



Tenant Visitor's Policy

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Owner:	Highstone Housing Association
Document Controller:	Supported Housing Director

Changes made	Sections	Date	By	Date approved by board
To reflect best practice and the recent changes made to HHA's Tenancy Agreement.	Throughout	30/01/2019	LB	
Tenants and Support Workers consulted	No changes	11/06/2019	LB	

1. Purpose

The purpose of this document is to explain Highstone Housing Association's (HHA) policy on visitors to Tenants in their home and to set out the standards by which we expect our Tenants to abide. We support the right of Tenants to welcome visitors into their home and want all visits to be a safe and welcoming experience both for the Tenant receiving the visitor and other tenants living in the property.

Highstone Housing Association also has an obligation to ensure others can also safely attend our properties, including accessing tenant's homes to carry out such tasks as routine visits, repairs and maintenance etc.

2. Policy

Tenants are allowed visitors to their homes at any time. **However, we would politely request that tenants always notify a member of the support staff, not only as a matter of courtesy, but to help keep all our tenants safe. This is particularly important if visitors are due to their property between the hours of 8 pm and 7am.**

Tenants are responsible for all visitors they invite onto the property and into their home and we ask that the points in this policy are considered:

- 2.1. Any tenant may invite a visitor or visitors to their home. The actions of visitors and responsibility of tenants for their visitors is as described in individual tenancies and related policies: short hold tenancy agreement, Anti-social Behaviour, Adult Safeguarding
- 2.2. In Highstone Housing Association Schemes, where there is communal space, visitors are welcome to sit with tenants in the communal space. Visitor's maybe involved in events as appropriate with the general agreement to this principle by most tenants in the scheme.
- 2.3. The relatives or friends of staff members should not, in the normal run of business, visit the scheme and are therefore not covered by this policy.
- 2.4. Visitors must adhere to the expectations of the tenant's tenancy agreement by behaving courteously, legally and with consideration and respect for others. It is the tenant's responsibility to make sure that their visitors behave appropriately. Any concerns over the behaviour of visitors should be discussed with the Housing Officer in the first instance.
- 2.5. Any persons visiting the property may only park a currently taxed private motor vehicle or motorcycle on our property. They must use the parking spaces provided and not park on grassed areas, verges, gardens or footpaths.
- 2.6. Any persons visiting do not tamper with gas, electricity or any other meters at the property or in shared areas.

- 2.7. Visitors are welcome to stay over occasionally although, tenants cannot allow anyone to move into their property without seeking the consent of Highstone Housing Association, in line with the short hold tenancy agreement.
- 2.8. Visitors causing disturbance, upset or carrying out acts of anti-social behaviour, harassment, hate crimes, violence or any other illegal activity in or around HHA property or in the local area may be subject to action by HHA to prohibit such activities. Tenants may be subject to legal action if their visitors cause nuisance or disturbance to others or act in any way that breaches the tenancy agreement or our policies relating to anti-social or other unacceptable behaviour. Under the Antisocial Behaviour Act 2003, we have a duty to publish a statement of how we will deal with antisocial behaviour. Please refer to our Anti-Social Behaviour policy.
- 2.9. Professional visitors e.g. carers and field engineers are expected to behave with the same level of courtesy as other invited visitors.
- 2.10. Children visiting must always be subject to supervision in the communal areas of HHA Schemes and in any communal space such as gardens, corridors, lifts in all properties. At no point will HHA be responsible for visiting children.
- 2.11. Visitors are not allowed to bring pets to the tenant's home. However, a visitor is permitted to be accompanied by their guide, hearing or assistance dog.
- 2.12. People visiting with the intention of selling anything (clothes, safety devices, kitchenware etc.) or canvassers for political or other groups should only be admitted by prior appointment and only to see tenants who have requested/agreed to such a visit.
- 2.13. Confidential information about tenants will only be shared with visitors in line with HHA's policies. This may include:
- 2.13.1. Where they are named as next of kin or contact in case of emergency
 - 2.13.2. Where there are risks to the safety of the tenant, visitor, or others.

In line with our principles on Safeguarding any concerns that visitors are abusing, intimidating or otherwise making tenants vulnerable will be dealt with in line with HHA's and relevant local authority's safeguarding procedures. As with other safeguarding issues this may be referred to Adult Social Services or to the Police without reference to tenants where the safety of individuals or communities is considered to be at risk. Tenants who are concerned about visitors who are unwelcome, but who are unsure how to deal with the matter, should speak to the housing officer or care provider in the first instance.

3. Visits Requested by Highstone Housing Association or their Partners

Highstone Housing Association staff will provide a housing management service to all tenants which includes a regular visit to each scheme. Staff may on occasions be obliged to enter tenant properties

to check the condition and provide advice about maintenance and repairs.

Tenants must allow our employees or contractors access to their property at reasonable notice. Access may be required for, but not limited to:

- 3.1. Carrying out repairs or other work or safety inspections, to theirs or neighbouring property.
- 3.2. Inspecting the condition of the property.
- 3.3. Allowing future tenants to view the property during the final four weeks of their tenancy agreement
- 3.4. Installing, inspecting, repairing or replacing any pipes, wires or other fittings.

Tenants must allow access to representatives of water, gas and electricity suppliers to carry out maintenance. In cases of emergency such as gas, water or other leaks, or where buildings or electrics are unsafe, tenants must allow our staff access without notice, whether they are in or not.

Tenants must co-operate with our staff and representatives and not obstruct or abuse them in the course of their duties. If tenants do not allow us into their property; they could put themselves and others at risk. In which case we may take legal action to enter the property and the tenant may have to pay court costs.

4. Tenant Safety

Tenants must never allow anyone into their property without first seeing some official identification. If in doubt tenants should seek advice from our Housing Officer or their carer.

5. Implementation

- 5.1. A visitor's policy exists to confirm HHA's position on visitors for good practice. The policy is governed by the Short Hold Tenancy Agreement as this has greater legal standing.
- 5.2. The visitor's policy and/or its contents will be made available to tenants and their visitors in a range of ways such as through display on notice boards, in scheme information documents, in the tenants' handbook, the HHA website and on request.
- 5.3. Any failure of tenants to ensure visitors comply with the tenancy agreement and relevant policies will result in a discussion of the policy and tenancy agreement by the Housing Officer in the first instance and then if necessary by the Supported Housing Director. If appropriate, the assistance of the local authority Commissioner/ Anti-social Behaviour Team will be sought. The responsibility for visitors to behave in a reasonable manner lies with the tenant and not with HHA staff.
- 5.4. Tenants will be regularly reminded that they and their visitors should not allow access to unknown people. This is particularly important in schemes with communal areas where giving access to strangers/those who claim to be other people's visitors, risk the safety of all who live within the scheme.

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