



Tenancy Inspection Policy

Summary 2023

1 Introduction

1.1 This policy outlines Mid Devon Housing's (MDH) approach to obtaining access to our tenanted properties, including gardens and outside areas. This policy covers:

- When MDH may need access to a property
- Responsibilities
- What action MDH will take if access to a property is denied by a tenant
- This policy does not cover obtaining access to a property as part of a repossession process and it does not cover a property that has been abandoned
- This policy applies to all properties that are owned by MDH

1.2 This policy explains the purpose of carrying out tenancy home checks, the type of information collected and the action to be taken when concerns are raised.

2 Tenancy Home Check

2.1 A Tenancy Home Check is a survey, which involves a member of the Neighbourhood Services team visiting tenants in their home to complete a short questionnaire, and take down some details about the tenant and their household

2.2 The Officer will ask to look around the property to establish that it is not wholly let or sublet, and to ensure that it is being looked after in accordance with the Tenancy Agreement.

2.3 The tenancy home check will do a number of things:

- Provide support to tenants who are vulnerable;
- Check where there are safeguarding or welfare concerns;
- Increase customer profiling information;
- Identify opportunities for service improvement and tenants who wish to become involved;
- Check who is living at the property;
- Raise concerns about the condition of a property or safeguarding issues following an inspection;
- Check that tenants are complying with the terms and conditions of their tenancy;
- Investigate alleged tenancy fraud;
- Identify abandonment and non-occupancy of a property;
- Prevent unauthorised subletting or assignment; and
- Identify concerns around property condition, such as potential health and safety risks such as hoarding and disrepair.

- Raise concerns about the condition of a property or safeguarding issues following an inspection.

2.4 During a tenancy home check, Officers will review and update the information currently held about the tenant and their household members. Information collected will include:-

- Household details
- Date of birth
- Gender
- National Insurance number
- Contact details of tenant, their next of kin and emergency contact
- Income details of the tenant and/or spouse, civil partner or partner living at the property (Flexi Tenancy Review Inspection only)
- Any household Member with any protected characteristic
- Any household member who is vulnerable or may require reasonable adjustments when dealing with MDH – Please refer to the [MDH Vulnerability Policy](#) for further detail.

2.5 When we visit we will ask tenants for proof of identity to guard against fraud, it will enable us to determine that the person who has the Tenancy Agreement is the person who is occupying the home. We will ask for:

- Two forms of identification, one document should contain a photograph of the tenant such as a passport or driver's licence; and
- Proof that the tenant lives at the property, such as a utility bill or a bank statement.

2.6 As an additional check, tenants will also be asked to sign the completed tenancy home check survey, which will enable us to verify their signature against their Tenancy Agreement.

3 Tenant Responsibilities

3.1 Tenants must allow MDH or our employee's access to the property at all reasonable hours to carry out repairs, improvements, planned programmes, gas servicing and any safety checks, to inspect its condition and to complete new tenancy visits and tenancy home checks.

3.2 The Tenancy Agreement is a legally binding document and as such all tenants who have signed an agreement have agreed that:

3.3 *'We visit our properties periodically in order to carry out inspections, such as tenancy home checks. Tenancy home checks are unannounced visits, however if you do not wish to give us access, we will give you twenty four hours' notice of a further visit'.*