

# Allow access for no disrepair

*It is essential that you provide entry to  
your home whenever access is needed.*



If you need assistance understanding the information in  
this document, please contact us on **0300 365 1111**.

## 01

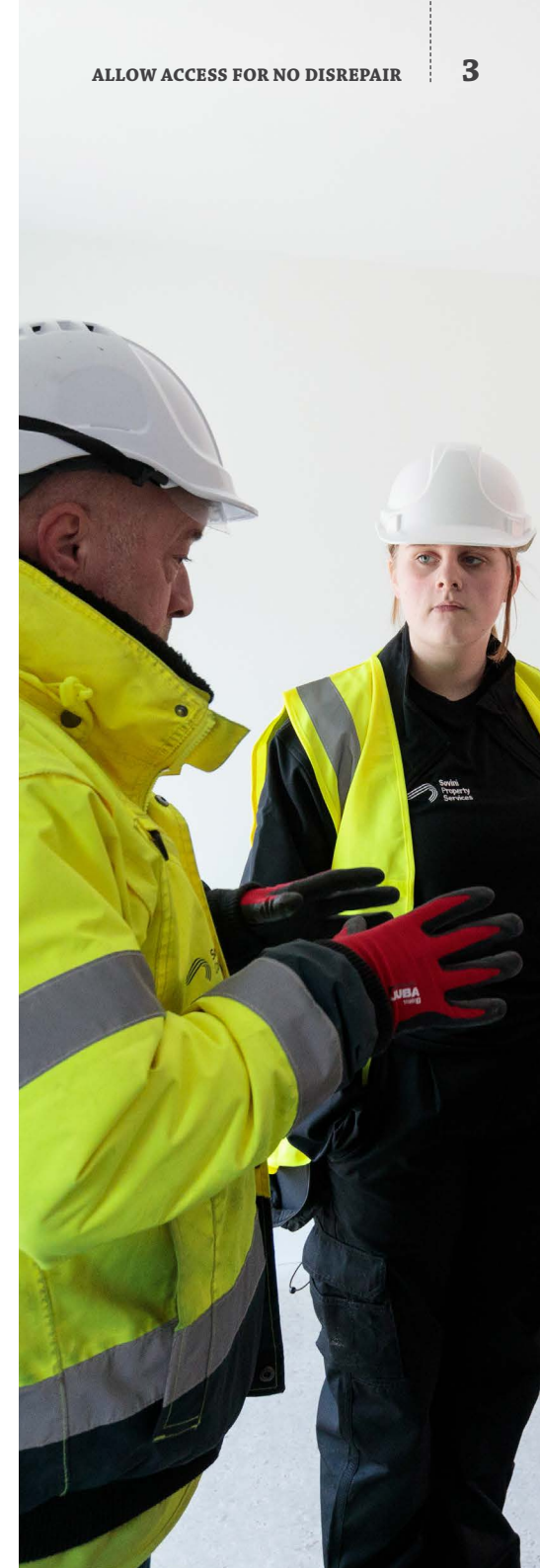
## Your Tenancy Agreement: Access is Essential

At One Vision Housing, our top priority is providing safe, healthy, and high-quality homes for our customers. To do this, we absolutely need your cooperation in granting our teams access to your property.

The following forms part of your tenancy agreement:

- a. You must give us (or anyone acting on our behalf) access to your home and/or garden upon reasonable notice. We will give you at least 24 hours' notice unless it is an emergency. We may need access to your home to inspect it, to carry out repairs or improvements, to carry out a tenancy audit, or for any other valid reason.
- b. In an emergency, for example where there is a risk to persons, property or animals, and we cannot contact you, or obtain your agreement, we may have to gain access by changing the locks or otherwise forcing access. If access is required to be forced at a time when you were in and could have provided access or because of an act of damage or neglect by you, you agree to pay us our reasonable costs of repairing any damage caused by forced access, including any lock change.
- c. You must allow us or anyone acting on our behalf access to your home and/or garden for the purposes of:
  - o Carrying out any repairs, servicing or other necessary work or safety inspections at the property and/ or to the shared areas, drying areas, bin stores or neighbouring properties.

- o Carrying out annual gas servicing inspections and 5-yearly electrical inspections at the property. inspecting the condition of the property.
- o Installation, inspection, repair, renewal and maintenance and removal of pipes, conduits, wires, and cables at the property.
- o Carrying out any statutory or health and safety inspections and subsequent works required as determined during any such inspection.







# 02

## Early detection and safety

### Why access is crucial?

We are committed to providing you with a safe, healthy, and high-quality home. To maintain this standard, we rely on your support in granting our teams access to your property as required.

Regular surveys and inspections are essential, and a legal requirement, to maintain the standards of the homes we provide. Without access, we can't properly identify, repair, or prevent issues that could lead to serious disrepair.

### Early detection and prevention

Granting access allows us to be proactive, addressing potential issues during routine checks before they become major problems that cause significant damage.

- Inspections allow our team to spot minor faults e.g small leaks, cracks and early signs of damp or mould

before they escalate into major disrepairs.

- Access to the property means we can complete reactive maintenance but also be proactive in maintaining the standards of your home. So rather than only addressing the issues once they become significant or are reported, we can resolve the issue before it gets bigger.

This preventive approach ensures your home's high standards are consistently maintained and allows us to handle any necessary repairs you report more quickly and effectively.

# 03

## Ensuring health and safety for thriving communities

Unfortunately, some types of disrepair can have a severe impact on your physical health. Our maintenance team are trained to identify potential health and safety hazards, ensuring they are removed and managed appropriately.

This is why it is crucial to allow our maintenance and surveyor teams access to your home. Without access your home could become a hazard to your health.

### Improving satisfaction

Ultimately, our goal is for you to be happy and comfortable in your home. Regular access for checks and timely repairs is key to maintaining the quality of your living environment and ensuring your long-term satisfaction. By working together, we can keep your home in excellent condition.





# 04

## Consequences of refusing access

Refusing access is a breach of your tenancy agreement and could lead to tenancy enforcement action.

This may include:

- A yellow card warning.
- A red card warning.
- Court action.

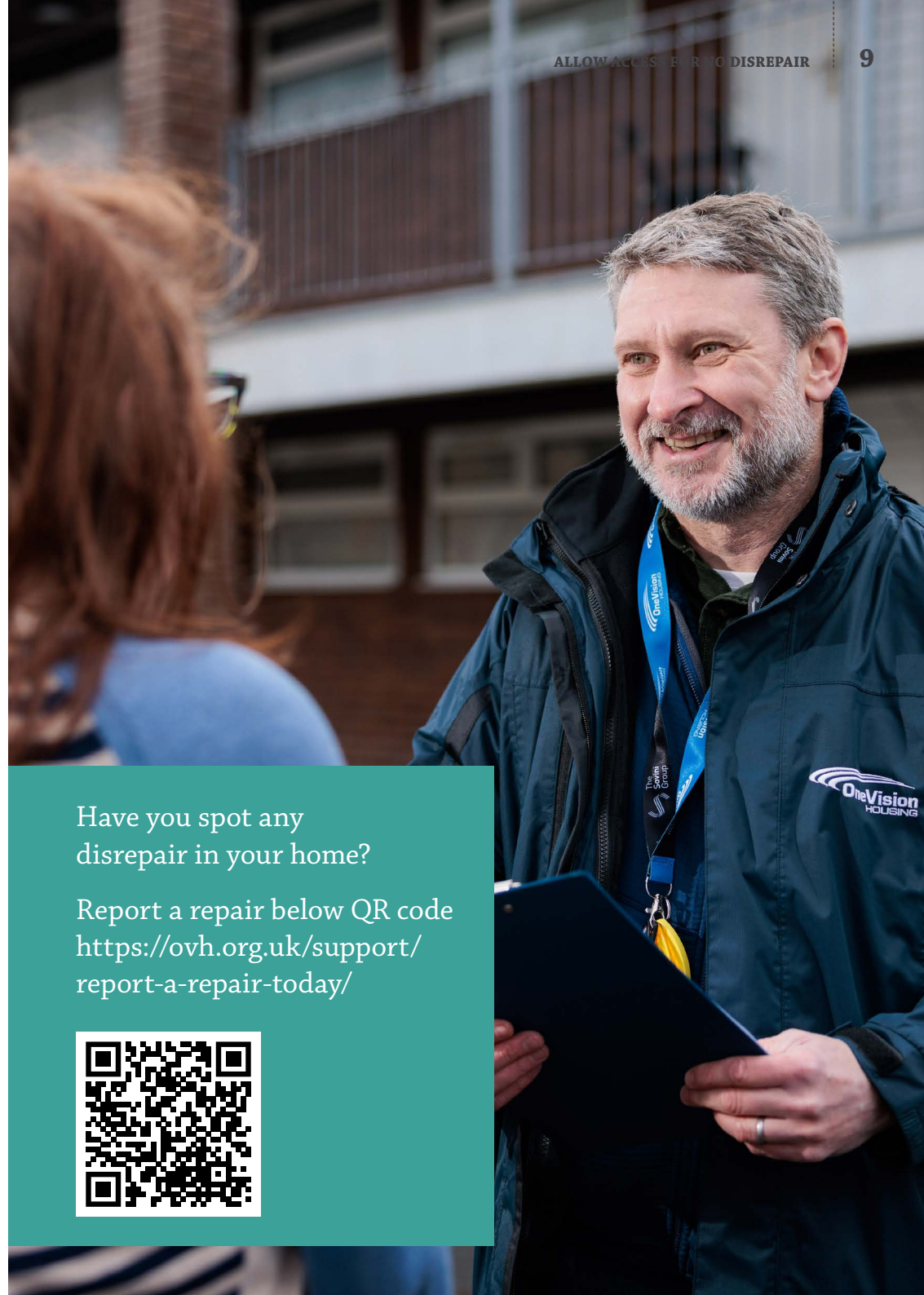
### The cost of legal action

Applying to the court for access is a final step we wish to avoid. Should this become necessary, the associated costs, including the court application and attendance, which typically amount to approximately £375, will be passed on to you.

Under the terms of your tenancy agreement, you must allow us access to the property. Failure to do so could result in legal action being taken and court costs may be recharged to the customer.

Have you spot any disrepair in your home?

Report a repair below QR code  
<https://ovh.org.uk/support/report-a-repair-today/>



## Notes

## Get in touch



ovh.org.uk



0300 365 1111\*



enquiries@ovh.org.uk



facebook.com/ovhousing



@onevisionhousing



## One Vision Housing

*\*8am - 6pm, Monday to Friday excluding bank holidays.  
Emergency repairs, 24 hours, 7 days a week*



*The information inside this leaflet was correct at time of publication. For the most up-to-date information, please visit [ovh.org.uk](http://ovh.org.uk).*



The  
**Sovini**  
Group

One Vision Housing is part of The Sovini Group

If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

### **Chinese**

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

### **Lithuanian**

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

### **Polish**

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

### **Portuguese**

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

### **Russian**

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

### **Turkish**

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.