - Timeframes for repairs in the social rented sector - GOV.UK](#)

5.7.5. **Constraints on appointment flexibility**

While the Council will seek to agree appointments wherever possible, it may not always be feasible to agree a specific date or time, particularly where:

- works fall within statutory repair timeframes (including Awaab's Law compliance periods);
- there is a risk to health or safety;
- urgent action is required to prevent damage to property.

In such cases, residents are expected to comply with their access obligations (see paragraph 5.2).

The Council will prioritise access in cases where statutory duties apply, including obligations under Awaab's Law and building safety legislation. In such cases, standard appointment arrangements or escalation timeframes may not apply.

5.7.6. **Emergency access and urgent situations**

Emergency access may be required without prior agreement of a specific appointment.

Examples include (but are not limited to):

- gas leaks or carbon monoxide risks;

- fire or smoke damage and fire safety defects;
- major leaks, flooding, or burst pipes affecting multiple properties;
- electrical faults posing immediate risk;
- structural safety issues;
- severe damp and mould posing a risk to health (including Awaab's Law priority cases);
- safeguarding concerns regarding the welfare of a resident or others.

In these circumstances, the Council may need to act immediately to protect life, health, or property.

5.7.7. Multi-agency working

Where necessary, the Council will adopt a multi-agency approach to facilitate access and ensure risks are appropriately managed. This may include working in partnership with, but is not limited to:

- Police
- London Fire Brigade
- NHS services
- Adult and Children's Social Care services
- Environmental Health
- Other relevant statutory or support agencies, as appropriate to the circumstances

This approach will be applied particularly in emergency situations, safeguarding cases, or where access has been persistently refused, and there are concerns regarding the safety, wellbeing of the resident, or condition of the property, or neighbouring properties.

The Council will share information and coordinate actions with partner agencies in accordance with relevant legislation, safeguarding duties, and information governance requirements to support timely and appropriate access.

5.7.8. Enforcement and legal access

Where access is not provided, the Council may take appropriate and proportionate action to gain access. This may include legal remedies or forced entry in accordance with tenancy or lease conditions and relevant statutory powers.

Where forced entry is carried out, the property will be secured, which may include changing locks, and the resident will be provided with information on how to obtain new keys.

Example of high-risk situations requiring urgent access are set out in Section 7.

6. What the Council will do if access is not provided

6.1. Access decision framework

To ensure consistency, the Council will apply the following decision framework:

Scenario	Approach
Routine access (no immediate risk)	Follow standard engagement and escalation process
Repeated non-access with emerging risk	Accelerated escalation, with management oversight
Statutory or safety-critical requirement	Apply Statutory Safety Override
Immediate risk to life, property, or safety	Apply Emergency Access (Section 7)

Staff must clearly record:

- which route has been applied;
- rational for the decision;
- evidence supporting the level of risk.

6.2. Engagement and definition of non-access

Where a resident does not provide access, the Council will take reasonable and proportionate steps to engage with the resident and arrange an appointment. This will include multiple contact attempts using available communication methods.

For the purposes of escalation, non-access will normally be considered where:

- A minimum of three contact attempts have been made using at least two different communication methods (e.g. phone, letter, email text); and/or
- two scheduled appointments have been missed without sufficient notice.

Contact attempts should:

- be made at different times of day and, where appropriate, different days of the week;
- include clear explanation of why access is required and associated risks;
- be recorded in sufficient detail to provide an audit trail.

Before progressing to enforcement action, the Council will consider whether there are any known:

- vulnerabilities;
- support needs, or
- communication barriers.

that may be affecting the residents ability to provide access and will take reasonable steps to address these where appropriate.

6.2. Statutory safety override – governance and authorisation

Where access is required to meet statutory safety obligations or where there is a significant risk to health, safety, or property, the Council may bypass elements of the standard non-access escalation process.

In such cases:

- a documented risk assessment must be completed;
- the rationale for expedited action must be clearly recorded;
- approval must be obtained from:
 - a minimum of Service Manager level, and
 - Legal Service consultation where forced entry, injunctions, or service restriction (e.g. gas capping) are being considered, depending on risk level;
- For highest-risk actions (including forced entry and gas restriction):
 - a formal written decision record must be completed and retained.

Where the above criteria are met, the Council may:

- bypass standard escalation timescales;
- proceed directly to enforcement or legal action; and/or
- take immediate and proportionate action to gain access.

This applies to cases including, but not limited to:

- Awaab's Law compliance;
- gas and electrical safety;
- fire safety and building safety risks;
- structural risks, and
- safeguarding concerns (see Sections 5.8 and 5.10).

** This section applies to situations where urgent or acceleration action is required but where there remains an opportunity to seek access through engagement or legal processes.

Where immediate entry is required to prevent serious harm or damage, section 7 (Emergency Access) will apply**

6.3. Enforcement following continued non-access

If, following the enforcement warning letter, the resident continues to refuse or fail to provide access, they may be considered in breach of their tenancy or lease agreement (see Section 5).

Any decision to proceed with enforcement action will:

- be based on a review of the available evidence and the circumstances of the case.
- demonstrate that the Council has acted reasonably and proportionately, and in line with its legal obligations.

- take into account any relevant vulnerabilities, support needs, or mitigating factors.

6.4. Further action

Where access continues to be denied despite reasonable efforts and in accordance with the escalation process, the Council may take further action, having regard to the type of tenure.

This may include, but is not limited to:

- Legal action to obtain access (e.g. injunction);
- Recovery of reasonable costs incurred;
- Enforcement action in line with tenancy or lease conditions, and
- Any additional steps necessary to ensure compliance with stator safety requirements.

All actions taken will be proportionate, evidence-based, and consistent with the Council's legal and regulatory obligations.

6.4.1. Tenants

- The Council may apply to the court for an injunction requiring the tenant to provide access to the property.
- The Council will seek to recover all associated legal and operational costs incurred.
- In cases of repeated or ongoing refusal, the Council may seek a longer-term injunction (up to five years) to secure access for essential statutory requirements (e.g. gas safety compliance).
- The Council may also serve a Notice of Seeking Possession, which may lead to legal proceedings to terminate the tenancy where breaches persist.

6.4.2. Leaseholders

- The Council may apply to the court for an injunction to enforce compliance with the lease, including access provisions.
- Alternatively, the Council may serve a Section 146 notice, requiring the leaseholder to remedy the breach and comply with lease conditions, failing which further legal action may be taken.

6.5. Safeguards around gas capping

Where statutory safety requirements are at risk and access cannot be obtained, the Council may take proportionate action to manage the risk, including restricting services (e.g. capping the gas supply).

Prior to taking such action:

- A risk assessment must be completed using a holistic “one view” of the

resident and household, drawing on relevant information from Council services and partner agencies. This must consider vulnerabilities, safeguarding concerns, health needs, and the presence of children or other at-risk individuals.

- Safeguarding concerns must be managed in line with Safeguarding Adults and Children procedures, including appropriate referrals.
- Information must be shared lawfully and proportionately, in line with the Data Protection Act 2018, UK GDPR, and Council policies.
- All reasonable alternative mitigation measures must be explored and documented before a decision is made.
- Any decision to restrict services must be necessary, proportionate, evidence-based, and approved by a manager, with legal advice sought where required.

Where the gas supply is capped, clear written instructions must be left at the property and, where possible, communicated directly to the resident and/or their representative, explaining how to arrange an appointment for the safe restoration of the service.

6.8. Risk-based escalation triggers

The Council will adopt a risk-based approach to escalation. In higher-risk cases, enforcement action may be expedited without following standard non-access processes.

Examples include, but are not limited to:

- **Gas safety compliance.** Ongoing failure to provide access for gas safety checks may result in immediate escalation, including injunction action or capping of the gas supply (see paragraph 6.4).
- **Category 1 hazards (HHSRS).** Where a Category 1 hazard is identified, particularly where there is a risk to health (e.g. damp and mould in scope of Awaab's Law), the Council may take urgent steps to gain access to investigate and complete remedial works within statutory timeframes.
- **Fire and building safety risks.** Failure to provide access for fire safety works (e.g. fire doors, alarms) or building safety compliance requirements may result in accelerated enforcement action.
- **Electrical or structural risks.** Where there is a known or suspected electrical or structural risk, the Council may bypass routine escalation steps to prevent harm.
- **Safeguarding concerns.** Where there are concerns regarding the safety or wellbeing of a resident or others, access may be pursued urgently, including through multi-agency working (see paragraph 5.11).

6.9. Evidential requirements for enforcement

Before progressing to formal enforcement or legal action, the Council will ensure that a clear and robust evidence base is in place demonstrating that all

reasonable and proportionate steps have been taken to obtain access, including but not limited to:

- records of all contact attempts, including dates, times, and methods of communication;
- evidence of written correspondence issued to the resident;
- records of scheduled appointments and outcomes, including missed appointments;
- notes of engagement with the resident, including any vulnerabilities, support needs, or communication requirements;
- evidence that the purpose of the visit and the consequences of non-access have been clearly explained to the resident;
- where applicable, evidence of risks associated with non-access (e.g. safety risks, statutory compliance requirements, or potential harm to residents or property).

In higher-risk cases, the Council will also ensure that evidence demonstrates why expedited action is necessary and proportionate.

This evidence will be used to support decision-making, demonstrate compliance with legal and regulatory requirements, and provide a clear audit trail for any enforcement action or legal proceedings.

7. Emergency access

7.1. Definition of emergency access

Emergency access refers to situations where it is necessary for the Council to enter a property immediately, without prior consent, in order to prevent serious harm to individuals, significant damage to property, or to respond to a critical safety incident.

The Council will only enter a resident's home without prior permission in exceptional circumstances, where it is necessary and proportionate to do so.

Emergency access will only be used where:

- there is an immediate and significant risk; and
- waiting to follow standard or escalated access procedures (Section 6) would result in harm or damage.

7.2. Circumstances where emergency access may be required

The Council may enter a resident's home without prior permission in exceptional circumstances, including but not limited to:

- **Immediate risk to health, safety or wellbeing**
 - where the Council believes there is a risk to life or serious injury;
 - safeguarding concerns where urgent welfare intervention is required;
- **Serious risk to property or adjoining properties**

- major leaks, burst pipes, or flooding;
- fire-related damage;
- flood or smoke damage;
- **Critical safety risks**
 - gas leaks or carbon monoxide risks;
 - electrical faults posing immediate danger;
 - structural instability;
- **Uncontactable residents in a high-risk situations**
 - where the resident cannot be reached and there is an ongoing escalation risk.

7.3. **Action taken in emergency situations**

In such circumstances, the Council may:

- gain immediate access without prior notice;
- use forced entry where necessary and proportionate;
- where forced entry is undertaken, locks will be changed as standard (where applicable) to ensure the property is left secure;
- involve emergency services (e.g. Police, Fire Brigade) where appropriate.

Where it is unsafe for Council staff to enter, emergency services will take the lead.

7.4. **Safeguards and responsibilities**

Emergency access will:

- only be undertaken as a last resort;
- be proportionate to the level of risk identified;
- take account of any known vulnerabilities where possible;
- be supported by a record of the circumstances and decision-making.

7.5. **Actions following emergency access**

Following entry, the Council will:

- ensure the property is made secure;
- leave written notification explaining the reason for entry and action taken;
- where forced entry has been undertaken and locks have been changed, the written notification must clearly explain how, where, and from whom replacement keys can be obtained;
- provide clear contact details for follow-up;
- arrange any necessary remedial works or next steps.

7.6. Relationship to non-access procedures

Emergency access sits outside the standard non-access escalation process (Section 6) and will only be used where immediate action is required.

Where a situation does not meet the emergency threshold, the Council will follow the escalation and enforcement process set out in Section 6.

8. Record keeping

- 8.1. Croydon Council will maintain records of all properties where access has not been granted, including cases where:
 - at least two written attempts have been made to contact the resident without successfully arranging access; and/or
 - scheduled appointments have been missed (see Section 6).
- 8.2. Comprehensive records will be kept of all actions taken to gain access. This will include:
 - correspondence and communication attempts (letters, emails, phone calls);
 - appointment details and outcomes;
 - notes of engagement with the resident or third parties;
 - photographic or other digital evidence, where appropriate.
- 8.3. These records will be retained in accordance with relevant legal and data protection requirements. They may be used for audit, inspection, compliance monitoring, and to demonstrate adherence to statutory duties, including those under Awaab's Law (see Section 5.8).
- 8.4. Where escalation is required, records will be shared with relevant internal teams, including Housing Management (tenancy teams) and Legal Services, to support enforcement action or legal proceedings where necessary.
- 8.5. These records will form the evidential basis for any escalation or legal action and must be sufficiently detailed, accurate, and complete to demonstrate that the Council has acted reasonably, proportionately, and in accordance with this policy.

9. Performance reporting

- 9.1. The Council will use information from non-access cases to monitor service performance and identify trends, including:
 - frequency and causes of failed access attempts;
 - number of missed appointments;
 - time taken to gain access;
 - cases requiring escalation or legal action.
- 9.2. Performance data will be regularly reviewed and reported through appropriate governance and assurance routes to:

- track compliance with statutory requirements, including Awaab’s Law timescales (see Section 5.8);
 - identify recurring barriers to access and inform service improvements;
 - ensure a consistent and proportionate approach to escalation and enforcement.
- 9.3. Insights from performance reporting will be used to:
- improve communication and engagement strategies with residents;
 - target support for vulnerable households;
 - reduce repeat non-access cases and reliance on legal action;
 - inform contractor and wider service delivery performance management.
- 9.4. Where appropriate, performance information may be included in internal assurance reporting, audits, and regulatory returns, supporting transparency, accountability, and continuous improvement.

10. Roles and responsibilities

10.1. Director of Housing Management

The Director of Housing Management has overall responsibility for the implementation, oversight, and effectiveness of the Non-Access Policy.

10.2. Heads of Housing Services

Heads of Housing Services are responsible for ensuring consistent implementation of the Non-Access Policy within their service areas. This includes:

- overseeing compliance with the policy and associated procedures;
- monitoring performance, risk, and emerging trends;
- ensuring staff and contractors follow access procedures;
- authorising escalations to enforcement action where appropriate;
- supporting clear communication with residents;
- addressing operational issues that may prevent access.

They are also responsible for ensuring that services:

- remain legally compliant and proportionate;
- aligned with the Council’s landlord obligations;
- comply with property-related health and safety legislation;
- maintain up-to-date knowledge of relevant national and local policy and regulatory changes.

They will ensure that the Non-Access Policy and associated procedures are embedded in day-to-day operations, and that staff are appropriately trained and aware of their responsibilities.

10.3. Housing Management

Officers are responsible for:

- arranging appointments and making repeated attempts to gain access;
- maintaining accurate up-to-date case records;
- communicating clearly with residents about their responsibilities;
- escalating cases in line with the policy when access is not achieved.

10.4. **Assets and Property Service**

Officers are responsible for:

- schedule and coordinating access for inspections, repairs, and compliance works;
- recording all contact attempts and access outcomes;
- notifying managers of repeated non-access;
- ensuring safety-critical checks (e.g., gas, electrical) are prioritised and escalated appropriately.

10.5. **Contractors**

Contractors are required to:

- follow the Council's access procedures at all times;
- record all attempted visits and outcomes;
- report non-access promptly;
- work collaboratively with Council teams to resolve access issues;
- support the Council in meeting statutory and compliance obligations.

10.6. **Managers and Team Leaders**

Manager and Team Leaders are responsible for:

- oversee day-to-day application of the policy;
- support staff in managing access cases;
- ensuring accurate and complete documentation;
- monitor compliance and performance;
- escalating high-risk or complex cases to senior management or Legal Services where appropriate.

10.7. **Legal Services**

Legal Services are responsible for:

- Provide advice on enforcement options;
- preparing and progressing legal action where authorised;
- ensure cases meet evidential and procedural requirements;
- supporting the Council in obtaining injunctions, possession notices, Section 146 notices, or other legal remedies.

11. Link to related policies

- 11.1. Strategies and policies relating to Housing Services: [Housing policies, plans and strategies | Croydon Council](#)

12. Glossary of terms

- 12.1. Decent Homes Standard a standard set by the Government to ensure social housing is in a decent state of repair and has reasonable level of modern facilities and thermal comfort: [Decent Homes Standard](#).
- 12.2. Awaab's Law requires social landlords to investigate and fix damp, mould, and other serious hazards within strict timeframes to keep tenants' homes safe: [Awaab's Law: Guidance for social landlords - Timeframes for repairs in the social rented sector - GOV.UK](#)
- 12.3. The housing health and safety rating system (HHSRS) is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings: [Housing health and safety rating system \(HHSRS\) operating guidance: housing inspections and assessment of hazards - GOV.UK](#)

13. Operation guides for staff

- 13.1. The Council will provide a simplified operational guide to support consistent application of this policy,
Including:
 - step-by-step escalation process;
 - decision-making flowchart;
 - key legal thresholds;
 - documentation requirements.

14. Equalities

- 14.1. The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leader. The Council's policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.
- 14.2. Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability, and age is not acceptable: the Council will take action to ensure no person using the council's premises or services receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect and continue to work to improve services for all service users.
- 14.3. The legal framework for the Council's approach is provided by the Equality Act 2010 and specifically by the Public Sector Equality Duty, under which a

public authority must work consciously to eliminate discrimination, harassment, and victimisation, and to advance equality of opportunity and foster good relations between people with differing characteristics.

- 14.4. Further detail on the Duty, and the Council's approach to fulfilling its requirements, can be found on our website.

15. Reasonable adjustments

- 15.1. Croydon Council will make reasonable adjustments to support our residents' needs when they access Croydon Council services. The term 'reasonable' refers to what we can do without compromising resources, efficiency, or ability to practically fulfil requests.
- 15.2. No resident should be at a disadvantage when accessing our services. The following statements offer a general overview to ensure that our services are adjusted to meet the needs of our residents where possible. This list is not exhaustive, and Croydon Council will adapt services based on residents' needs.
- 15.3. We aim to provide services that are accessible to all who require them, as a result, some of the options we are able to offer include:
- Providing a range of ways for residents to contact officers, including phone, email and via Housing Online
 - Providing alternative communication methods of request, such as braille, language interpreters, and large print.
- 15.4. The Council's Legal team has reviewed the policy.
- 15.5. Residents have engaged and been consulted in the development and review of this policy.

16. Complaints

- 16.1. Should there be a complaint from a resident concerning any aspect of the Non-Access Policy, this will be dealt with via the [Council's Corporate Complaints Policy](#).

17. GDPR and data protection

- 17.1. Housing Management recognises the commitment to ensure that all data is:
- processed lawfully, fairly, and in a transparent manner.
 - collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices.
 - relevant and limited to whatever the requirements are for which the data is processed.
 - accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay.

- stored for as long as required, as specified within Housing Management’s Records Retention Policy.
- secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction, or damage.

Further information about Croydon Council’s commitment to the General Data Protection Regulations GDPR can be found on Croydon Council’s website:

[General Data Protection Regulation \(GDPR\) guidance | Croydon Council](#)

18. Consultation

- 18.1. Stakeholders with responsibility and operational knowledge of the Council’s approach to accessing properties, have been consulted during the development of this policy.
- 18.2. Residents have also been engaged and consulted in the development and review of the Non-Access Policy.

19. Document review and monitoring

- 19.1. This policy will be reviewed every 3 years, or sooner if required by statutory, regulatory, best practice, emerging developments, or circumstances arising from reviews of other Council wide policies.

20 Document control

- 20.1 This is a controlled document and should not be changed unless by authorisation of the policy owner.

Monitoring		
Approved Date:	02 July 2026	
Next Review Date:	June 2029	
Effective date:	03 July 2026	
Consultation Review		
Stakeholders review:	May 2026	
Legal review date:	February 2026	
Residents reading group:	February 2026	
Policy owners:	Director of Assets and Property Services, and Director of Housing Management	
Ratified by:	Housing DMT	
Equality impact assessment:	The impact of this policy will be measured as it is implemented and used as part of a scheduled 1-year implementation compliance review.	
Version Updates		
Version Number	Summary of change	Author and Approver
1.0	New Policy	Developed by subject matter experts in Housing and reviewed with the help of the Residents Reading Group

