



Emergency Access Policy

1 Purpose

This policy sets out our approach obtaining access to our customers property in emergency situations when we do not have consent of the customer. This policy does not relate to obtaining access to properties as part of forfeiture or repossession proceedings.

2 Scope

MTVH will create an open and supportive environment where we will ensure our customers and properties in which they reside are safe and meet all minimum required standards as set out in legislation, regulation, and any contractual obligation.

We will provide clear and practical guidance for colleagues and managers to follow, focusing on the safety of MTVH colleagues. These include signposting to specialist support services, flexibility we can offer in relation to their role, access to internal and external assistance.

This is policy and accompanying documents applies to all colleagues across MTVH.

This Policy and accompanying documents apply to customers:

- Who live in accommodation owned or managed by us
- We deliver community-based services to or that we may encounter in our work.
- Leaseholders and Shared Owners are included within this policy, subject to liaison and approval by the Legal Team.

3 Our Approach

3.1 Our Colleagues

We are committed to working in partnership with specialist services. We will work with the Police, Social Care teams, Health and Housing Safeguarding Boards or their equivalent Strategic Partnership Boards in accordance with their local procedures, thresholds and information-sharing protocols.

3.2 Working Together in Partnership

We have several third-party contract arrangements with landlords, support providers, contractors and suppliers. Our contract specifications will require our partners to comply with this policy and accompanying procedures and for this to be reflected in their own policies and procedures

In some circumstances, third parties, e.g., National Grid, Police etc, will force entry to our properties with minimal or no warning.

When this occurs, the Local Housing Manager, or other colleague should seek to contact both the resident and the third party as soon as possible to ascertain the circumstances and whether the property has been left secure.

If further works are required, the Local Housing Manager, or other colleague should seek to recover these costs from the third party where possible



3.3 Quality assurance and monitoring

As part of our quality assurance and monitoring approach, a cross directorate working group will analyse data, agree on appropriate actions and look at lessons learnt. Our approach will be integrated across the organisation, with individual and collective responsibilities being understood at all levels.

4 Emergency Access

4.1 Emergency Access

The following is a list of circumstances which should be considered as emergency situations where forcing access to the property may be considered appropriate. The list is not exhaustive and is to be viewed only as a guide:

- Gas explosion
- Gas leak, which is a threat to life, to human health or of severe damage to property.
- Carbon monoxide leak which is a threat to life or human health.
- Asbestos released with immediate risk to life, human health or further distribution.
- Resident(s) at immediate threat of harm from other persons or any other safeguarding concerns.
- A water leak that cannot be contained which threatens severe damage to property, health or loss of life.
- A suspected or actual structural alteration presents an immediate risk.
- There is reason to be concerned for the safety of the resident, for example they have not been seen, there are smells coming from the property, or they cannot be contacted.
- If injunction permitting emergency access granted by the court.
- "Head of" level colleagues and above can agree that emergency access can be applied in other circumstances.

5 Our commitment to Equality, Diversity and Inclusion

In implementing this policy MTVH will not discriminate against any colleague, customer, or stakeholder on the grounds of their sex, sexual orientation, gender reassignment status, ethnic origin, age, religious belief, disability, marital status and pregnancy/maternity.

An Equality Impact Assessment has been completed for this Policy and is retained by the Policy Team.

6 Key Policy Information

Policy Owner	Director of Property
Author	Assistant Director of Compliance and Technical Services
Approved by	Property SLT
Effective from	May 2022
Approach to review	This Policy & associated Procedures will be reviewed in line with legislation, regulation, and operational need. Any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues.
This is a controlled document maintained on electronic media. When appearing in paper form it should be checked against the master copy held by MTVH to verify that this is the current version. Any printed copies shall be considered uncontrolled.	