

# YOU SAID, WE DID

## GAINING ACCESS POLICY 2024

Thank you to everyone who took part in the consultation on our new Gaining Access Policy. We had **85** responses from residents to our online survey about the draft policy. The feedback has been invaluable in shaping our new Gaining Access Policy. Here is how we have responded to your suggestions:

### You said

### We did



*“What legal proceedings would be put in place after 2 missed appointments to enter the property?”*



We have updated the Policy to clearly state the process we will follow if access is not provided. This includes a pre-action letter advising the tenant that they must allow access at a third appointment attempt, or legal proceedings will be commenced. The Policy now clearly states that following three failed attempts, SDC will serve the tenant with legal papers asking the court for an injunction order.



*“Forced entry without consent is an invasion of privacy, freedom and rights”.*



We have clarified the position regarding forced entry in the Policy and that SDC will only ever gain immediate emergency access in extreme circumstances such as a flood, gas leak or suspected medical emergency. The Policy now outlines the steps we would take prior to emergency entry.



*“What help is available to facilitate access if tenant has additional needs or vulnerabilities?”*



We have initiated a project ‘Finding Silent Voices’ that aims to identify households where there has been frequent refused access, or where the Council has not had recent contact with the tenant. We will use this to prioritise tenancy audits and Housing Officer visits to support tenants who may be more vulnerable or need additional support.

The Gaining Access Policy outlines the approach the Council will use to manage and enforce access to its housing stock when required. The Policy aims to ensure a robust escalation process is in place to provide the tenant with the opportunity to give access at a mutually convenient time. It also aims to provide a fair and transparent enforcement process for gaining access. Where the resident has not agreed to give access or has ignored contact requesting access. Your feedback has helped shape how we will achieve this.

### **Other Ways to Get Involved!**

There are lots of ways for you to get involved and have real influence on the types of services we provide and the role we play in your community.

Your views matter to us and there are several ways in which you can have your say or get involved. If you would like to get involved please contact the Resident Engagement Team [resident.involvement@stroud.gov.uk](mailto:resident.involvement@stroud.gov.uk) or call 01453 766 321. Thank you