

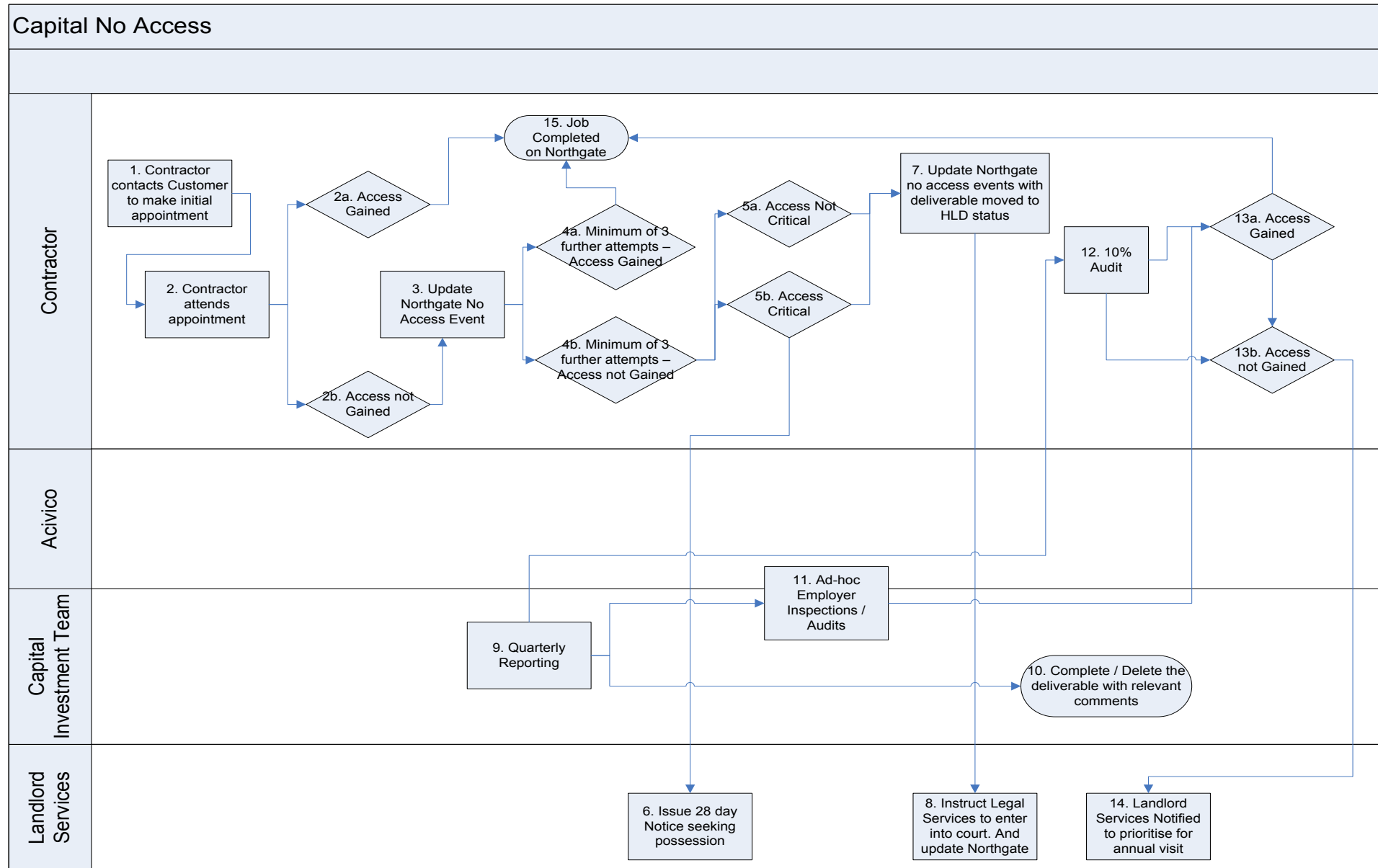
# BCC Housing Asset Management

## Standard Operating Procedure

### 1. PROCESS OVERVIEW

<b>Process Name</b>	<b>Process for Capital - No Access</b>
<b>Process Reference</b>	<b>BCC_HRM_SOP73</b>
<b>Service Area</b>	<b>BCC AMMD - Housing Repairs, Maintenance and Capital</b>
<b>Process Summary</b>	This process details the steps taken in relation to no initial access to properties
<b>BCC Senior Responsible Officer</b>	
<b>Frequency</b>	Where after 3 attempts unable to access an address
<b>Inputs</b>	Address lists
<b>Outputs</b>	Access to properties
<b>Links to other Processes</b>	N/A
<b>Systems Used</b>	Northgate Outlook Microsoft Office
<b>Templates / Tools</b>	Excel template Standard no access letter

## 2. PROCESS MAP – CAPITAL NO ACCESS



### 3. OPERATIONAL PROCESS DETAIL

Step No.	Process Step	Detailed Description	Timeline	Organisation and named contact	System Required	Outputs and Templates
1	Contractor contacts Customer to make initial appointment	Standard letter sent from Contractor to the Customer.  All Customer contact details are issued to the Contractor at the start of the contract and are updated in the monthly report sent to the Contractor from the monthly report.	4 weeks before appointment	Contractor	MS Word Excel	Appendix 1  Customer contact details
2	Contractor attends appointment	Contractor attends property when appointment was made	4 weeks before appointment	Contractor	DRS  PDA / Northgate	Appointment  WO completion
2a	Access gained	Appointment kept and access gained		Contractor	PDA / Northgate	WO updated
2b	Access not gained	Appointment kept and access not gained – Contractor leaves card asking customer to make contact		Contractor	PDA	No Access Event Calling card – appendix2
3	Update Northgate No Access Events	Contractor to update Northgate with the date of no-access attempts, i.e. the date of the onsite visit.	On the same day	Contractor	Northgate	No Access Event

Step No.	Process Step	Detailed Description	Timeline	Organisation and named contact	System Required	Outputs and Templates
4a	Minimum of 3 further access attempts – Access gained	<p>Contractor attempts to rearrange the appointment a minimum of three times within 3 months by telephone. Each telephone call should be followed up by a visit (to suit the customer where contact has been made) and if access is still not gained the property should be carded.</p> <p>Each attempt should be recorded on Northgate.</p> <p>Access gained within 3 months</p>	Within 3 months	Contractor	<p>Telephone</p> <p>Visit</p> <p>Card</p>	<p>Telephone</p> <p>Visit</p> <p>Calling card – appendix2</p>
4b	Minimum of 3 further access attempts – Access not gained	<p>Contractor attempts to rearrange the appointment a minimum of three times within 3 months by telephone. Each telephone call should be followed up by a visit (to suit the customer where contact has been made) and if access is still not gained the property should be carded.</p> <p>Contractor must be able to evidence access attempts when requested by the Employer (for example, van tracker reports, dated photo of front door, copies of cards left).</p> <p>Where access has been granted for initial scoping or the work has started and further access to the property cannot be obtained, the Contractor is to follow the no access process from the start - contacting the customer 3 times as above.</p>	Within 3 months		<p>Telephone</p> <p>Visit</p> <p>Card</p>	<p>Telephone</p> <p>Visit</p> <p>Calling card – appendix2</p>
5a	Access not critical	If access is access not critical action point 7 and point 9			NA	NA
5b	Access critical	Is access critical? e.g. roof programme			NA	NA

Step No.	Process Step	Detailed Description	Timeline	Organisation and named contact	System Required	Outputs and Templates
6	Issue 28 day notice seeking possession	If access to a property is critical, the Contractor is to liaise with the Contract Team Manager. The Contract Team Manager will liaise with Landlord Services and issue a 28 day notices seeking possession where appropriate.			MS Word	Letter
7	Update Northgate no access events with deliverable moved to HLD status	Once three attempts at access have been made, the deliverable can be placed on hold with a reason of no access. See Appendix 3	Within 1 working day		Northgate	HELD status Appendix 3
8	Instruct legal Services to enter into court and update Northgate.	If no access at expiry of notice seeking possession and access critical, instruct Legal Services to enter into court	Adhoc	Landlord Services	MS Word MS Outlook	Instruction
9	Quarterly Reporting	A Business Objects report will be run on a quarterly basis and any deliverable where three consecutive no access events have been created in 3 months will be highlighted.	Quarterly	Capital Investment Team	B Objects	No Access Report
10	Complete / Delete the deliverable with relevant comments	The Contract Team Managers evaluate the deliverables in HLD for no access at the end of each quarter. At this point guidance is given to the Contractor as to what work needs to be pursued, will carry forward to a future programme or will give the instruction to the Capital investment Team that the deliverable should be deleted from the Contract.	Quarterly	Contract Team Manager – Capital Investment Team	Northgate	HLD list Programmed / deleted deliverables
11	Ad-hoc Employer Inspections / Audits	Capital Investment Team and/ or Acivico will carry out adhoc inspections to confirm that no access process has been followed.	Adhoc	Acivico / Capital Investment Team	Visit	Inspections

Step No.	Process Step	Detailed Description	Timeline	Organisation and named contact	System Required	Outputs and Templates
12	10% Audit	<p>The Contractor is expected to carry out a 10% audit check on those deliverables in HLD status. This will include phoning and/or writing to the Customer.</p> <p>If Customer contact is made, Acivico will advise the relevant Contractor and Capital Investment team.</p>	Quarterly	<p>Contractor</p> <p>Acivico</p>	<p>Telephone</p> <p>MS Word</p>	No Access Report
13a	Access Gained	If as a result of audit, access is gained, the Contract Team Manager will request the work to be carried out by the Contractor or request the Capital Investment Team to delete the deliverable.	Adhoc	<p>Contract Team Manager</p> <p>Contractor</p> <p>Capital Investment Team</p>	Northgate	Programmed / deleted deliverables
13b	Access not gained	If as a result of audit, access is still not gained, the Contract Team Manager will highlight the addresses and notify landlord services of the no access.	Adhoc	<p>Contract Team Manager</p> <p>Landlord Services</p>	Outlook	Email
14	Landlord services notified	Landlord services are advised of the instances of no access for the ability to prioritise annual visit on the assumption the property may be sub-let or abandoned.	Adhoc	Landlord Services	Outlook	Email
15	Job completed on Northgate	When access has been granted and the job has been carried out, the Contractor must update Northgate with the completion fields	Within 1 working day	Contractor	Northgate	Completion fields

## Appendix 1

August 2013

Name  
Address Line 1  
Address Line 2  
Address Line 3  
Postcode

Dear

### Housing Improvement Programme 2016/17

I am writing to advise you that it is proposed to carry out improvements to your home during the financial year 2013/14.

**Contractor name** have been appointed to carry out the works, please call **0121 XXX XXXX** to book an appointment for a survey to be carried out, this will determine the exact details of work that will be carried out to your home.







**Contractor name** will provide any documentation based on the range of improvement work that is to be scheduled and also provide a contact name and number for any further queries you may have.

If you have any questions in the meantime, please do not hesitate to contact the Capital Investment Team on 0121 303 4036.

Yours sincerely

Capital Investment Team  
Place Directorate

## Appendix 2 – Missed capital appointment Calling card

Front of Card	Back of Card
<p><b>Missed Capital Appointment</b></p> <p>.....</p> <p>Sorry we missed you</p> <p> <b>Birmingham City Council</b></p> <p> <b>WILLMOTT DIXON</b> SINCE 1929</p> <p>Please turn over →</p> <p>361_BCC_AL_Missed Capital Appointment_Calling Card_V1.indd 3 07/03/2016 13:28</p>	<p>Job Ref No: <input type="text"/> Date: <input type="text"/> Time: <input type="text"/></p> <p>Customer Name: <input type="text"/></p> <p>Address: <input type="text"/></p> <p>We called today but were unable to gain access to:</p> <p>.....</p> <p>To arrange a new appointment please contact us on:</p> <p>.....</p> <p>For deaf and hard of hearing please contact 0121 675 8221.</p> <p>Print Name: <input type="text"/> Position: <input type="text"/></p> <p>For new repairs visit <a href="http://www.birmingham.gov.uk/repairs">www.birmingham.gov.uk/repairs</a></p> <p><b>Please note:</b> All contracted staff carry official identification cards. Please do not allow anyone in to your home without checking their identification first.</p> <p>361_BCC_AL_Missed Capital Appointment_Calling Card_V1.indd 4 07/03/2016 13:28</p>
<p><b>Missed Capital Appointment</b></p> <p>.....</p> <p>Sorry we missed you</p> <p> <b>Birmingham City Council</b></p> <p> <b>Wates</b> LIVING SPACE</p> <p>Please turn over →</p> <p>361_BCC_AL_Missed Capital Appointment_Calling Card_V1.indd 2 07/03/2016 13:28</p>	<p>Job Ref No: <input type="text"/> Date: <input type="text"/> Time: <input type="text"/></p> <p>Customer Name: <input type="text"/></p> <p>Address: <input type="text"/></p> <p>We called today but were unable to gain access to:</p> <p>.....</p> <p>To arrange a new appointment please contact us on:</p> <p>.....</p> <p>For deaf and hard of hearing please contact 0121 675 8221.</p> <p>Print Name: <input type="text"/> Position: <input type="text"/></p> <p>For new repairs visit <a href="http://www.birmingham.gov.uk/repairs">www.birmingham.gov.uk/repairs</a></p> <p><b>Please note:</b> All contracted staff carry official identification cards. Please do not allow anyone in to your home without checking their identification first.</p> <p>361_BCC_AL_Missed Capital Appointment_Calling Card_V1.indd 4 07/03/2016 13:28</p>
<p><b>Missed Capital Appointment</b></p> <p>.....</p> <p>Sorry we missed you</p> <p> <b>Birmingham City Council</b></p> <p> <b>Keepmoat</b></p> <p>Please turn over →</p> <p>361_BCC_AL_Missed Capital Appointment_Calling Card_V1.indd 1 07/03/2016 13:28</p>	<p>Job Ref No: <input type="text"/> Date: <input type="text"/> Time: <input type="text"/></p> <p>Customer Name: <input type="text"/></p> <p>Address: <input type="text"/></p> <p>We called today but were unable to gain access to:</p> <p>.....</p> <p>To arrange a new appointment please contact us on:</p> <p>.....</p> <p>For deaf and hard of hearing please contact 0121 675 8221.</p> <p>Print Name: <input type="text"/> Position: <input type="text"/></p> <p>For new repairs visit <a href="http://www.birmingham.gov.uk/repairs">www.birmingham.gov.uk/repairs</a></p> <p><b>Please note:</b> All contracted staff carry official identification cards. Please do not allow anyone in to your home without checking their identification first.</p> <p>361_BCC_AL_Missed Capital Appointment_Calling Card_V1.indd 4 07/03/2016 13:28</p>



Non-Access Event Code	Description	Update by	Category group 2	BCC Comment
Northgate event code	Northgate event description	Who is responsible for update the event	BCC categorising group	BCC comment on the use of the non-access event
C3RDPARTY	Capital - Third Party No Access	Contractor	Cap Hold	Where the neighbouring property does not provide access that allows the capital work to be undertaken. Capital work order to be cancelled by BCC.
CASBESTOS	Capital - Asbestos Removal Required	Contractor	Cap Hold	Asbestos required to be removed before capital work can be undertaken. Capital work order to be cancelled by BCC.
CCARRYOVER	Capital - Work Carried Over	Contractor	Cap Hold	Capital work that was issued to the contractor has not been started and is requested to be carried over into the next financial year. Capital work order to be cancelled by BCC.
CCHANGESOR	Capital - Work Type to be Amended	Contractor	Cap Hold	Capital work type issued is requested to be revised. Capital work order to be cancelled by BCC.
CDUP	Capital - Duplicate Element	Contractor	Cap Hold	Duplicate capital work order issued in error by BCC. Capital work order to be cancelled by BCC.
CFUT	Capital - On Future Programme	Contractor	Cap Hold	Capital work to be allocated to a future programme (not the following financial year). Capital work order to be cancelled by BCC.
CLEASEHOLD	Capital - Leaseholder Procedure	Contractor	Cap Hold	Individual property is a leaseholder and is disputing the work that is being undertaken on the block. Capital work order to be cancelled by BCC.
CLISTED	Capital - Listed or Conservation Area	Contractor	Cap Hold	Conservation area, capital work order undertaken required to be reviewed by BCC. Capital work order to be cancelled by BCC.
CNOACCESS	Capital - No Access Process Completed	Contractor	Cap Hold	Contractor followed the non-access process of letter 1, 2, 3. Capital work order to be cancelled by BCC.
CNOWORK	Capital - No Work of Type Required	Contractor	Cap Hold	For the capital work order issued no work is required. Capital work order to be cancelled by BCC.
COWNERSHIP	Capital - Ownership Req. Confirmaion	Contractor	Cap Hold	Contractor is requesting confirmation of ownership of property. Capital work order to be cancelled by BCC.
CPROPRISK	Capital - Property Conditions Risk	Contractor	Cap Hold	The property condition constitutes a risk to the capital operative undertaking the work. Capital work order to be cancelled by BCC.
CREFUSED	Capital - Tenant Refused Works	Contractor	Cap Hold	The tenant has declined the capital work. Capital work order to be cancelled by BCC.
CRTNINROG	Capital - Right to Buy in Progress	Contractor	Cap Hold	There is an outstanding right to buy application of the property. Capital work order to be cancelled by BCC.
CSOLD	Capital - Property Sold	Contractor	Cap Hold	The property is sold and the capital work order is not to be undertaken. Capital work order to be cancelled by BCC.

Capital Investment Team  
Place Directorate  
Asset Management and Maintenance Division  
Mole Street  
Sparkbrook  
Birmingham  
B11 1XA

Telephone: 0121 303 4036

CTENRISK	Capital - Tenant Risk to Operatives	Contractor	Cap Hold	The tenant or anyone visiting, residing at the property or the adjacent property is constitutes a risk to the operative undertaking the capital work. Capital work order to be cancelled by BCC.
CVOID	Capital - Property Void	Contractor	Cap Hold	The property has become void and the capital work is undertaken on the void, as in the case of the electrical test and inspect. Capital work order to be cancelled by BCC.