

Public Document Pack

Information pack for Tenant Scrutiny Board on 18 December 2014 as part of the Board's inquiry into Annual Tenancy Visits (ATVs)

The Board to consider the attached information:

Pages 1-4: Terms of Reference for the Board's inquiry into ATVs

Pages 5-8: Report of Chief Officer (Housing Management) to Tenant Scrutiny Board on 24 September 2014

Pages 9-14: ATV Verification Form

Pages 15-16: ATVs completed by Ward

Pages 17-40: Tenancy Agreement

Pages 41-46: ATVs – Questions / Areas of Clarification

Pages 47-48: ATV Performance – Ward Summary

Pages 49-56: Barry Stanley ATV Interviews (September 2014)

Pages 57-64: Jim Fergusson ATV Interviews (October 2014)

Pages 65-66: Roderic Morgan ATV Interview (September 2014)

Pages 67-68: Jackie Worthington ATV Interview (September 2014)

Pages 69-72: E-mail correspondence received from Tenants in relation to ATVs

Pages 73-74: Notes of Meeting with Housing Management on 3 December 2014

Pages 75-78: Response to questions from Board Members as part of the Board's inquiry into ATVs

Pages 79-80: ATV questionnaire template for Housing Managers

Pages 81-82: ATV questionnaire template for Tenants

Pages 83-120: ATV questionnaire responses from Housing Managers

Pages 119-148: ATV questionnaire responses from Tenants

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TENANT SCRUTINY BOARD

ANNUAL TENANCY VISITS

TERMS OF REFERENCE

1.0 Introduction

- 1.1 At its meeting on 23rd July 2014 the Tenant Scrutiny Board considered its work programme for the 2014/15 municipal year. It was agreed that the Board's first piece of work should be on tenancy visits.

2.0 Scope of the Inquiry

- 2.1 The purpose of the Inquiry is to make an assessment of and, where appropriate, make recommendations on the following areas:

- The current arrangements for tenancy visits
- Why visits are undertaken
- The benefit of visits to landlord and tenant
- The procedures for tenancy visits
- The resources allocated to visits
- Who undertakes visits, what time is allocated within job descriptions
- The skill set of those undertaking visits/training provided
- The questions asked and the information gathered by the visits
- The use of technology in collecting data
- What use is made of the collected information, is it shared elsewhere
- Using information to safeguard vulnerable tenants
- Current performance levels in terms of number of visits completed/repeat visits/value for money/cost of a visit
- Performance monitoring arrangements
- Tenants' own experiences of visits
- Publicity, communications and information around tenancy visits

3.0 Desired Outcomes and Measures of Success

- 3.1 In conducting the Inquiry the Board wishes to reflect on the value of tenancy visits and identify what positive outcomes the visits provide for the tenant and landlord.
- 3.2 It is important to consider how the Board will deem if their Inquiry has been successful in making a difference to tenants. Other measures of success may become apparent as the Inquiry progresses and discussions take place.
- 3.3 Following the Inquiry the Board will publish its report which will identify clear desired outcomes. These will be reflected in the recommendations made.

4.0 Comments of the relevant Director and Executive Member

- 4.1 In line with Scrutiny Board Procedure Rule 10.2, where the Board undertakes an Inquiry the Board shall consult with any relevant Director and Executive Member on the terms of reference.

5.0 Timetable for the Inquiry

- 5.1 The Inquiry will commence in September and a final report will be published on completion of the Inquiry.
- 5.2 The length of the Inquiry and range of evidence to be collected is subject to change by agreement of the Board.

6.0 Submission of evidence

- 6.1 The Board may decide to hold working groups/focus groups between formal Board meetings to gather information, for example interviewing tenants and local housing officers

6.2 Session one – September 2014

- Overview - remit, purpose and desired outcomes of tenancy visits.
- Procedures followed and forms and documentation used
- Questions asked during the visit
- Cost per visit
- Current performance levels
- The use of information to improve performance in other areas
- The use of information to help tenants in other areas
- The skills of those undertaking the visits.

6.3 Session two – October 2014

(The content of session two will be dependent on whether other meetings/working groups took place)

Tenant Experience

6.4 Session three – November 2014

- Drafting and agreeing final report.

7.0 Witnesses

7.1 The following witnesses have been identified as possible contributors to the Inquiry:

- Tenants
- Local Housing Manager/officers
- Responsible Chief Housing Officer

8.0 Equality and Diversity / Cohesion and Integration

8.1 The Equality Improvement Priorities 2011 to 2015 have been developed to ensure our legal duties are met under the Equality Act 2010. The priorities will help the council to achieve its ambition to be the best City in the UK and ensure that as a city work takes place to reduce disadvantage, discrimination and inequalities of opportunity.

8.2 Equality and diversity will be a consideration throughout the Scrutiny Inquiry and due regard will be given to equality through the use of evidence, written and verbal, outcomes from consultation and engagement activities.

8.3 Where an impact has been identified this will be reflected in the final Inquiry Report, post Inquiry. Where a Scrutiny Board recommendation is agreed the individual, organisation or group responsible for implementation or delivery should give due regard to equality and diversity, conducting impact assessments where it is deemed appropriate.

9.0 Post Inquiry Report monitoring arrangements

9.1 Following the completion of the Scrutiny Inquiry and the publication of the final Inquiry Report and recommendations, the implementation of the agreed recommendations will be monitored.

9.2 The monitoring will be undertaken by the Board which will be done at regular intervals appropriate to the content of the recommendation.

9.3 The final Inquiry Report will include information on how the implementation of recommendations will be monitored.

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REPORT OF: CHIEF OFFICER, HOUSING MANAGEMENT

REPORT TO: TENANT SCRUTINY BOARD

DATE: 24TH SEPTEMBER 2014

SUBJECT: ANNUAL TENANCY VISITS (ATV's)

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

SUMMARY OF MAIN ISSUES

1. In April 2014 a new system for the delivery of ATV's was implemented for the City, shown at Appendix 1.
2. This report is to provide Scrutiny Board with an update on annual tenancy visits. The report identifies the purpose of the visits, performance in 2013/14 and progress since April 2014.

RECOMMENDATION

4. Scrutiny Board are asked to note the contents of the report, and provide feedback on the impact of the visits.

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide Scrutiny Board with a position statement to support and inform their inquiry.

The report identifies the reasons for the visits, performance and amendments to the process to date which have been designed to make them more effective.

2 BACKGROUND INFORMATION

- 2.1 A City wide process for Annual Tenancy Visits was introduced in April 2014 to ensure a consistent process.
- 2.2 The new structure within Housing Management, to be implemented on the 1st October 2014 increases staffing on the front line which will ensure an improved and consistent service can be delivered. Housing Officers will have reduced patch sizes to deliver a more intensive and personalized housing management service to tenants including a quality ATV.

3 MAIN ISSUES

KEY PURPOSE OF VISITS

- 2.1 The purpose of annual tenancy visits are to :-
- 3.2 **Meet tenants needs and expectations.** The visits will enable us to have a conversation with the tenant to discuss how they feel about their home, neighborhood and community and how satisfied they are with the service provision. This will enable us to gauge how the services we are delivering are meeting customers' needs and expectations.
- 3.3 **Proactive tenancy management.** The ATV is one element of proactive service delivery to enable us to enforce of tenancy conditions. Tenancy visits will ensure we identify homes are not being damaged, neglected or otherwise used in an obviously criminal or inappropriate manner.
- 3.4 **Customer focus and support needs.** The visits will help is to identify where tenants are need additional help and support with sustaining their tenancy. By being proactive we can offer support and assistance before an issue become more problematic. The visits enable us to ensure our customer profiling data is up to date to ensure we provide service appropriate to the neighbourhoods needs.
- 3.5 **Sub-letting / Tenancy Fraud.** The ATV's are used to confirm that each of the properties we manage is occupied by the named tenant as their principal home and has not been sublet. The visits are unannounced and as a consequence have the benefit of surprise and discovering who is actually living at the property. Where sub-letting or tenancy fraud has occurred action is taken to recover the property.

- 3.6 Evaluation of the annual tenancy visit process and the formation of the single Housing Management Service have highlighted the need to review all Housing Management Policies and Procedures to ensure quality and consistency.

In addition to the review of ATV's key in conjunction with the development of the new structure processes and procedures for letting council houses are changing to ensure we have increased information and understanding of new tenants housing and support needs, there is a new emphasis on highlighting responsibilities to new tenants with regard to their home and neighborhood, all new tenants will be visited at the start of their tenancies and there will be a formal review before 6 months. In addition all Contractors undertake tenancy verification and referral to the housing officer if there are any concerns.

PERFORMANCE

- 3.7 In 2013/14 73.08% of council tenants received an ATV. Between April 2014 and June 2014 20.90% of tenants had received a visit, all tenants will have been visited by March 2015. A performance report is attached as appendix 2.

4 CORPORATE CONSIDERATIONS

4.1 CONSULTATION AND ENGAGEMENT

- 4.1.1 ATV's allow a conversation with tenants about their home, neighborhood and community, and an opportunity for feedback on Housing and Council Services.
- 4.1.2 The ATV enables the Housing Officer to identify where follow up visits are required; this may include personalized support and /or safeguarding.

4.2 EQUALITY AND DIVERSITY / COHESION AND INTEGRATION

- 4.2.1 Undertaking ATVs will increase our customer knowledge and enable a more detailed customer profile to be developed to inform policy review and development.

4.3 COUNCIL POLICIES AND CITY PRIORITIES

- 4.3.1 Delivery of Annual Tenancy Visits is one of the 6 key priorities for Housing.

4.4 RESOURCES AND VALUE FOR MONEY

- 4.4.1 The Housing Management structure to be implemented October 2014 is designed to deliver an intensive personalized housing management service delivered by focusing resources on the front line.

4.5 LEGAL IMPLICATIONS, ACCESS TO INFORMATION AND CALL IN

- 4.5.1 There are no specific issues to be considered.

4.6 RISK MANAGEMENT

- 4.6.1 Applying safe operational working practices whilst undertaking ATVs is essential.
- 4.6.2 All staff undertaking home visits have had training in Health and Safety and Lone Working.

5 CONCLUSIONS

- 5.1 The new Housing Management structure is designed to deliver a personalized service which meets tenants needs and delivery through more intensive work on small patch sizes will enable Housing Officers to gain a greater understanding of tenants needs and respond effectively to issues within the neighborhood, ATV's are a key element of this approach.

6 RECOMMENDATION

- 6.1 Members of Scrutiny Board are asked to note the contents of the report and provide feedback.

7 BACKGROUND PAPERS¹

- 7.1 None

Annual Tenancy Verification Form



Lone Worker Check Completed? Yes ☐ No ☐ Date / /

Visit Accompanied? Yes ☐ No ☐

Account Check Completed? Yes ☐ No ☐ Balance £

1.	Property Details
Full Address (Including Postcode)	

2. Tenant Details	Lead Tenant	Joint Tenant
Title		
First Name		
Surname		
Date Of Birth		

3. Contact Details	Lead Tenant	Joint Tenant
Home Telephone		
Work Telephone		
Mobile		
Email		

4. Tenant Verification	Lead Tenant	Joint Tenant
I.D Provided:	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Identification type: (E.g. Passport, Uk Photo-card Driving Licence, EU National I.D Card. See I.D guidance Page.4)		

5. Employment:	Lead Tenant	Joint Tenant
Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>
Employed	<input type="checkbox"/>	<input type="checkbox"/>
Full Time	<input type="checkbox"/>	<input type="checkbox"/>
Part Time	<input type="checkbox"/>	<input type="checkbox"/>
Self Employed	<input type="checkbox"/>	<input type="checkbox"/>
Unemployed	<input type="checkbox"/>	<input type="checkbox"/>
Student	<input type="checkbox"/>	<input type="checkbox"/>
Retirement	<input type="checkbox"/>	<input type="checkbox"/>

6. Additional Household Members:		
Name	Relationship	Date Of Birth

7. Next Of Kin / Emergency Contact Details:		
Name	Address	Contact No:

8. Internal Property Overview				
Condition of property	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>	Follow Up <input type="checkbox"/>
Comments:				

9. External Property Overview				
Gardens/ Yard Condition	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>	Follow Up <input type="checkbox"/>
Comments:				

10. Tenant	Confirmation Signature/s	Date
Signed Lead Tenant		
Signed Joint Tenant		

11. Officer	Confirmation Signature/s	Date
Auditing Officer		
Officer Name (Printed)		

12. Post Visit Review:	Safeguarding <input checked="" type="checkbox"/>	Tenancy <input checked="" type="checkbox"/>	Financial <input checked="" type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Follow Up Support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Orchard UDC / I.T Systems Update Completed?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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14. Additional Visitor Notes

STAFF GUIDANCE ON TENANT IDENTIFICATION

There are 3 options for providing identity documents:

- Option One : 2 proofs from Group (A) ID List
Option Two : 1 proof from Group (A) and 1 proof from Group (B) ID List
Option Three : 3 proofs from Group (B) ID List

Group (A) Photographic ID List

- Passport – any nationality
- UK Photocard, Driving Licence (Full or Provisional)
- EU National Identity Card
- HM Forces ID Card
- UK Firearms Licence

Group (B) Non Photographic ID List

- Birth Certificate / Adoption Certificate
- Marriage Certificate/Civil Partnership Certificate
- Mail Order Catalogue Statement * #
- Utility Bill ** (inc. mobile phone contract/bill, Gas/Electric, Digi TV, Internet)
- Credit Card Statement **
- Insurance Certificate **
- UK Council Tax Statement **
- UK Connexions Card
- Letter from Support worker / Head Teacher *
- Bank/Building Society Statement **
- UK NHS Card
- Benefit book/ statement / proof of benefits (Child Allowance/Pension)
- CRB Disclosure Certificate **
- Vehicle Registration Document
- TV Licence **
- UK Paper Driving Licence (non photocard)
- UK Court Claim Form ** (or other documentation issued by Court Services)
- Store Card Statement **
- UK P45/P60 Statement **
- Exam Certificate e.g. GCSE, NVQ, O'level
- Addressed Payslip *
- UK National Insurance Card
- Financial Statement**
- Government document**

Group (C) Immigration Status ID List

- Leave to remain letter
- Passport
- EU Identity Card
- Workers Registration documentation
- Refugee documentation
- Sponsorship documentation

I.D Documentation Key:

- * Documentation should be less than 3 months old
- ** Documentation issued should be within the past 12 months
- # If the customer intends to use more than 1 document of this type, ensure that it is from a different organisation.

Tenancy Verification Audits: Getting To Know Our Tenants Better

Leeds City Council's housing officers and partner operatives are required to carry out tenancy verification audits of all Council properties at least once every year. This includes the property in which you live. We are checking to ensure that the legal tenant is still living in the property and that sub-letting or any other activity that contravenes the Tenancy Agreement is not taking place.

When we visit you can raise any concerns with us or request information about the services we provide. You may wish to become involved with a local Tenants and Resident Group or take part in the next Estate Walkabout in your area.

Why Are We Doing This?

- To check that the legal tenant is living at the property.
- To ensure tenants are complying with their tenancy agreement.
- To update information about tenants which may help with the future planning of services.
- To ensure we have accurate information about tenants, to better provide support when needed.
- To provide information on the services we provide.
- To ensure best and legal use of council homes.

When We Visit:

When we visit your home we will respectfully ask you a range of questions and carry out a brief inspection of the inside and outside of your home. We will ask you for at least 2 forms of identity so that we have proof that you are the legal tenant of the property. We prefer documents with photos and the following are preferred:

- Passport
- UK Photocard, Driving Licence (Full or Provisional)
- EU National Identity Card
- HM Forces ID Card
- UK Firearms Licence

In addition proof that you live at the property, for example:

- Utility Bill (Inc. mobile phone contract/bill, Gas/Electric, Digi TV, Internet)
- Credit Card Statement
- Insurance Certificate
- UK Council Tax Statement

Additional advice on acceptable forms of identification can be provided by the visiting officer.

Keeping Safe:

All of our staff and partner operatives carry ID cards to prove who they are. **Always** ask to see identification and never let anyone into your home who cannot prove who they are.

Our Promise To You:

If you have any information about sub-letting, properties not being lived in or other activity that contravenes the Tenancy Agreement. Please share this with our visiting staff or contact one of our local housing offices. You can speak to us in confidence, your personal details will be kept confidential and not disclosed. We **will** investigate.

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ATV's Completed by Wards 2013-14

Weekly Report: period from 01/04/2013 to 31/03/2014

Management Group	Ward	ATVs Completed					ATVs No Access				
		South & South East	Belle Isle TMO	East & North East	West & North West	Total	South & South East	Belle Isle TMO	East & North East	West & North West	Total
South & South East	Ardley & Robin Hood	597				597	1,039				1,039
	Beeston & Holbeck	1,405				1,405	2,691				2,691
	City & Hunslet	1,200				1,200	1,871				1,871
	CrossGates & Whinmoor	1,514				1,514	2,926				2,926
	Garforth & Swillington	858				858	406				406
	Harewood	191				191	90				90
	Kippax & Methley	1,054				1,054	873				873
	Middleton Park	1,135				1,135	2,701				2,701
	Morley North	796				796	1,336				1,336
	Morley South	928				928	1,517				1,517
	Rothwell	1,063				1,063	1,935				1,935
	Temple Newsam	93				93	185				185
Belle Isle TMO	Middleton Park		852			852		2,056			2,056
East & North East	Alwoodley			1,245		1,245			231		231
	Burmantofts & Richmond Hill			4,574		4,574			8,654		8,654
	Chapel Allerton			2,079		2,079			1,547		1,547
	Gipton & Harehills			2,952		2,952			2,251		2,251
	Harewood			238		238			13		13
	Killingbeck & Seacroft			4,642		4,642			8,102		8,102
	Moortown			511		511			321		321
	Roundhay			676		676			782		782
	Temple Newsam			1,557		1,557			553		553
	Weetwood			94		94					0
	Wetherby			929		929			142		142
	Adel & Wharfedale				533	533				302	302
West & North West	Armley				2,163	2,163				2,630	2,630
	Bramley & Stanningley				1,992	1,992				2,216	2,216
	Calverley & Farsley				680	680				326	326
	City & Hunslet				82	82				331	331
	Farnley & Wortley				1,989	1,989				2,294	2,294
	Guiselley & Rawdon				566	566				676	676
	Headingley				71	71				37	37
	Horsforth				649	649				567	567
	Hyde Park & Woodhouse				1,516	1,516				1,373	1,373
	Kirkstall				1,572	1,572				1,716	1,716
	Moortown				21	21				8	8
	Otley & Yeadon				1,069	1,069				563	563
	Pudsey				1,451	1,451				897	897
	Weetwood				520	520				658	658
Total Completed ATVs ¹		10,834	852	19,497	14,874	46,057	17,570	2,056	22,596	14,594	56,816
Outstanding ATVs		5,619	1,356	1,453	8,542	16,970					
% ATVs Completed Overall		65.85%	38.59%	93.06%	63.52%	73.08%					

¹ This data includes all tenancies whether current or previous in which a ATV was completed. This estimate may prove higher than the current tenants due to tenancies since terminated.

NB: This data is reported on a weekly basis and coincides with when the updates occur to the parent system. There is an apparent error of around 2% under reporting with this data.

ATV's Completed by Wards 2014-15
Weekly Report: period from 01/04/2014 to 30/06/2014

Management Group	Ward	ATVs Completed					ATVs No Access				
		South & South East	Belle Isle TMO	East & North East	West & North West	Total	South & South East	Belle Isle TMO	East & North East	West & North West	Total
South & South East	Ardsley & Robin Hood	133				133	73				73
	Beeston & Holbeck	426				426	235				235
	City & Hunslet	195				195	158				158
	CrossGates & Whinmoor	319				319	338				338
	Garforth & Swillington	304				304	48				48
	Harewood	61				61	1				1
	Kippax & Methley	336				336	84				84
	Middleton Park	187				187	171				171
	Morley North	144				144	65				65
	Morley South	269				269	136				136
	Rothwell	302				302	106				106
	Temple Newsam	25				25	25				25
Belle Isle TMO	Middleton Park		687			687		563			563
East & North East	Alwoodley			252		252			37		37
	Burmantofts & Richmond Hill			788		788			503		503
	Chapel Allerton			476		476			113		113
	Gipton & Harehills			694		694			174		174
	Harewood			80		80			15		15
	Killingbeck & Seacroft			1,251		1,251			440		440
	Moortown			186		186			17		17
	Roundhay			245		245			101		101
	Temple Newsam			256		256			13		13
	Weetwood			5		5					0
	Wetherby			224		224			54		54
West & North West	Adel & Wharfedale				172	172				11	11
	Armley				907	907				413	413
	Bramley & Stanningley				641	641				245	245
	Calverley & Farsley				205	205				41	41
	City & Hunslet				5	5				2	2
	Farnley & Wortley				453	453				104	104
	Guiselley & Rawdon				158	158				121	121
	Headingley				14	14				3	3
	Horsforth				127	127				45	45
	Hyde Park & Woodhouse				504	504				55	55
	Kirkstall				620	620				63	63
	Moortown				1	1					0
	Otley & Yeadon				196	196				72	72
	Pudsey				453	453				91	91
	Weetwood				373	373				41	41
Total Completed ATVs ^T		2,701	687	4,457	4,829	12,674	1,440	563	1,467	1,307	4,777
Outstanding ATVs		14,339	2,235	14,138	17,248	47,960					
% ATVs Completed Overall		15.85%	23.51%	23.97%	21.87%	20.90%					

^T This data includes all tenancies whether current or previous in which a ATV was completed. This estimate may prove higher than the current tenants due to tenancies since terminated.
NB: This data is reported on a weekly basis and coincides with when the updates occur to the parent system. There is an apparent error of around 2% under reporting with this data.

Tenancy Agreement

Dear Tenant

I would like to welcome you to your new Leeds City Council home.

Your tenancy agreement and this booklet outline your rights and responsibilities as a tenant and those of Leeds City Council as a landlord. Your tenancy agreement is a legally binding contract between yourself and Leeds City Council.

The agreement will enable you to live in peace and comfort in your home and the Council to take effective action against tenants who break the terms of the agreement.

May I take this opportunity to wish you long and happy stay as a tenant of Leeds City Council.

A handwritten signature in white ink that reads "R. N. Evans". The signature is written in a cursive, flowing style.

Neil Evans

Director
Department of Environment and Housing

1. ABOUT YOUR TENANCY AGREEMENT

1.1 There are two main types of Council tenancy.

1.2 They are:

- an **introductory** tenancy
- a **secure** tenancy

1.3 As an introductory tenant you have **fewer legal rights** than a secure tenant.

1.4 If you are an introductory tenant, the section on the front of the Agreement will be completed showing when the introductory tenancy will end if there are no breaches of this Agreement.

1.5 If you are transferring to a property from another Leeds City Council property as a secure tenant or if you are transferring as an assured tenant of a registered social landlord such as a Housing Association your tenancy will be secure straight away. You will not have to be an introductory tenant.

1.6 Your introductory tenancy is a **trial period**. You must show us that you are responsible enough to keep the property. To do this you must:

- **not behave anti-socially, cause a nuisance or harass other people; and**
- **pay your rent on time; and**
- **look after the property.**

1.7 As an introductory tenant you can be evicted much more quickly and more easily than a secure tenant.

If you do not comply with the terms of your Introductory Tenancy, the council has the right to extend an Introductory Tenancy by an additional six months. Before taking this action, the Council must advise you of its intention and give you the right to request a review of the decision to extend your Introductory Tenancy.

The Council can also apply to the court for an eviction order. The Council must tell you why it is evicting you and give you the right to request a review of the decision, but we do not need to prove in court that it is reasonable to evict you.

If we have not taken any action that could lead to the extension of your introductory tenancy or possession of your home, you will automatically become a secure tenant on the date written on your tenancy agreement.

- 1.8** If you become a **secure tenant**, you must still behave responsibly and keep to the rules of this Agreement – but if we want to take possession of the property you would have the right to put your case at a court hearing. The council also has the right to demote your Secure Tenancy to a tenancy with fewer rights. A judge would then decide if we could evict you or demote your tenancy. We would have to show that we have a valid reason to evict you or demote your tenancy. These are called ‘grounds’ and are defined by law. Before going to Court we would have to serve you with a Notice of Intention to Seek Possession or a Notice of Intention to Demote your tenancy setting out our reasons for serving the Notice.

Introductory Tenants DO NOT have this right. You get this right if you become a secure tenant.

- 1.9** You do **not** have some of the **rights** in this Agreement during your introductory tenancy. You will get these rights if you become a secure tenant. Rights which apply only to secure tenants are marked like this:

Introductory Tenants ONLY

This does not apply when you become a secure tenant.

- 1.10** You have an extra **responsibility** during your introductory tenancy. You do not have this responsibility if you become a secure tenant. It is marked like this:

- 1.11** Any tenancy given to someone under the age of 18 is conditional upon a responsible person signing this Agreement on their behalf as trustee. That person accepts that any Notices or demands for payment served under this Agreement can be served on the trustee until the tenant reaches the age of 18.
- 1.12** **Make sure you have read and understood the leaflet “Welcome To Your Introductory Tenancy”. It describes the procedure we have to go through if we want to evict you. Ask at your Neighbourhood Housing Office if you have not seen a copy.**
- 1.13** Some of the rights and responsibilities of the Council under this Agreement may be exercised or provided by other agencies on behalf of the Council. Those agencies may enforce this agreement on the Council’s behalf including recovery of any payments due.

2. TENANT'S RESPONSIBILITIES

2A YOUR RENT

- 2.1** You must pay your rent and any other charges for the property. They must be paid on time. Your rent is due on Monday but you can pay in advance every two weeks or every month if you prefer.

However you choose to pay, you must make sure that your account is clear at the end of each week.

If you believe that you may be entitled to Housing Benefit, it is your responsibility to claim Housing Benefit. You must ensure that you provide all the information requested to process your claim.

Please ask at your Neighbourhood Housing Office about the different ways in which your rent and other charges can be paid, eg by direct debit or standing order. You can also pay at post offices in some areas.

We calculate the rent due for a year over 52 weeks. You must ensure that you pay your rent every week.

If any money is to be paid to you by your landlord, for example, as compensation for damage to your property or decorations or for home loss and disturbance, the Council reserves the right to pay that money onto your rent account if you are in arrears.

- 2.2** If you do not pay your rent, or persistently pay it late, the council can go to court to get legal permission to evict you from the property. The Council can also seek a County Court Judgement for the rent and enforce that through the Court. If you have any difficulty paying your rent, contact your Neighbourhood Housing Office immediately.

We reserve the right to raise charges for letters and visits needed because your account is in arrears. No charge will be made for a first letter but details of further charges if your account is not cleared will be set out in the letter. Any charges made will be added to your rent account.

We will consult with tenants and tenants' groups before we introduce charges and will give at least 6 weeks' notice of our intention to do so including a copy of any scale of charges.

- 2.3** If you are **joint tenants** you are each responsible for all the rent and other charges and for any arrears. The Council can recover all rent, other charges and any arrears owed for your home from any individual joint tenant. The Council always has the choice of which of the joint tenants it pursues for any sums due.
- 2.4** The rent may be increased or decreased from time to time – usually in April. You will be told in writing at least four weeks before any rent change.
- 2.5** Some tenants pay for services provided with the tenancy with an extra charge paid with their rent. You will be told about this if you are one of these tenants. If you **do** have a tenancy like this, a breakdown of the charges is shown on page 1 of this Agreement. There may also be extra terms that apply to your tenancy. These will be attached to the back of your Agreement.

This would apply if for example you had a furnished tenancy or were in the heat lease scheme.

We will tell you in writing, at least four weeks before any change to these charges.

- 2.6** We have the right to offer additional services for which you will have to pay for as part of your rent. We will tell you, in writing, at least four weeks before we do this. Tenants will be consulted before new services are introduced.

2B ACCESS TO THE PROPERTY

- 2.7** **You must allow the Council access to the property at reasonable written notice** (usually 24 hours) for the following purposes:

- a) to carry out repairs or other necessary works or safety checks whether or not the Council has, or has assumed, responsibility for such works, or
- b) to carry out repairs or other necessary works to common areas (such as stairs, lifts, landings, walkways, entrance halls, drying

areas, bin stores, paved areas, shared gardens or parking areas) or neighbouring properties owned by the Council.

- c) to carry out annual gas safety checks, or
- d) to inspect the condition of the property, or
- e) to allow prospective tenants to view the property during the final 28 days of your tenancy when you have served a notice of termination or during the 28 days immediately prior to the expiry of any Notice of Intention to Seek Possession served upon you, or
- f) for constructing, installing, inspecting, repairing, renewing, maintaining and removing pipes, conduits, wires and cables. Access for this purpose must also be given to statutory undertakers (such as British Gas, Transco and Yorkshire Water).

In cases of emergency such as gas, water or sewage leaks or where buildings or electrics are unsafe **you agree** that the Council can enter the property without giving you written notice, and whether you are there or not, in order to inspect the property and carry out any repairs required to deal with the emergency.

If you do not let us have access you could be putting yourselves and your neighbours at risk. We can take legal action to enter the property and you may have to pay the costs, or you may be prosecuted for obstruction.

Never let anyone in without first seeing some official identification. (If you are in doubt contact your Neighbourhood Housing Office during office hours or the emergency number at other times – these numbers are on your rent card).

2C USING THE PROPERTY

Introductory
Tenants **ONLY**
This does not
apply when you
become a
secure tenant.

- 2.8** If you want someone to stay who was not part of your household when you first moved in (temporarily or permanently) you must get the Council's written permission first. This includes children, relatives, friends and guests. We will not refuse permission unless there is a good reason (such as the person being likely to cause a nuisance or overcrowding).

2.9 You must use the property as your only or principal home. If you don't use the property as your only or principal home, we will take action to end your tenancy.

2.10 You must tell your Neighbourhood Housing Office in writing if you will be away from home for more than 28 days. (This is so we know that you have not abandoned your home).

You agree that the Council can enter the premises (whether or not you have been away from home for 28 days or more) where it reasonably appears that you have abandoned the premises.

You also agree that if following inspection of the premises it still appears to the Council that you have abandoned the premises, the Council may change the locks and take any other appropriate steps to protect the premises and may dispose of all personal property found in the premises in accordance with the Torts (Interference with Goods) Act 1977.

You also agree that the Council will recharge you with the reasonable cost of changing the locks, making the premises safe and disposing of any personal property found in the premises.

You also agree that you will accept any liability to any other person for the loss of any property belonging to such a person and disposed of by the Council following your abandonment.

2.11 You must not tamper with gas or electricity supplies or with meters.

2.12 You must not allow the property to become overcrowded. If you are unsure about this, ask at your Neighbourhood Housing Office for advice.

2.13 You must not keep mopeds or motorbikes inside the property or in indoor communal areas (such as stairs, lifts, landings, walkways, entrance halls or indoor drying areas). If you wish to keep a mobility aid such as a scooter or motorised wheelchair you must get written permission first. This will normally be granted.

2.14 You or anyone living with you or visiting the property must not run a business from the property without getting the Council's written permission first. We will not normally refuse permission unless the business would cause a nuisance or annoyance or might damage the property.

2.15 You agree that any reasonable costs or liability incurred by the Council as a consequence of your breach or failure to perform any part of this Agreement will be repayable in full upon your receipt of an invoice from the Council. You also agree that the City Council can use any money at any time due from the Council to the tenant towards discharging your liability under this section.

Those things for which the Council will recharge include:

- rectifying any work to the premises that you have carried out without the necessary written permission of the City Council;
- rectifying damage caused by your failure to comply with your repairing duties or failure to maintain your own equipment;
- changing the locks of and otherwise securing the premises if left abandoned by you;
- your abuse of the emergency repair service for non-emergency repairs;
- replacing missing or broken keys.

2D COMMUNITY RESPONSIBILITIES

2.16 You are responsible for the behaviour of every person (including children) living in or visiting the property. You are responsible in the property, on surrounding land, in communal areas (such as stairs, lifts, landings, walkways, entrance halls, drying areas, bin stores, paved areas, shared gardens or parking areas) and in the locality around the property including shopping centres, bus shelters, and other public areas.

2.17 You (or anyone living with you or visiting the property) **must not** act in any way which is anti social or which is, or is likely to cause a nuisance to any other person. Nuisance includes behaviour that is harmful, offensive, annoying, disagreeable or interferes with the quiet enjoyment of any other person. Examples of nuisance include:

- noise nuisance such as loud music, loud televisions, shouting or arguing, banging doors, burglar alarms, DIY work;
- dog barking or fouling or allowing your dog to cause a nuisance or annoyance to others in the locality;
- offensive drunkenness;

- selling or possession of drugs, drug abuse and leaving drug related litter and needles;
- use of premises for unlawful activity;
- rubbish dumping;
- excessive vehicle repairs and noise and debris arising from vehicle repairs;
- storing scrap;
- playing ball games in the streets or close to someone else's home in a way which causes or is likely to cause a nuisance.

This list is not exhaustive.

2.18 You (or anyone else living with you or anyone visiting the property) **must not** harass any other person. Examples of harassment include:

- Using racist or homophobic behaviour or language;
- using or threatening to use violence;
- using abusive or insulting words;
- damaging or threatening to damage another person's home or possessions;
- causing damage to another person's property by writing any graffiti;
- engaging in public disorder;
- doing anything that interferes with the peace, comfort or convenience of other people.

2.19 You (or anyone living with you or anyone visiting the property) **must not** make false or malicious complaints about the behaviour of any other person.

2.20 You (or anyone living with you or anyone visiting the property) **must not** use the property or any communal area (such as stairs, lifts, landings, walkways, entrance halls, drying areas, bin stores, paved areas, shared gardens or parking areas) for any illegal activity such as selling drugs, burglary or theft from any premises or of any vehicle or property.

2.21 You (or anyone living with you or anyone visiting the property) **must not** damage, deface or put graffiti on Council property. You will have to pay for any repair or replacement.

2.22 You (or anyone living with you or anyone visiting the property) **must not** interfere with security or safety equipment in multi-storey flats or communal blocks of flats or maisonettes or sheltered housing complexes. You must not jam, prop or leave shared entrance doors open and strangers should not be let in without identification. You must cooperate with security staff.

2.23 You (or anyone living with you or anyone visiting the property) **must not** break any of the Councils byelaws. You can ask to see the byelaws at a public library.

2.24 You (or anyone living with you or anyone visiting the property) **must not** inflict domestic violence or threaten violence against any other person (living with you or living elsewhere). You (or anyone living with you or visiting the property) must not harass or use mental, emotional, racist or sexual abuse to make anyone who lives with you leave the property. The Council may still take action for domestic violence even if a case does not go to court.

2.25 You (or anyone living with your or visiting the property) **must not** keep any animal in or near the property except if this is permitted by Council Policy on Pets in Council Houses. You must not keep any illegal animals. Even if the Policy allows you to keep an animal you must not allow it to annoy or frighten other people and you must keep your animal in a responsible manner and under control. It must not damage Council property.

Please ask at your Neighbourhood Housing Office for details of the policy.

2.26 You must ensure that you co-operate with any support provider(s) to enable you to maintain your tenancy.

2.27 You (or anyone living with you or visiting the property) **must** co-operate with the Council and your neighbours to keep any communal areas (such as stairs, lifts, landings, walkways, entrance halls, drying areas, bin stores, paved areas, shared gardens or parking areas) clean, tidy and clear of obstruction.

2.28 You (or anyone living with you or visiting the property) **must not** drop or throw any items from multi-storey blocks of flats, maisonettes or any other premises.

2.29 You (or anyone living with you or visiting the property) **must not** park a vehicle anywhere on your property except on a 'hardstanding' (a driveway or paved area intended for parking). You must get the Council's written permission before installing a hardstanding. We will not refuse permission unless there is a good reason.

Caravans or motor homes must not be parked on the garden, driveway, paved area around your home or any communal parking areas without the Council's prior agreement in writing. We will not refuse permission unless there is a good reason. You (or anyone living with you or visiting your home) must not park anywhere that would obstruct emergency services.

2.30 If the property has a designated resident's parking space, only you and your legitimate visitors can park there. **You must not** rent or sell the parking space to anyone else.

2.31 You (or anyone living with you or anyone visiting the property) **must not** undertake car repairs in a manner which causes a nuisance to your neighbours or park an illegal or unroadworthy vehicle on the land around the property or on roads within the locality of the property.

2.32 You (or anyone living with you or visiting the property) **must not** allow the premises to be used as a scrap yard, scrap metal or rubbish store, vehicle store or tyre store.

2.33 You (or anyone living with you or visiting the property) **must not** put up structures such as sheds, garages or pigeon lofts anywhere on the property without getting the Council's written permission first. Permission will not be unreasonably withheld.

2.34 You must make sure your garden is tidy. For example lawns must be cut and hedges trimmed. If the garden is overgrown – and there is no good reason why you cannot do it – the Council can clear it and charge you for the work. You must get the Council's written permission before removing any fencing. We will not refuse permission unless there is a good reason.

2.35 You (or anyone living with you or anyone visiting the property) **must not** keep or use bottled gas, paraffin, petrol or any other dangerous material in your home or in communal areas (such as stairs, lifts, landings,

walkways, entrance halls, drying areas, bin stores, paved areas, shared gardens or parking areas) unless the material is kept safely in suitable storage facilities.

2.36 You must only put household refuse in containers or chutes provided by the council or in bin bags. You must not allow rubbish to accumulate in the property or any garden or communal areas whether or not it is in bin bags. You must not place non recyclable materials in recycling bins.

2.37 You must not paint the exterior of the property or apply any exterior finish such as render without first obtaining the Council's written permission.

2E REPAIRS AND IMPROVEMENTS

2.38 You must report any disrepair or damage immediately to your Neighbourhood Housing Office. Make sure you get or are sent a written confirmation saying that we have got your request for a repair **and that you keep the confirmation in case you want to make an enquiry later.**

If you do not get confirmation or you are not happy about the repairs we say we will or will not do you should complain in writing to your Neighbourhood Housing Manager under the Council's complaints procedure.

The Council will seek to use independent mediation services to deal with disputes between it and its tenants about repairs, which cannot be resolved by using the Council's complaints procedure. Tenants are strongly encouraged to use this service as it aims to be quicker, less costly and more informal than litigation.

2.39 If the problem you report comes under the Council's responsibilities we will carry out the repairs. If it does not we will give you the opportunity to do the repair within a reasonable time. If you do not carry out the repair **we can carry it out and charge you for the cost of doing it.**

2.40 You are responsible for small repairs like the filling of minor cracks in internal plasterwork including preparatory work for redecoration; lock changes when keys are lost; replacing lost or broken keys; replacing fuses and electric plugs; replacing plugs and chains to sanitary ware; and replacing clothes lines.

If you are not sure what is your responsibility, ask at your

Neighbourhood Housing Office.

- 2.41 You must** allow Council workers or people sent by the Council into the property to inspect or carry out repairs. See Section 2.7 for details of when the Council is entitled to access to the property.
- 2.42 You must not** make improvements, additions or structural alterations to the property without getting the Council's written permission first. See section 3.3 for details of a tenant's right to make improvements. We will not refuse permission unless there is a good reason.

You must not make any installations which may be unsafe or dangerous to anyone. This might include deep ponds or earth removal.

If you make an improvement, additions or structural alteration to the property without getting our written permission first we can tell you to return the property to how it was before or to do works to a satisfactory standard or to do works to make the property safe. If you do not, the Council will do the work and charge you for it.

You must not make any improvements, additions or structural alterations to communal areas (such as stairs, lifts, landings, walkways, entrance halls, drying areas, bin stores, paved areas, shared gardens or parking areas).

- 2.43** The Council does not insure the contents of the property. You are advised to arrange adequate householder's comprehensive insurance cover to protect your possessions. **The Council operates a low cost insurance scheme for which you can pay an extra charge with your rent.** If you wish to join this scheme please ask at your Neighbourhood Housing Office.
- 2.44** The Council will not be responsible for any damage to your property including decorations or loss from the property which happens through fire, flood, theft, burst pipes or similar events, unless it can be shown that this is caused by the Council's negligence, breach of contract or breach of statutory duty. (Note this does not affect the Council's duties to repair set out in Clause 4.3 and you may have a claim if these duties are not kept to).

2F LEAVING THE PROPERTY AND ENDING YOUR TENANCY

- 2.45 You must** tell your Neighbourhood Housing Office in writing at least four weeks before you want to leave the property. This four-week “notice” time must end on a Monday and you must return your keys to the Neighbourhood Housing Office before 12 o’clock midday on that final Monday. You may hand your keys in before the “notice” expires but you may be charged rent for the whole period.
- 2.46 You agree** that the Neighbourhood Housing Office may accept the keys from some other person where it reasonably appears that the other person is returning the keys on your behalf.
- 2.47 If you leave the property after giving notice and fail to return the keys the Council will change the locks and recharge the cost to you.**
- 2.48 You will be responsible for paying the rent or a sum equivalent to rent until whichever of the following dates is the latest:**
- the date upon which any notice to terminate expires, or
 - the date upon which you leave the property, or
 - (in the event of you failing to give written notice or to return the keys) the date upon which the Council takes possession.
- 2.49 You must** leave the property, the fixtures and fittings and any furnishings we have provided in reasonable condition when you go. **Do not leave any of your belongings or any rubbish behind – the Council will dispose of them in accordance with the Torts (Interference with Goods) Act 1977 and you will be charged for the reasonable cost of disposal.**
- 2.50 You must** pay your rent in full before you leave. If you cannot clear your rent in full you must ensure that you leave a forwarding address and make an arrangement to pay the balance.
- 2.51 You must not** leave anybody else living in the property when you move out.

Introductory Tenants ONLY
This does not apply when you
become a secure tenant.

- 2.52** You must not attempt to pass on your tenancy (called “assignment”) to anyone else.

- 2.53** If you are evicted; or abandon the property; or still owe rent or other charges or money for any other payment due under this Agreement when you move out this may affect how quickly you will be given another Council property in the future.
- 2.54** If you take up another Council tenancy and you still owe money from a previous tenancy you agree that those arrears can be transferred from your previous tenancy onto your current consolidated rent account and you will be expected to clear those arrears in addition to payments of current rent. This applies whether you move directly from one tenancy to another (transfer) or whether you left the first property some time ago.
- 2.55** If you are **joint tenants** any one of you can end the tenancy by giving the Council four weeks' notice. That notice will end the tenancy of both/all joint tenants. The Council will then use its lettings policy to decide if the other joint tenant(s) can stay in the property with a new tenancy agreement. There is no automatic right for the other joint tenants to stay in the property.

3. TENANT'S RIGHTS

3A USING THE PROPERTY

Introductory Tenants DO NOT have this right. You get this right if you become a secure tenant.

3.1 You have the right to take in lodgers. A lodger is someone who lives with you but does not have any exclusive right to any one part of the property, and they will receive some sort of service from you such as cooking and cleaning.

Introductory Tenants DO NOT have this right. You get this right if you become a secure tenant.

3.2 You have the right to sub-let, but you must get the Council's written permission first. Consent will not be unreasonably withheld. Sub-letting means that someone who lives with you pays you rent to have an exclusive right to occupy part of the property. They will usually do their own cooking and cleaning. You cannot sub-let the whole of the property under any circumstances.

You are advised to obtain legal advice before sub-letting the property or taking in lodgers.

3B REPAIRS AND IMPROVEMENTS

Introductory Tenants DO NOT have this right. You get this right if you become a secure tenant.

3.3 You have the right to put in your own improvements such as central heating, a shower or a gas fire, **but** you must get the Council's written permission first before doing any work like this. We will not refuse permission unless there is a good reason. (You may also need planning and building regulation approval and you must ensure that any work is carried out by a competent person who must comply with all relevant rules and regulations.)

3.4 You will be responsible for repair and maintenance of any installations, appliances or materials in the property following your own improvements but if for any reason the Council needs or chooses to take steps to repair, maintain or inspect your improvements the costs incurred will be recharged to you. For example, it will be our legal responsibility to check, service and maintain gas fires and heaters, pipework and flues even if they have been fitted by you.

3C LEAVING THE PROPERTY AND ENDING YOUR TENANCY

3.5 The law says that if you die, the tenancy of the property will pass to your husband, wife or civil partner. It can pass to a member of your family (person living with you as husband, wife or civil partner, parent, child, grandparent, grandchild, brother, sister, uncle, aunt, nephew or niece) if the family member/s has been living with you for the previous twelve months.

3.6 If you die while you are still an **introductory** tenant, any person who takes over your tenancy will also be an introductory tenant. They will become a secure tenant on the date shown on the front of this Agreement. If you die when you are a **secure** tenant, the person who takes over your tenancy will be a secure tenant immediately.

3.7 If you have taken over the tenancy following the death of the previous tenant the tenancy does not go to someone else if you die. We **may** agree to give them a **new** tenancy under our Letting Policy and allow them to stay in the property but there is no automatic right to stay.

- 3.8** If the tenancy passes to a member of your family and the home is bigger than they need this is one of the grounds for possession. We will offer them a suitable alternative property. If they do not accept that offer we have the right to ask the Court to give us possession of the property.

Introductory Tenants DO NOT have this right. You get this right if you become a secure tenant.

- 3.9 The law says that certain secure tenants have the right** to buy their homes if they have been tenants of a council or any other public sector landlord (eg housing associations), or lived in armed forces accommodation, for a qualifying period. The length of the qualifying period will depend on the date the tenancy started (it does not need to have been a continuous period), and what the law prescribes. There are some cases in which there will be no right to buy, for example if the property has been adapted for elderly or disabled people.

Introductory Tenants DO NOT have this right. You get this right if you become a secure tenant.

- 3.10** You have the right to pass your tenancy to another person (called an Assignment). Certain conditions apply to this right. Generally you can only pass your tenancy in this way to someone who would have the right to take over your tenancy if you died (succession). Please ask your Neighbourhood Housing Office for more details.

3D MOVING TO ANOTHER COUNCIL PROPERTY

- 3.11 If you** move to another Council property you will have to complete an application and comply with the Council's lettings policy. Whether and when you receive an offer of a new property depends on various matters including the urgency of your housing need and what accommodation is available. If your tenancy in your new property starts before your tenancy of your old property has ended, you will be responsible for the rent on both properties until your old tenancy ends.

3.12 You have the right to see our policy for deciding who gets offered a council property. You also have the right for a free copy of a short summary of these rules. Ask at your Neighbourhood Housing Office.

3.13 You have the right to swap your property (called an “exchange”) with another tenant of the Council, a housing association or another local council, but you must get the Council’s written permission first and the written agreement of any other landlord involved.

The Council can refuse permission or impose conditions on an exchange only in certain circumstances. Ask at your Neighbourhood Housing Office for further details.

If you exchange without our written permission we will take legal action to evict you. You will not be able to return to your original property and will not be offered alternative housing.

3E TENANT INVOLVEMENT

3.14 You have the right to start or join a local tenants’ group. Ask at your Neighbourhood Housing Office for information about groups in your area or about how to start one.

4. COUNCIL’S RESPONSIBILITIES

4A COMMUNITY RESPONSIBILITIES

4.1 Everyone has the right to enjoy life in their own way providing they do not upset people living near them. A good neighbour will tolerate and understand the different lifestyles of others. There will be occasions when the Council will decide to take action to evict tenants because of anti-social behaviour. If you are evicted for anti social behaviour or other action is taken against you this may affect your chances of being rehoused by the Council. Please see our Lettings Policy for details.

4.2 We will give you, and anyone living with you, help and advice on how to report anti-social behaviour.

4B REPAIRS AND IMPROVEMENTS

4.3 We will repair and maintain:

- the structure and exterior of the property (including drains, gutters, external pipes and external decoration);
- the installations in the property for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences but not other fixtures, fittings and equipment for making use of the supply of water, gas or electricity);
- the installations in the property for space heating and heating water.

4.4 We will paint the outside of the property at regular intervals. We are not responsible for decorating the inside of the property.

4.5 We will do repairs in a reasonable time. We will give you or send to you written confirmation of your request for a repair (unless it is an emergency). You should keep this confirmation in case you want to make an enquiry later.

4.6 We will clear up after a repair. In some cases a decoration grant may be available to assist with the cost of redecoration. Ask at your Neighbourhood Housing Office for details.

4.7 We can ask a Judge to give us possession of the property because work needs to be done to it. This includes cases where you or a person residing in the property has caused the condition of the property to deteriorate or where we need to carry out major repairs or redevelop or demolish the property. In some cases you will be entitled to temporary accommodation while work is carried out or you may be entitled to an offer of alternative permanent accommodation.

4.8 If you agree to a temporary move we have the right to take possession of your temporary property when the work on your original property is finished.

4C TENANT INVOLVEMENT

- 4.9** **We will** ask your views about any of the Council's housing plans if they substantially affect you – for example we will consult you about modernisation or improvement work that is planned for the property or your area. We will involve you or your tenants' group in local housing issues.
- 4.10** **We will** send you a special housing report every year that describes our work and performance. It will tell you how the service is paid for and how your money is spent.
- 4.11** **We will** deal with your complaints efficiently and effectively. If you need to make a complaint contact your Neighbourhood Housing Office.
- 4.12** We do not have to consult you about increases or decreases to the rent or any other charges but we will tell you in writing at least four weeks before any rent or any other charges are changed.
- 4.13** We will ask your views about any other changes to this Agreement and you will be told in writing if such changes are to go ahead.

5. SERVICE OF NOTICES

- 5.1** Pursuant to Section 48(1) of the Landlord and Tenant Act 1987 the City Council notifies you that its address for service is the Director of Department of Environment and Housing, Merrion House, 110 Merrion Centre, Leeds LS2 8BB.
- 5.2** Pursuant to Section 196 Law of Property Act 1925 any Notice required by law to be served on the Tenant or Occupier shall be validly served if it is left at the address shown on the front of this Agreement or if it is posted to that address and not returned by the Post Office.

6. ADVICE

If you wish to discuss this Agreement with a representative to the Department of Environment and Housing you should contact your Neighbourhood Housing Office or Leeds Housing Options Service.

A translation of the Agreement is available in the following languages

Albanian, Arabic, Bengali, Cantonese, Chinese, Farsi, French, Polish, Hindi, Kurdish, Portuguese, Punjabi, Urdu

This can also be made available in large print and braille.

Information leaflets are also available regarding this Agreement.

January 2014



This form is available in large print. Please contact Your Local Housing Office.

English

If you would like this document in another language, please contact your local Housing office or One Stop Centre.

Albanian

Në qoftë se ky dokument kërkohet në gjuhën shqipe, ju lutem kontaktoni Zyrën e Strehimit të rajonit tuaj ose qendrën "One Stop".

Arabic

إذا أردت هذا المستند باللغة العربية، الرجاء الاتصال بمكتب إسكانك المحلي أو بمركز الخدمة الشاملة.

Bengali

আপনি যদি এই দলিলাটি বাংলা ভাষায় পেতে চান তাহলে দ্বা করে আপনার স্থানীয় হাউজিং অফিস অথবা ওয়ান স্টপ সেন্টারে যোগাযোগ করুন।

Cantonese

如欲索取本文件的中文版本，請聯絡你的地區房屋辦事處 (Housing Office) 或一站式中心 (One Stop Centre)。

Chinese

如需協助填寫這份表格者
請前往該區房屋服務辦事處求助

Farsi

اگر شما مایل هستید که این مدرک را به زبان فارسی داشته باشید، لطفاً با اداره سازمان مسکن یا مرکز وان استاپ (One Stop) محلی خود تماس بگیرید.

French

Si vous désirez recevoir ce document en français, veuillez contacter votre Bureau de Logements local ou votre Centre d'Accueil.

Hindi

यदि आप यह दस्तावेज हिन्दी में लेना चाहें, तो कृपया अपने स्थानीय हाउसिंग ऑफिस या वन स्टॉप सेंटर से संपर्क करें।

Kurdish

ئەگەر تۆمەتی ئەم دۆکیومێنتە دەکەیت بە زمانی کوردی، ئەوا تکایە پەیوەندی بەکە بە ئۆفیسێ هەوسێنی ناوچەکە، یان خۆتەرە یاخود سەنتەری وان-ستۆپی.

Polish

Jeśli chcesz przeczytać ten dokument po polsku, prosimy o kontakt z lokalnym biurem Housing Office lub One Stop Centre.

Portuguese

Se quiser este documento em Português, por favor contacte o *Housing Office* ou o *One Stop Centre* da sua área.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼ (ਦਸਤਾਵੇਜ਼) ਪੰਜਾਬੀ ਵਿਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਅਫਿਸ ਜਾਂ ਵਨ ਸਟਾਪ ਸੈਂਟਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Urdu

اگر آپ یہ دستاویز اپنی زبان میں چاہتے ہیں تو اپنے مقامی ہاؤسنگ آفس سے یا ون سٹاپ سینٹر سے رابطہ قائم کریں۔

Annual Tenancy Visits –Questions/Areas for Clarification

Why visits are undertaken?

Is the Board satisfied that there is sufficient reason to do the visits?

What would happen if visits were not undertaken, who would suffer? (Landlord or Tenant or both)

Should we fail to carry out ATV's this could result in delays in identifying tenancy fraud and or vulnerable tenants and safeguarding issues. The impact would be felt by tenants as well as the Landlord

Who gets the most out of ATVs, Landlord/Tenant/both?

- **ATV's build on the Landlords reputation as one who cares about their tenants and that they are effectively managing their homes, tenancies & taking action on tenancy fraud.**
- **It ensures all tenants receive minimum annual contact from their Landlord.**
- **The ATV enables Housing Management to deliver proactive services to the tenant and enable early intervention to provide help and support where required**

Do we know how many service requests are made by tenants via the ATV? (I.e. if not many would the tenant miss them if they were stopped?)

- **ATV's ensure at least one home visit is carried annually, ensuring tenants get the opportunity to discuss any housing related issues with their Housing Officer, however given the reduction in patch sizes due to the pending restructure the expectation is that the service will be much more people centred and enable home visits to be undertaken at the tenants request.**
- **ATV's often give tenants who are more vulnerable the opportunity to request service and advise of any problems they are having, without contact they may not be reported to the Service.**

Do we know how many tenancy fraud/sub-letting cases are found via the ATV (i.e. if not many would Housing miss them if stopped)

- **Approximately 10 cases have been identified city wide through ATV's, the majority of Tenancy fraud cases are picked up by Housing officers through their day to day work.**
- **ATV's can be seen as a tool to prevent future subletting as they are well established in Leeds and therefore tenants are aware of these annual checks which may prevent sub-letting taking place in the first place and could be seen as proactive preventative work.**

Has any thought been given to just visiting new tenants?

- **It is good practice to contact all tenants annually as discussed above, however given the resource implications of ensuring 100% another option would be to risk assess visits with some customers such as new tenants requiring annual visits and those known to Housing Leeds with regular contact bi - yearly**

Has the Board sufficient information about how the visits are undertaken, by whom and what happens?

- **Report attached demonstrating outcomes – but further work is required to ensure best use of the information and identification of trends.**

The report states that the tenancy visits are unannounced, but according to the tenancy agreement (page 30, para. 2.7) reasonable written notice (usually 24 hours) is provided. Why the contradiction?

- **LCC's tenancy agreement affords tenants reasonable notice for the purpose of carrying out repairs however immediate access can be gained in emergency situations. The reason officers try to carry out unannounced ATV's is to better identify Tenancy Fraud. Should the tenant be committing Tenancy Fraud and officers give tenant's prior notice of an ATV this could allow the tenant to hide any instances of fraud, arranging for the correct tenant to be in situ with relevant paper work etc.**

Does the Department have a targeted list for ATV's where they have not had any contact with a tenant/property at all recently?

- **ATV's not carried out during the previous year ie over 12 months old are prioritised and lists are available.**

What issues are discussed on visits, e.g. repair requests, rent arrears etc.?

- **The primary role of ATV's was to identify Tenancy Fraud however a host of other issues are picked up on these visits such as, overcrowding, under occupation, employment, next of kin, internal and external property conditions, health and wellbeing, disrepair, outstanding repairs, digital inclusion and any rent arrears.**

Do different officers undertake ATVs depending on the tenure type?

- **The vast majority of ATV's are carried out by Housing Officers responsible for the tenancies within the area, exceptions to this include different Housing Officers working on the patch (combined efforts by the Area Office), Sheltered properties have ATV's carried out by the Scheme Managers on site.**

Given the declared purpose of the ATVs does Housing feel that the questions asked provide the desired information?

- **Yes but this is subject to continual review and Housing Management welcome the Tenant's Scrutiny Board's input.**

Are the right questions being asked during the visits? Is it an opportunity to ask other questions, e.g. whether there is a carer in the household, mobility issues, language needs etc., which might help other agencies?

- **A whole host of questions / issues can be raised on ATV's and usually Housing Officers are confident / trained to pick these up however these could be formalised and included in the process although this would increase officer time spent at each property.**

How is the collected information stored?

- **The information is recorded within our IT systems and databases.**

Are there other visits taken by other LCC agencies that could undertake ATVs?

- **Housing Repairs contractors do verification checks and highlight safeguarding issues – but this is not an in-depth review of the tenancy. ATV's can and will be linked to other Housing Officer visits where appropriate to make best use of resources; but ATV's are an essential part of the landlord tenant relationship and helps to ensure people know who their Housing Officer is .**

Has any evaluation been made of the data collected in previous ATV and if so what does it tell us?

- **See attached report based on last year's data – further work is required.**

What use is made of customer profiling data (see page 14, para. 3.4) and is the data shared across council departments?

- **The data is recorded on IT systems and shared appropriately, it can be used to map allocations and terminations for example to ensure all strands have fair access to our services and are not being disadvantaged. Differences in data would lead to more investigative work.**

Is the information gathered used for safeguarding purposes and if so how are such referrals made?

- **Housing Officers identifying safeguarding issues will work with Housing Support Officers to provide for further support and assistance to the tenants, where appropriate**

referrals will be made to Children's' Services / or Adult Social Care. Assistance will also be given relating to tenancy and financial issues identified during the visit.

Do Housing officers have an ATV target to meet?

- **Housing Officers are tasked to complete 100% ATV's on their patch throughout the financial year, this is broken down into quarterly targets and managed accordingly.**

Do we know an indicative cost of a tenancy visit?

- **£15 for an hour visit**
- **£7 for a 30 minute visit**

Is the Department happy with performance levels, if not what is being done differently in order to achieve 100% target for completion of annual tenancy visits? (2013/14 figure was 73%)

- Performance levels appear to be increasing across Housing Leeds and it is envisaged that the new structure with lower Housing Officer patch sizes will have a positive impact on performance throughout the remainder of the year.

Why doesn't the performance data include a percentage data breakdown by ward as this would help with understanding the scale of tenancy visits undertaken across the city?

- **This could be an area for development**

Why does the performance data only show ATV's completed or ATVs no access? What about ATV's that weren't undertaken at all?

- **Housing Officers receive lists regularly of tenancies where no ATV has been attempted / completed**

What about the 27% of visits not undertaken in 2013/14? Are these visits being undertaken first in 2014/15?

- **Housing Officers are asked to prioritise ATV's on tenancies which have not had a successful visit in the last 2 years.**

Do different tenure types produce different performance figures in terms of successful completion of ATVs?

- **Sheltered properties usually result in the highest completion rates for ATV's given the ease in which we can contact our tenants, secondly families and finally those who work full time can cause problems in obtaining a successful visit.**

How many housing officers that undertake ATVs have been trained in Lone working?

- **All visiting staff receive training in lone working**

Is there any other training given to those undertaking ATV?

- **Yes – safeguarding, allocations, financial inclusion, tenancy fraud for example.**

Does the Council have a staff warning register, e.g. properties that should be visited by more than one person? If so, how is this information managed? Is it shared between Council departments?

- **Warning systems are in place as UDC's on Orchard that warn staff of any issues which are checked prior to carrying out home visits – these are currently being reviewed to ensure accuracy and relevance.**

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Annual Tenancy Visit Performance - Ward Summary

Milestone Measure =

58%

Count of TenancyNbr WARD	Column Labels				
	Not Visited	PASS	Grand Total	Complete	
ADEL & WHARFEDALE	365	280	645	✗	43%
ALWOODLEY	624	536	1160	✗	46%
ARDSLEY & ROBIN HOOD	538	327	865	✗	38%
ARMLEY	1138	1592	2730	✓	58%
BEESTON & HOLBECK	1304	875	2179	✗	40%
BRAMLEY & STANNINGLEY	1570	1150	2720	✗	42%
BURMANTOFTS & RICHMOND HILL	2648	1700	4348	✗	39%
CALVERLEY & FARSLEY	378	377	755	✗	50%
CHAPEL ALLERTON	919	1010	1929	✗	52%
CITY & HUNSLET	867	869	1736	✗	50%
CROSSGATES & WHINMOOR	1110	720	1830	✗	39%
FARNLEY & WORTLEY	1491	981	2472	✗	40%
GARFORTH & SWILLINGTON	222	675	897	✓	75%
GIPTON & HAREHILLS	1004	1672	2676	✓	62%
GUISELEY & RAWDON	403	291	694	✗	42%
HAREWOOD	128	268	396	✓	68%
HEADINGLEY	129	26	155	✗	17%
HORSFORTH	676	213	889	✗	24%
HYDE PARK & WOODHOUSE	985	1102	2087	✗	53%
KILLINGBECK & SEACROFT	2053	2306	4359	✗	53%
KIPPAX & METHLEY	344	785	1129	✓	70%
KIRKSTALL	1280	1122	2402	✗	47%
MIDDLETON PARK	2166	1821	3987	✗	46%
MOORTOWN	136	355	491	✓	72%
MORLEY NORTH	512	410	922	✗	44%
MORLEY SOUTH	574	513	1087	✗	47%
OTLEY & YEADON	871	478	1349	✗	35%
PUDSEY	929	740	1669	✗	44%
ROTHWELL	668	597	1265	✗	47%
ROUNDHAY	179	431	610	✓	71%
TEMPLE NEWSAM	950	572	1522	✗	38%
WEETWOOD	744	625	1369	✗	46%
WETHERBY	309	531	840	✓	63%
Grand Total	28214	25950	54164	●	48%

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Barry Stanley - Annual Tenancy Visit Interview (September 2014)

Question 1

Do you think that achieving a 100% goal is a reality?

Answer

No i don't think all members of staff will reach this goal due to 1. the number of people now in some form of work and 2, the amount of time it takes away from other duties we have to perform.

Question 2

What do you see as the main reason for doing these ATV's?

Answer

I think now we have gone down to a smaller patch size doing these will have us on the estates a little more and hopefully try and build up a relationship with the customer and reduce complaints and repairs issues.

Question 3

Do you think you have the right tools for the job?

Answer

Yes, I think we do at the moment but thinking forward to the new tasks we will be doing it might become apparent that other methods are needed.

Asked if a PDA device would be better?

Yes and no more customers information will be collected not a bad idea that we can access customer accounts when out. It would be good if we could also report repairs and other finding directly to another department and give the customer a time and date there and then but on the other hand our systems are not linked now so will this be the case with a new device that we have to still log into the different data bases? costing as much time if not more?

Question 4

Do you think that using the ATV form we are asking the right questions?

Answer

No, I wouldn't ask about what they use to cook on as that information isn't stored or used other than on this form what could we possibly use that for ?

is there a question you would like to ask if you could?

Yes, one really, are you aware of any or all the services your council can supply or offer as i don't think many really do and some people struggle afraid to ask.

Question 5

How would you like to see this information used?

Answer

If it was fed into other departments and picked up by the right team it would save unneeded contact or duplicate contact. The repairs team would see who is in the house any vulnerabilities that could lead for a general repair to be put up to a priority or even emergency one it can also be used to monitor vulnerable people in and on our estates and maybe when out doing our inspections we could call and check on them.

Question 6

Do you have any idea of the cost for you doing a 30min or 60min visit?

Answer

No not at all

So can you say these are good value for money?

I really couldn't say money wise, but as a service I think they are yes in most cases it will be the one and only time some of our customers have any contact with us.

After this interview i then asked the housing manager 3 questions

Question 1

Do you feel that it's possible for all your staff to achieve a 100% goal?

Answer

I don't think it's possible in all cases due to the nature of the area and tenants in it a lot of tenants nowadays either have a full or part time job and the nature of cold calling is a lot of wasted attempts.

Question 2

Do you think you do enough with the information you gather from and ATV visit?

Answer

Within the housing office we do but it needs to be used and accessed by all departments within housing Leeds. It would save officers a lot of time in referrals to other services as all relevant information could be stored in one place on one system and need one access.

Question 3

Do you feel your staff are spending too much time repeat calling and not getting enough time on the other aspects of their day to day job?

Answer

ATV's are part of the officer's main job now and are one of housing Leeds priorities and yes towards the end of the year getting the level of ATV's completed is a struggle for them and as of now many housing offices are behind target

That concluded the first housing office visit.

Barry Stanley

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Barry Stanley - Annual Tenancy Visit Interview (September 2014)

This was the 2nd ATV interview question and answer session

Question 1

What do you see as the main reason for carrying out an ATV visit?

Answer

I think its a customer focused visit to see if the customer needs any help with the tenancy and also to keep an eye on the property making sure it's in a kept condition and the tenant has the help needed to continue the tenancy

Question 2

How often do you do your ATV's?

Answer

I do my visits every day at the moment I have a patch size of over 800 and my target is 17 completed ones per week. This will be smaller when the area changes.

Question 3

What information do you take with you on a visit?

Answer

Before we go on a visit we check the orchard system for information on rent, tenant, and other services we then take this with us to the visit.

Do you give any notice of this visit?

No we don't announce any of these visits.

Question 4

Do you take a tour of the property when doing this visit and do you check the whole house?

Answer

We can check the property when doing the visit but we usually use our own initiative

depending on how the tenant or entrance looks and were looking for any repair issues or damage caused by the tenant.

Question 5

Do you think the questions asked during the visit are the right ones?

Answer

Yes I do as this may not be the first or only contact with the tenant and if it is we can also ask leading questions getting an answer we require or want.

Question 6

Can and do you use all the information you collect on the visit?

Answer

All the answers given are added to the house file and onto the housing system

After thanking this member of staff I then spoke with the housing manager for this area and asked

Question

Do you think it is possible to do 100% target for ATV visits?

Answer

No I don't think at this moment in time its possible with the other commitments the officers have.

Question

Do you think a PDA would help the officers do this job better or quicker?

Answer

The use of these would help as the visit would be completed at the visit and wouldn't require the officer to return to the office to input the data collected.

Question

Do you think the visits are good value for money?

Answer

It's a good service as we find some tenants need help from another service. We have found some vulnerable customers who were not aware of some of the services we offer.

That then ended the visit.

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Kippax Housing Office Annual Tenancy Visit Interview October 10 2014

Penelope Fickling – Tenancy Management Officer / Jim Fergusson – Tenant Scrutiny Board Member

06 November 2014

I visited Kippax Housing Office on the afternoon of October 10, and to ensure an interview consistent with other Board Members, used the suggested questions kindly supplied by the TSB Chair

I was received with great courtesy and professionalism – and I'd like to extend my thanks to Penny Fickling, Michelle Honey, and all the Staff at Kippax

Penny's replies and comments are listed below

Training

1. What training were you given to undertake these visits?

Penny stated that while no specific Training was given, she has received Training in Lone Person Visits, and always consults udc status on the Orange Database System before undertaking visits. Penny also raises udc's where necessary.

2. What do you see as the purpose of ATVs?

Penny stated that she clearly understands the need to for investigation of Tenant Fraud and particularly sub-letting, however she gives more weight to Tenant Welfare Issues. She always attempted to balance Fraud Detection with Welfare

ATV Visits over the Last 3 Months

3. In your experience are they helpful to the Housing office and/or Tenant?

Of Course ATV Visits are helpful, though I do feel that they are extremely time consuming, and that the 'Cold Calling' nature of the visits leads to a high number of repeat visits. Cold Calling is also viewed negatively by Tenants

4. What's the usual reaction [do] you get when you turn up to do a visit

Some Tenants view the visit in a positive light – however the majority viewed the Cold Calling nature of the visit as intrusive – particularly if every room was to be inspected

5. How often do you do ATVs, daily, weekly?

Atv's are carried out on a daily basis, when out on estate will cold call at properties, However we do try and allow half day a week to atvs. We do carry out action days where the whole team hit a particular area solely for atv.s.

Kippax Housing Office Annual Tenancy Visit Interview October 10 2014

Penelope Fickling – Tenancy Management Officer / Jim Fergusson – Tenant Scrutiny Board Member

06 November 2014

6. Are all your visits undertaken in office hours?

With Tenants out Working / School Run etc? – I do undertake frequent out of hours visits – I will leave a card if Tenants are out, and most do call back

7. On average how long will a visit last?

Depends on Needs obviously – a straightforward visit will take me 15/20 minutes – but if needs are more complex it can get to 40 minutes

8. Before you undertake a visit what preparation work do you do if any?

I check for Rent Arrears and run a udc check

9. Do you take any information with you on the visit?

I take various leaflets such as the 'step change' leaflet

10. Do you give advance notice of your visit?

No

11. Who is it that you want to speak to when you visit?

It has to be the Tenant – if he/she is not available I will leave a card and ask when it would be convenient to call

12. What questions do you ask on your visit? Have *you* made these up or are they set questions?

I have a questionnaire with me – but I may ask and note the replies to subsidiary questions as I think necessary

13. Do you do a tour of the property when you are there, if so what are you looking for?

I'll do a complete tour of the property if I see a state of dis-repair – but I tend to use my experience and common sense when deciding whether a full tour is necessary

How should we structure them moving forward?

14. Do you think the tenant finds the visit helpful?

Only where support needs are identified and addressed – otherwise Tenants frankly find them annoying and intrusive

15. Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

In general I think the questions asked are appropriate

16. If we didn't do the ATVs do you think it would make a difference?

I do think we would have more time for other essential work – but on the other hand doing ATV's does ensure that we do not miss a vulnerable tenant

17. Do you have any suggestions as to how the visits could be done better?

I do believe we should notify Tenants of ATV's before a visit

18. Do you think the tenant finds the visit helpful?

I'd say this has already been addressed in Question#14

19. What equipment would help you to do the visit better?

I think a Tablet Computer is required for this kind of work – not a paper questionnaire

How should we use the information received?

20. How do you record the outcome of the visit?

I manually enter the data onto the System from the paper questionnaire – any Rent Arrears situations and comments together with Welfare needs is recorded – and I make a record of any udc problem

21. What kind of information comes out from the visit?

Welfare, Repair and Rent Arrears

22. What do you do with the information coming out of the visits?

I use it to assist in other aspects of my work – in welfare, general estate condition and repair status, and the change in Rent Arrears statistics for my area

Jim Fergusson – My Notes and conclusions

Please note that the following are entirely my thoughts on the level of fraud (sub Letting) – and on the desirability of unannounced Annual Tenancy Visits

Notes on Fraud Detection and extent

Latest Estimate I can find is contained in June 2013 National Fraud Authority – Annual Fraud Indicator Report

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/206552/nfa-annual-fraud-indicator-2013.pdf

This indicates Social Housing Fraud (not specified)

Total = 4 Million Households

Estimated Fraud 98K (Guessed? Estimated? The Methodology is not explained)

= 2.45%

This seems high – up from the 1% (recorded as sublet) in their 2010 report?

Kippax Housing Office Annual Tenancy Visit Interview October 10 2014

Penelope Fickling – Tenancy Management Officer / Jim Fergusson – Tenant Scrutiny Board Member

06 November 2014

The 2013 Report defines Housing Fraud as:

- *The use of social housing by someone who is not entitled to occupy that home. It includes, but is not limited to, unlawful subletting, wrongful tenancy assignment and succession, failure to use a property as the principal home and use of false information in a housing application to gain a tenancy. See above hyperlink*
- This is way in excess of the 2010 figure and is attributed to <http://archive.audit-commission.gov.uk/auditcommission/subwebs/publications/corporate/publicationPDF/3663.pdf> which refers back to 2009 etc. I lost the will to live at this point – I conclude that it's a Guess! – or an estimate if you prefer

The Methodology used in calculating the Financial Loss would be almost laughably crude if the subject were not so serious:

- Annual notional Cost of housing an individual **or a family!** in Temp. Accommodation = £18K
- Estimated # of fraud households = 98K (Guessed/Estimated)
- Therefore cost to the public purse = (98K*18K) = £1.764 Billion/Annum

USA term used 1 Billion = 1 Thousand Million

Local Authority Homes = 47.9% Therefore Loss = £845M

These Government Reports seem a statistical mess to me – and the 2013 Report has the get-out clause to beat all

- *The new estimates do not reflect any real change in fraud loss levels, but rather improved measurement by the NFA and the counter-fraud community. In view of this, **the current estimates are not comparable with previous reports.** They have therefore not been compared in this report and it is statistically invalid to do so See above hyperlink*

So that's OK then! We should do no comparisons – just accept the figure....

But to get to the subsidiary question I asked Penny on my visit

23. What do you estimate the extent of fraud (in the sense of sub-letting) in your area

Zero

Kippax Housing Office Annual Tenancy Visit Interview October 10 2014

Penelope Fickling – Tenancy Management Officer / Jim Fergusson – Tenant Scrutiny Board Member

06 November 2014

Note from stats that as a result of ATV's

Across Leeds

Possible Housing Benefit Fraud = 15/7962 Households = 0.188%

Possible Tenancy Fraud (presume Subletting?) = 20/8045 Households = 0.249%

in Kippax and Methley

Possible Housing Benefit Fraud = Zero

Possible Tenancy Fraud (presume sub-letting?) = Zero

Conclusion – either

1. The National Fraud Office Estimates (of effectively sub-letting) at 2.45% are very inaccurate and grossly overstate the problem of Housing Fraud
2. Leeds Council are doing a poor job in detecting Fraud (0.249%)

I'd suggest the first of these is true

Unannounced ATV Visits

Notes: As for right of entry – see: Office of Fair Trading Publication at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/284440/of356.pdf

Note on Rights of entry to the property

3.32 We would object to a provision giving the landlord an **excessive** right to enter the rented property. Under any kind of lease or tenancy, a landlord is required by common law to allow his tenants 'exclusive possession' and 'quiet enjoyment' of the premises during the tenancy. In other words, tenants must be free from unwarranted intrusion by anyone, including the landlord. Landlords are unfairly disregarding that basic obligation if they reserve a right to enter the property without giving reasonable notice or getting the tenant's consent, except for good reason.

18 Guidance on unfair terms in tenancy agreements September 2005

I am sure that Sub-Letting is a real problem – even if I do not believe that a 2.38% figure is credible. The results of ATV's would seem to support that conclusion.

The System of unannounced ATV's seems to be operating on the principle that all Social Housing Tenants are suspects – this is insulting and unnecessary – as well as being inefficient, and expensive in terms of both unnecessary and repeat visits.

Questions

1. What's the real extent of the problem of Sub-Letting in Leeds?
2. What's the real Cost of Sub Letting in Leeds?
3. What is the Cost to the Council of Detection?
4. Is the Annual Tenancy Visit to all Tenants a 'Legal Requirement'?

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Roderic Morgan – Notes of Annual Tenancy Visit Interview (September 2014)

1. Staff go through lone working training. This enhances their communications skills.
2. Procedure of annual tenancy visits – to comply with landlords' responsibility – questions about support. Using property as principal home – do tenants need support? Children may succeed to tenancy. May not be able to cope. To identify needs of the tenant, to allow them to live in the community need an assessment.
3. Check conditions of the property. Tenancy agreement – any tenancy breaches of the agreement. ATM to give support.
4. ASBO – low level of noise nuisance – housing officers deal with the issues. They interview the complainant – resolve issue. Why issues there whether they are intentionally causing antisocial behaviour. Take tenant to court and make arrangement for closure. Anything to do with dog fouling, noise nuisance, violence, unlawful use of the property, drugs etc.
5. Living safely in the community – safeguarding issues.
6. Used to visit every three years – now annually. Had to intervene. Keep ears and eyes open. Help the tenant to understand their tenancy better. Issues on estates. Ask them why they are doing it.
7. Unannounced visits to deal with subletting – neighbours told on them. Keep contact with tenants. Could be delayed. Joint visit with the manager. Visit lasts 15-20 minutes, depending on needs. Support acknowledged – up to two hours.
8. All visits are in office hours. If request out of hours visit, will make special arrangements.
9. Any new information – about moving of the tenant. Check rent account for arrears. Deal with benefits advice. Do ATV every single day. 100% performance target – have to go out on daily visit. Aim for 10 visits a week.
10. Check condition of the property and report repairs.
11. Reaction of tenants – 99% of tenants are happy about the visit. If not happy with the process two issues change of culture. Don't write about the visit. The message was got across to everybody.
12. Once visit done – will understand why need to visit and issues of sub-letting. Want issues to be addressed. Share information with the police.
13. A positive experience for the tenant. If not positive, need to change the concept of the visit to keep up with the tenant.
14. Personal involvement in creating a positive outcome – recorded by inspectors visiting.
15. Manager takes a lot of pride in delivering this service and shaping it. Listen to tenants – how can we improve?
16. Wants it to be positive. If don't want to talk on phone, give a positive response.

17. If unreasonable request – can't do it – manager will not step over the boundary. Less contact because they can address issues on visit. Talk to tenants about opportunities.
18. Emergency contact details – outstanding repairs.
19. Digital inclusion – refer them to fire service. Internal visit available.
20. Hugo – LCC with Leeds Federated Housing – helping people with online; if now need digital facility help them to get on social media.
21. Everybody lives differently not there to criticise but to support. Pets policy – treat all the same.

Jackie Worthington – Notes of Annual Tenancy Visit Interview (September 2014)

1. Training – There was plenty of training on offer but did not think was just ATVs.
2. To make sure right people living there – he had come across some fraud.
3. He thought the visits were good for tenant and council.
4. Office hours mainly.
5. Will look at last year visit in case it flags up any concerns.
6. Some notice is given mainly where find it difficult to gain access.
7. He did tour most of property.
8. He would like a roll list to highlight those overdue. He had found fraud, also some need in help. Some only need out of hours appointment.
9. Tenants should realise that they can change a lot, the officer was very experienced.

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In the autumn edition of Housing Leeds, the Tenant Scrutiny Board asked for comments about tenants' experienced regarding annual tenancy visits.

The following comments were received:

We had an annual tenancy visit in February 2014 so my wife was surprised when a man turned up unannounced and unexpectedly in September claiming to be doing "an annual inspection". We have certainly had no notice of this, written or otherwise. He came straight into the house and seemed keen to have a good look round. He did not give his name or show any ID and my wife found his attitude to be condescending and rude, eager to pick fault with the smallest details. Visitors we have most often sit in the kitchen (the first room one comes to) to talk or chat and in the past any council representative has done so as well. This did not seem to be good enough on this occasion however and the man left without asking any more questions but threatening to come back to "have a good look round" in case we "weren't looking after the house properly".

I am sure there must be a code of practice for Tenancy Visits though I admit I have not seen one but the incident this week left my wife upset and angry at its intrusiveness. And I repeat that we had no notice of it, written or otherwise. I myself work for Leeds Council - in Adult Social Care and I am sure that if I walked into a client's house with such an attitude I would rightly be hauled over the coals subsequently. (I would also be required to give my name and show my ID) It is a shame that all this seems to have taken place at exactly the time that the Tenant Scrutiny Board was meeting because I believe this is relevant to the scrutiny inquiry. If this attitude is widespread, especially when applied to more vulnerable tenants, then I am afraid that it does not bode well.

I have just read in the Housing Leeds Magazine that you are seeking feedback from tenants regarding the visits.

I have been a tenant for 11 years and noticed that over the last few years you have visited my home, without an appointment, for the purpose of inspecting my home.

My rent is paid on time. My garden is tidy and well kept. As is my home. You will have received no reports that I am sub-letting, since I am not and there is nothing to indicate that I need 'support' because I do not claim benefit nor have I asked for any adaptations to my home because of a disability.

So what is the reason for the visit?

You, as Leeds City Council staff, have access to lots of information, databases. You can check Housing Benefit/Council Tax Support records. You can check Council Tax records. You can check voters roll. The vast amount of data you have access to should allow you to use 'intelligence' to target your visits to the tenants who might actually need 'support' or might be subletting or who might have mental health or other health issues. Instead, you visit every single tenant, this strikes me as a massive waste of your limited resources.

I know your officer feels daft asking me if I need 'support'. I would feel like I was patronising a person asking this, when there was zero evidence that 'support' was required. And what does 'support' mean? It's just a buzz word really isn't it, it doesn't really mean anything.

So, my feedback is, don't visit every tenant, it's so wasteful. Target those who do need your help. And instead of asking 'do you need support' look at all the information you have and ask meaningful questions:

tenants in rent arrears: do you need debt advice? can we direct you to an agency do you need welfare advice? can we send a benefit assessor?

tenants with mental health issue: what medical help can you direct these tenants to?

tenants with disabilities: what benefits may they be able to get? who could you direct them to? what charities might help? how can their home be adapted to help them remain at home?

older tenants who might be lonely: what social activities are available locally?

It has taken me five minutes to think of the above. If you get your thinking caps on your should be able to think this through so you actually offer a helpful service to those in need. Asking ' do you need support' is basically lazy.

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Notes of meeting with Housing Management at Leeds Civic Hall on 3 December 2014 at 9.00am

Present:

- John Gittos, Chair of Tenant Scrutiny Board (JG)
- Barry Stanley, Vice Chair of Tenant Scrutiny Board (BS)
- Liz Cook, Chief Officer (Housing Management) (LC)
- Mandy Sawyer, Head of Neighbourhood Services (MS)
- Amanda Britton, Service Manager (Tenant and Community Involvement) (AB)
- Sharon Guy, Housing Manager (Scrutiny and Customer Relations) (SG)
- Peter Marrington, Head of Scrutiny and Member Development (PM)
- Guy Close, Governance Officer (Scrutiny) (GC)

1. Welcome and Introductions

Officers and Members of Tenant Scrutiny Board briefly introduced themselves to all those in attendance at the meeting.

2. Key areas of discussion

The key points of discussion arising from the meeting were as follows:

- LC advised that 48 housing officers and 25 housing assistants had been appointed as part of the Housing Leeds restructure. There were currently 24 housing officer vacancies and 17 housing assistant vacancies.
- JG queried the impact of the restructure on the Board's inquiry into Annual Tenancy Visits (ATVs), particularly the resources that had been allocated, changes to patch sizes and personnel. LC emphasised the importance of using ATVs to develop effective relationships between landlord and the tenant.
- LC advised that ATVs were used to help better understand customer needs, support tenants manage their property and ensure good customer satisfaction.
- In response to a query, MS agreed to provide a written response to the questions submitted by the Chair and Vice Chair of Tenant Scrutiny Board as part of the Board's ongoing inquiry work. It was also agreed that the responses be included as part of the agenda pack for the December Board meeting.
- In relation to tenant questionnaires it was agreed that there should be greater focus on encouraging responses from tenants that had received an ATV in the last 12 months. SG agreed to follow this up.
- Acknowledgement that there was a need to publicise the benefits of ATVs to tenants. A name change to ATVs was suggested, which the Board was asked to consider.
- Acknowledgement that there was a need to widen membership of the Tenant Scrutiny Board to ensure that it was more representative of tenants from across Leeds.
- The important role of the Board in helping to shape service improvement.
- Exploring opportunities for Board Members to get to know each other in a more informal setting, e.g. through workshop sessions.
- Development of tenant inspectors and informing the work of tenant scrutiny.

- A suggestion that the Chair and Vice Chair of Tenant Scrutiny Board attends the next meeting of Scrutiny Board (Housing and Regeneration) on 9 December 2014. PM agreed to raise this with Councillor John Procter, Chair of Scrutiny Board (Housing and Regeneration) and report back with a response. It was noted that a general invitation existed for all Board Members to attend meetings of Scrutiny Board (Housing and Regeneration).
- PM suggested that Councillor Peter Gruen, Executive Member (Neighbourhoods, Planning and Personnel) be invited to attend a future meeting of Tenant Scrutiny Board. PM agreed to report back with details of when Councillor Peter Gruen was available to attend.
- JG suggested that consideration be given to holding future Board meetings in a more informal setting. LC suggested the Leonardo building. PM agreed to report back with details of meeting room availability.
- The importance of recommendation tracking, particularly in terms of holding directorates to account.
- Utilising feedback from the STAR Survey to help inform the Board's work programme.

(The meeting concluded at 10.30am.)

Note to Tenant Scrutiny Board on Questions Raised as Part of Scrutiny Inquiry into Annual Tenancy Visits – 02/12/14

Context

Annual Tenancy Visits (ATVs) have been undertaken in Leeds since 2008, although each of the former ALMOs took a different approach in carrying out the visits. In 2013 the approach to ATVs was reviewed and a citywide form and process developed.

Currently, there are 2 main aims to the ATVs:

- Tenancy Verification – that the tenant is living at the property.
- Tenancy Management and Support – identifying if there are any tenancy management issues which require action, or any additional support needs.

Housing Leeds has been collating the outcomes of the 2014/15 ATVs, and once the 2014/15 ATVs have been completed a review will be undertaken of the outcomes to identify the key themes. This, alongside the outcomes of the Tenant Scrutiny Board Enquiry will be used to refine the ATV approach for 2015/16.

Question 1

Is Leeds Housing the only Council that undertakes ATV visits and is there any relevant data nationally about this?

Many social housing providers undertake ATVs. We began benchmarking with other social housing providers in 2008, and the most recent benchmarking undertaken found that organisations continue to undertake some form of ATV, although with some different approaches:

- Frequency of visit - varies from 1 to 5 years.
- Some Landlords confirm an appointment with the tenant prior to visit and others undertake unannounced visits.
- Some landlords no longer use the visit to carry out tenancy verification.

Question 2

How many homes are in the Leeds housing area and number of tenants they hold?

There are currently 54,817 homes managed by Housing Leeds – 50,629 being general needs housing and 4,188 classed as Sheltered Housing.

54,313 homes are currently tenanted. Using returns from the STAR survey carried out in 2012 the breakdown of household sizes is outlined below:

Number of Occupants	%	Count
1 Occ	46%	23395
2 Occ	26%	13018
3 Occ	15%	7350
4 Occ	7%	3770
5+ Occ	6%	3096
	100%	50629

Question 3

What is the proper cost of an ATV visit?

We had previously indicated that the average cost of an ATV was £7.50 for a half hour visit, or £15 for an hour visit, based on the salary plus oncosts of a housing officer. In light of this question we have reviewed this and calculated an average cost of a visit to be £20.65 based on the following components:

- **Housing Officer scale C3** - preparation time - including; rent check, gas status, alert check, language needs, and vulnerability status.
- Travelling time
- Time inspecting property and garden, discussing individual issues and identification of support needs
- Follow up work such as tenancy support referral, tenancy breach and repair ordering
- **Housing Assistant scale B3** – inputting data, including - Orchard, Siebel, Outcome spreadsheet and Caseworks where appropriate.

This calculation is based on an average time of 65 minutes work for the Housing Officer and 20 minutes inputting for a Housing Assistant.

Question 4

How much has doing these ATVs saved Leeds housing?

It's not easy to put a quantifiable figure on financial savings to the service from doing ATVs as the savings will be indirect, but there are a number of positive benefits which we have seen, as follows:

- We have been able to identify tenancy management issues which were previously unknown and take action to address them.
- We have identified tenants who need additional support to sustain their tenancy, and been able to refer tenants for additional support.
- We have identified outstanding repairs and maintenance in properties and been able to order repairs.
- We have identified safeguarding issues and taken follow up action.
- The information that we collect will help us to identify trends, which we can then use to change the way that we deliver services.

Question 5

Do Leeds housing know of another council using mobile devices (PDA) i.e. to carry out ATVs?

We are currently looking at mobile working for housing staff and as part of the scope of the project will look at options for the use of PDAs to carry out ATVs. Through benchmarking we have identified one housing provider that uses mobile devices to undertake annual tenancy visits - Wakefield District Housing.

Question 6

The star survey has now been sent out why to all BITMO approx 1800 but to only a 5th of housing Leeds and to selective tenants?

When dealing with larger numbers (such as for Housing Leeds), a smaller proportion of responses are needed to accurately represent the views of the total population – so we can send to less tenants and still be confident our results are representative.

Because the BITMO total population is much smaller, i.e. 1800, a larger proportion of responses are needed to accurately reflect views, and so a decision was taken to send the survey to all tenants.

Question 7

Can you tell us how the tenants who will be receiving the survey were chosen?

Housing Leeds tenants were selected at random, although stratified to ensure the sample is representative by Ward, household size (using property type/beds as a proxy) and ethnicity. This means that, although selected at random, we select enough tenants from these groups, in these areas, to ensure sure we're sending it out to a good spread of people.

For example: if we know that 0.4% of all tenants currently live in Alwoodley, in 1 or 2 bed houses, and are BME – then we select at random enough tenants who live in Alwoodley, in 1 or 2 bed houses, and are BME to make up 0.4% of the mailing list.

Question 8

When will the tenant inspectors program be up and running as we need their help in gathering information for scrutiny projects as well as going out doing environmental estate grading's and providing service improvement suggestions?

We are currently reviewing our Tenant Offer, looking at ways in which customers want to engage and become involved with Housing Leeds with a view to developing a consistent approach across the city. There remain a number of groups which have continued in some areas of the city, covering a number of service areas, such as responsive repairs, empty properties, tenant inspectors. As part of the work to review the Tenant Offer we are reviewing the Tenant Inspection process to ensure a consistent city wide approach.

Research and development is ongoing with the Tenant Inspection process, and once complete the new process will include the following items:

- A methodology
- Risk Assessments
- Training needs
- Pictorial guidance

We have recently produced a generic application form customers to register an expression of interest on a range of ways in which they can become involved, including Housing Advisory Panels.

Question 9

Are there any areas of Leeds where the ATV visit are more successful than others i.e. completing more visits, does any kind of pattern emerge depending on the district?

We currently record the number of visits completed for each of the 3 housing areas, and by housing office and ward. There are some differences in the number of visits completed across the city, but these are mostly due to vacancies within the area housing management offices as a result of the recent staffing structure.

We are collating the outcomes of the 2014/15 ATVs, and once the 2014/15 ATVs have been completed we will undertake analysis to identify trends, and whether these are citywide issues, or particular to a specific geographical area / household type etc. This will then help us to develop the service, whether it is citywide policies and procedures, or projects targeted at particular areas of the city or for particular household types.

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Tenant Scrutiny Board

Inquiry into Annual Tenancy Visits

Introduction

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Housing Managers are asked to look at the questions below and give the Tenant Scrutiny Board their views.

Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

Do you think your staff spend too much time repeat calling?

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

Thank you

Please return by 12th December to;
Peter Marrington, Head of Scrutiny and Member Development
4th Floor West Civic Hall, Leeds

Tenant Scrutiny Board Inquiry into Annual Tenancy Visits

Introduction

The Leeds Tenant Scrutiny Board on behalf of Tenants and Leaseholders is looking at Annual Tenancy Visits.

We are asking why we have them, if they help tenants and if they could be done differently. Please take 5 minutes to give us your views.

Do you fully understand the reason for the annual tenancy visit?

Are Annual Tenancy Visits helpful to you?

Do you think that the questions the Housing Officer asks you are the right questions?

Do the Housing staff respect your home and are they polite when they visit?

Do you think that the ATV should be by appointment rather than unannounced?

Do you have any suggestions as to how the visits could be done better?

Do you have any other comments?

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ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

This is very challenging, because you will encounter unique cases - for example a customer who has moved to a care home since we last undertook the Annual Visit and who will shortly be relinquishing their tenancy. However such cases are exceptional, and as such it should be possible to visit in excess of 99% of customers.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

I think the questions being asked are the right ones, we will in any case welcome any additional questions or feedback that the customer might have.

Do you think your staff spend too much time repeat calling?

The amount of time spent carrying out the ATVs is substantial, however given the impact that the ATVs can be shown to have I feel they are good value.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

There is a difference between using the information to help the individual just seen and how the data is used when taking a broader view across the organisation. I am sure that the information gleaned is used by the officers carrying out the ATVs to help those customers. The wider statistical information is useful for monitoring purposes – but because I have a more operational role I'm not so clear on how it might be used at a higher level, presumably it is for example being used as part of the report to scrutiny board.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

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ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

Yes

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

The current questions cover all we need to know and help with managing our tenancies effectively. Although questions about digital inclusion can confuse and I'm not confident that the information is of use.

Do you think your staff spend too much time repeat calling?

This can be a problem particularly when tenants work and are not home during the day, the option to carry out evening visits would help.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

The basic information we collect such as contact details / NOK/ property condition and any vulnerability or support needs are essential in our day to day work and help to ensure we manage our tenancy well, discover any issues and deal with them effectively. As previously stated information about internet access does not appear to provide any help.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

Thank you

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Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

I think that once staff are in place in the new housing management structure that this will be possible as patches are to be smaller and none larger than 400

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

I think the questions are for the purpose of the visit other visits ie ITV1, NTV ask other questions, there is space for additional comments and the visit is an opportunity for the HO to meet the tenant and discuss any concerns

Do you think your staff spend too much time repeat calling?

It is difficult if they are visiting repeatedly I think that a NA card should be left just asking for the customer to contact as I am not aware that the ATVs are identifying a high number of sub lets.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

The information is put on a spreadsheet and the ID of the tenant confirmed and vulnerability issues identified and any special contact requirements identified, so yes I think that we do

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

If the Housing Officers could be given PDAs so they could complete the ATV and other tasks during the visit this would improve the service we are able to deliver and save time for the HO.

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ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

I personally feel that the target of 100% is somewhat setting Housing Officer up to fail, as they will always come across a couple of addresses where contact is not possible. I think a target needs to be in place but 95% would allow the realistic buffer for the problem cases where we can't get contact.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

I do feel the questions are relevant, but there need to be more collated information on what we do with the information

Do you think your staff spend too much time repeat calling?

In some cases yes but not aiming for 100% would allow a buffer for these customers.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

No, there is a lot of useful information that could shape improvement works/ projects (digital inclusion or capital works)

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

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ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

I feel it is possible to have attempted 100% of visits, but do not feel that it is possible for 100% to be completed. This could be due to tenants being in hospital, in prison etc.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

I am unsure why the question is being asked about what cooking facilities are used.

I feel we should be asking tenants are they happy with their home and environment, is there any improvements they feel could be made.

Are they aware that there is/isn't a TARA in their area (explanation of TARA)

We should be asking them if they know how to report asb if needed, we should be asking them if they were aware we had a TST and what the officers do.

We should be asking if they need any advise with regards to debt, they may not be in debt on their rent account due to HB but may be in debt in other areas.

Do you think your staff spend too much time repeat calling?

Yes, there is no quick process for the properties we struggle to gain access to. There is no procedure to advise what action should be taken if you can't get access.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

No, I have no idea what is done with the information about cooking facilities and if they have internet access.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

I think that the majority of tenants are now aware of ATVs , so we should be able to arrange the visits with tenants.

I feel that now the patches are smaller the HO's are going to know who their tenants are so I don't feel that there should be as much emphasis on completing the ones when you know who the tenant is.

I think the visits are useful in ensuring we do get to know our customer and any concerns they have.

Thank you

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Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

Do you think your staff spend too much time repeat calling?

The 100% target is unrealistic especially with all the recent changes; I would like to see an appointment system introduced for low risk users.

Repeat calling is a major issue due to the extreme pressures put on staff to reach unrealistic targets. With an appointment system in place this would reduce these pressures.

Over the years other service areas have been asked to assist in carrying out ATV visits but in my experience this has only happened in a very limited number of areas.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

While something may be done with the information to inform local service delivery overall there is no feedback as to how the information is used citywide.

There seems to be no performance framework that measures how the information is used or if there is I certainly have never seen it.

We should use the information to help deliver the service our customers want in the areas they have identified more quickly and not just part of a long term goal.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

There should be a citywide staff recognition/competition scheme to motivate staff and create a competitive edge.

Thank you

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Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

I do not think it's possible to capture 100% of ATV's due to the continuous movement of tenants and also some are either reluctant to allow access for various reasons and some tenants work full time and even weekends and it is really difficult, and I also feel there is a refusal to let the 'Council' into their homes as they feel it is an intrusion.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

I think the questions are fine, some need to be explained in more detail to tenants so they are aware why we ask questions such as cooking facilities, internet access etc.

Do you think your staff spend too much time repeat calling?

Staff do waste a lot of time calling and getting no access, however it is good for staff to be out on the estates as they are the ears and eyes of the organisation and can pick up other issues such as Environmental.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

I think we deal with the issues raised at the time i.e. support needs, repair issues but I am not sure we do enough with all the data collected.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

No

Thank you

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Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

We strive to achieve 100% but in reality this is often not achievable. We would look to achieve around the 95+ %.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

The questions asked on the form should be appropriate to the information that we are looking to capture and act upon. What was a basic housing document to detect fraud has become a more complex form in capturing tenancy issues or vulnerability / safeguarding concerns.

Do you think your staff spend too much time repeat calling?

Staff do spend time on repeat visits but as they are out on their patches they would not be going out of their way to carry out special visits.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

We would consider that the information that we collect is valuable and we would act / respond to any issues that were identified I.E. repairs to eliminate disrepair , subletting / fraud , Vulnerability –support provided etc.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

ATV's are an ideal way of contacting our tenants and advising who their local housing officer is. They are also a good way of ensuring that we inspect our properties on a yearly basis to ensure that they are in good repair and any defects actioned and corrected. Safeguarding and Vulnerability concerns are identified and support / referrals made to ensure that tenancies are sustained.

Thank you

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Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

It is possible for attempts to be made if the full complement of staff is in place. However, it will not be possible to gain access 100%.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

It seems to me that we have not given consideration to the outcome or outcomes we aim to derive from these visits. Initially ATVs were introduced for the purpose of fraud detection, however, since the introduction of ATVs, there have been frequent modifications with questions being removed and new added on.

While I see the need to get more information in order to develop a business plan for the emerging needs of our tenants and put provision in place to meet the needs, this is not thought about and very well planned therefore we need to look at what outcomes we aim to achieve and then introduce questions around them.

Do you think your staff spend too much time repeat calling?

Yes

HOW SHOULD WE USE THE INFORMATION RECEIVED?

We should look at any emerging trends and tailor our services accordingly in partnership with other service providers and other departments in the council.

Do you think you do enough with the information collected?

I have not seen any evidence of this at the organisational level, but at the local level when issues are picked up such as tenant requiring advice; assistance; support; and other issues such as benefits; repairs then these are dealt with locally. But there is no analysis carried out to show a trend or emerging risks etc.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

I believe the information gathered (once we know the outcomes) is a very useful way of gathering information and putting in place correct measures to minimise any future risks to a variety of Local Authority service provision by ensuring correct measures are in place at the right time.

Thank you

Please return by 12th December to;
Peter Marrington, Head of Scrutiny and Member Development

4th Floor West Civic Hall, Leeds

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Tenant Scrutiny Board

Inquiry into Annual Tenancy Visits

Introduction

The Tenant Scrutiny Board is undertaking an Inquiry into Annual Tenancy Visits. As part of this they are asking housing officers, tenants and housing managers for their views.

Housing Managers are asked to look at the questions below and give the Tenant Scrutiny Board their views.

Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

No because if a tenancy holder ends their tenancy before an ATV is completed then this won't be recorded even if we complete an ATV for the new tenancy holder.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

Yes because we need to know the outcome of the visit to pick up all safeguarding issues and health & wellbeing of the tenancy holders

Do you think your staff spend too much time repeat calling?

Yes because the ATV's are supposed to be anonymous, carried out without notifying the tenancy holder. I do understand the reason why we have to cold call, but this does cause repeat calls

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

Yes

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

No

Thank you

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Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

No I don't think it is possible to meet 100% -as we need to remove all tenancies which are in use and occupation, void and abandoned, customer in prison, or care home.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

Employment details – this box could be smaller and the option to prefer not to say should not be available as we need to know how our rent charge is going to be paid

There could also be a question asking if they require support rather than it being after they have signed, details if they are having financial difficulties

Have they had any breakins or attempted burglaries in the last 12 months

Are they experiencing any asb issues – has it been reported do they know how

If elderly or have disability are we checking that all adaptations are in place – ie lever taps , are the stairs a problem.

Could we ask for the best time to visit ie avoid school times, or find out their work pattern .

Do you think your staff spend too much time repeat calling?

Yes I do especially when we know the tenants are at work , if the ATV in the last 12 months has shown that the tenancy is in good condition and there are no issues with the condition of the property or the rent account – could this be done via a phone call to ensure they are having no difficulties .

Could we arrange visit by phone rather than cold calling as we can visit several times without success.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

I think we should empower the tenants so they need to advise us if there are any changes to their circumstances and to ensure that repairs are reported and not to wait until the ATV to tell us about them.

Need to build up a picture of more vulnerable tenants who may need to be visited more regularly ie very young / new tenancies or those who are of concern . Maybe we could put an indicator on the account .

Could the ATVs be graded some may need a visit every 6 months some every 12 and those who have well maintained tenancies of no concern every 2 years

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

Smarter working with other departments would enable us to gain more accessed visits , ie when repairs are booked should we attend at the same time if we had the dates and times.

If tenants receive a txt to say the contractors are on their way, could the Housing officer also receive the text, or could the contractor contact the office to tell us that the tenants is at home. If we get 100% gas access can we attend at the same time, or team up with surveyors if the tenant is in when they go to inspect.

Thank you

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Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

Yes. We do have some properties where there are issues that a tenant may be obstructing access to try to conceal a breach in tenancy, in these cases we need to go through legal services to gain entry and this can be timely. In addition some properties may be sublet etc and again this can be timely in gaining entry. I think it is reasonable that we visit all properties a number of times with a valid reason to be exempted from the reporting figures based on legal intervention being taken for access.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

Pets in the property – Tenants should now be requesting permission to keep pets and an ATV is the ideal time to identify any existing pets and encourage the tenant to seek permission if they haven't already done so. It will also assist us to keep the pets spreadsheet up to date in case any pets no longer live in any properties.

Do you think your staff spend too much time repeat calling?

No – Access to properties is an important part of Housing Management to ensure that all tenants are having contact with their Housing Officer. It is also important for staff to know what tools are available to assist us to access properties where a number of attempts have been made without success.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

Yes – Repairs are raised, UDC's added where necessary and information put into notes. In addition there is the spreadsheet where all ATV's are logged.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

No

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Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

Yes I believe all staff should have 100% ATVs as their goal. Gaining access can be a major issue. However we need to be creative around this.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

I believe that the questions form a good basis for a Housing Officer to use to extract information regarding the customers' ability to sustain their tenancy, vulnerabilities, breach of tenancy issues, fire risks and feedback from the customer regarding their tenancy. I think additional questions would make the visit too structured and inhibit the officer's ability to have an open discussion with the customer.

Do you think your staff spend too much time repeat calling?

Gaining access can be a time consuming and frustrating process for staff but is one of their key objectives and needs to be prioritised.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

The information received is invaluable in identifying customers who are having difficulty in sustaining their tenancies and any safeguarding issues. For many customers it is the only time they see a representative of Leeds City Council and is therefore a vital link in building a good customer relationship. Information can be obtained about their views on the community which can be fed into Neighbourhood plans or used in Area Panel Bids.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

Thank you

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Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

Yes provided that we have a full quota of staff for the majority of the year

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

I think the form in general captures what we need to know

Do you think your staff spend too much time repeat calling?

Repeat calls are the real issue we often have to visit several times before we get access. On average we are running at 70% no access on first attempt

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

The information is only useful if we ever need it. The real value of an ATV is to identify vulnerabilities and the condition of properties internally. Very few illegal tenancies have been identified. Usually if someone is living in a property that should not be we are notified by neighbours. They usually don't like this as they often have friends or relatives on the waiting list that can't get a property so they are keen to let us know.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

Thank you

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Tenant Scrutiny Board - Inquiry into Annual Tenancy Visits

Feedback Liz Cook Chief Officer – Housing Management

Do you think it's possible for your staff to undertake 100% ATVs?

Absolutely yes

A fundamental purpose of the ATV is to support the vision to deliver a customer focused personalised service for the tenants in Leeds.

The primary aim is to ensure the Housing Officers know their tenants, understand their needs and can deliver a personalised approach to tenant management, enforcement and support.

The Housing Management restructure has reduced the Housing Officer patch sizes to approximately 300 homes – to enable the development of this personalised interface.

It is recognised that due to the restructure and the recruitment plan that there are still a number of vacancies so some officers currently have double patches which is impacting on performance.

Recruitment processes are in place and we are fully expecting to be

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

Yes- the questions raise a range of issues regarding tenancy management and tenancy support and support the principle that tenants have rights and responsibilities which we aim to develop within the concept of the social contract.

The questions asked will develop as we learn from the results of the visits.

Do you think your staff spend too much time repeat calling?

Currently the ATV's are trying to address two aims, firstly to undertake tenancy verification to address tenancy fraud and secondly to get to know the tenant and their family circumstances to ensure the tenancy is being effectively managed and the appropriate support mechanisms are in place.

I think we need to review if the ATV is effective in both. Verification visits are undertaken by contractors therefore the focus of the ATV is could be moved to tenancy management, enforcement and support, this would enable appointments to be made and reduce cold calling and therefore unsuccessful visits.

I would welcome the Inquiry's view

Do you think you do enough with the information collected?

It is recognised that evaluation of the information collected needs to be reviewed and improved to support policy development. Work is ongoing to improve evaluation and analysis to translate this into information for action.

But essentially the ATV's are to improve direct services to that individual household and identify additional services, referrals, address any tenancy breaches and provide a personalised service.

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Tenant Scrutiny Board

Inquiry into Annual Tenancy Visits

Do you fully understand the reason for the annual tenancy visit?

I'm aware that housing Leeds has to perform some visits and the ATV is one they want to do to perform and carry out checks of tenants and property

Are Annual Tenancy Visits helpful to you?

I would say to me they are not needed as i'm aware of how to report problems or issues with my tenancy and how up and coming changes are likely to affect me

Do you think that the questions the Housing Officer asks you are the right questions

I'm working with the Tenant Scrutiny Board to formulate a new way or better way to get the right questions asked and maybe simplify the ATV for tenants and staff

Do the Housing staff respect your home and are they polite when they visit?

I have had no reason to think differently the staff have a nice and friendly approach when visiting my home

Do you think that the ATV should be by appointment rather than unannounced?

Again id like to leave this one unanswered as it will form part of our recommendation process and outcomes

Do you have any suggestions as to how the visits could be done better?

Again another one id like to leave blank but we are working with housing Leeds to try and better the process

Do you have any other comments?

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Tenant Scrutiny Board

Inquiry into Annual Tenancy Visits

Introduction

The Leeds Tenant Scrutiny Board on behalf of Tenants and Leaseholders is looking at Annual Tenancy Visits.

We are asking why we have them, if they help tenants and if they could be done differently. Please take 5 minutes to give us your views.

Do you fully understand the reason for the annual tenancy visit?

yes.

Are Annual Tenancy Visits helpful to you?

yes.

Do you think that the questions the Housing Officer asks you are the right questions?

There could've been more time explaining

Do the Housing staff respect your home and are they polite when they visit?

yes!

Do you think that the ATV should be by appointment rather than unannounced?

yes

Do you have any suggestions as to how the visits could be done better?

no!

Do you have any other comments?

no!

Tenant Scrutiny Board

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Do you fully understand the reason for the annual tenancy visit?

not fully explained

Are Annual Tenancy Visits helpful to you?

yes

Do you think that the questions the Housing Officer asks you are the right questions?

not Sure

Do the Housing staff respect your home and are they polite when they visit?

yes y very polite and helpful

Do you think that the ATV should be by appointment rather than unannounced?

yes most certainly

Do you have any suggestions as to how the visits could be done better?

no

Do you have any other comments?

no

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Do you fully understand the reason for the annual tenancy visit?

Not sure

Are Annual Tenancy Visits helpful to you?

Yes, very much so

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

Yes for convenience

Do you have any suggestions as to how the visits could be done better?

As above need appointment!

Do you have any other comments?

No

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Do you fully understand the reason for the annual tenancy visit?

yes it was explained

Are Annual Tenancy Visits helpful to you?

yes it was good to talk to someone

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

yes because I work

Do you have any suggestions as to how the visits could be done better?

no it was done well

Do you have any other comments?

no

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Do you fully understand the reason for the annual tenancy visit?

not gully

Are Annual Tenancy Visits helpful to you?

yes I reported an over grown tree

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

yes I have an elderly Grandmother

Do you have any suggestions as to how the visits could be done better?

no

Do you have any other comments?

no

Tenant Scrutiny Board

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Do you fully understand the reason for the annual tenancy visit?

It was explained

Are Annual Tenancy Visits helpful to you?

yes, I reported repairs

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

yes, I have children to pick up from School

Do you have any suggestions as to how the visits could be done better?

no

Do you have any other comments?

No.

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Do you fully understand the reason for the annual tenancy visit?

Yes.

Are Annual Tenancy Visits helpful to you?

Yes.

Do you think that the questions the Housing Officer asks you are the right questions?

Yes.

Do the Housing staff respect your home and are they polite when they visit?

Yes.

Do you think that the ATV should be by appointment rather than unannounced?

Yes.

Do you have any suggestions as to how the visits could be done better?

No.

Do you have any other comments?

It was good to see someone from
The Council

Tenant Scrutiny Board

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Do you fully understand the reason for the annual tenancy visit?

no!

Are Annual Tenancy Visits helpful to you?

yes

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

it is inconvenient if you don't tell me when your calling

Do you have any suggestions as to how the visits could be done better?

Tell me the purpose of the visit

Do you have any other comments?

no

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Do you fully understand the reason for the annual tenancy visit?

not

Are Annual Tenancy Visits helpful to you?

Yes

Do you think that the questions the Housing Officer asks you are the right questions?

not Sure

Do the Housing staff respect your home and are they polite when they visit?

Yes

Do you think that the ATV should be by appointment rather than unannounced?

I work so need an appointment

Do you have any suggestions as to how the visits could be done better?

tell me when you are coming

Do you have any other comments?

no

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Do you fully understand the reason for the annual tenancy visit?

No.

Are Annual Tenancy Visits helpful to you?

yes

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

Yes.

Do you think that the ATV should be by appointment rather than unannounced?

An appointment is needed so documents can be found.

Do you have any suggestions as to how the visits could be done better?

No

Do you have any other comments?

No.

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Do you fully understand the reason for the annual tenancy visit?

yes.

Are Annual Tenancy Visits helpful to you?

yes.

Do you think that the questions the Housing Officer asks you are the right questions?

yes.

Do the Housing staff respect your home and are they polite when they visit?

yes.

Do you think that the ATV should be by appointment rather than unannounced?

appointment needed!

Do you have any suggestions as to how the visits could be done better?

I work and need a appointment.

Do you have any other comments?

no.

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Do you fully understand the reason for the annual tenancy visit?

yes

Are Annual Tenancy Visits helpful to you?

yes

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

appointment please

Do you have any suggestions as to how the visits could be done better?

please tell me when your coming

Do you have any other comments?

no

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Do you fully understand the reason for the annual tenancy visit?

No

Are Annual Tenancy Visits helpful to you?

No.

Do you think that the questions the Housing Officer asks you are the right questions?

No.

Do the Housing staff respect your home and are they polite when they visit?

Yes.

Do you think that the ATV should be by appointment rather than unannounced?

Most definitely.

Do you have any suggestions as to how the visits could be done better?

Make appointments as working

Do you have any other comments?

No.

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Do you fully understand the reason for the annual tenancy visit?

Yes

Are Annual Tenancy Visits helpful to you?

Yes

Do you think that the questions the Housing Officer asks you are the right questions?

Varies

Do the Housing staff respect your home and are they polite when they visit?

Yes

Do you think that the ATV should be by appointment rather than unannounced?

Yes - it's more likely to be in

Do you have any suggestions as to how the visits could be done better?

Not at present

Do you have any other comments?

No

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Do you fully understand the reason for the annual tenancy visit?

yes

Are Annual Tenancy Visits helpful to you?

yes

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

N/A.

Do you think that the ATV should be by appointment rather than unannounced?

N/A.

Do you have any suggestions as to how the visits could be done better?

No

Do you have any other comments?

No

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Do you fully understand the reason for the annual tenancy visit?

yes

Are Annual Tenancy Visits helpful to you?

I understand why they have to be done and once a year isn't an inconvenience, so its fine

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

Some are some haven't been in the past.

Do you think that the ATV should be by appointment rather than unannounced?

no as the reason to have one is so the right tenants are in so thats good

Do you have any suggestions as to how the visits could be done better?

no

Do you have any other comments?

no.

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Do you fully understand the reason for the annual tenancy visit?

yes

Are Annual Tenancy Visits helpful to you?

yes

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

yes

Do you have any suggestions as to how the visits could be done better?

No

Do you have any other comments?

No

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Do you fully understand the reason for the annual tenancy visit?

yes

Are Annual Tenancy Visits helpful to you?

yes

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

very much so

Do you think that the ATV should be by appointment rather than unannounced?

would rather have
an appointment sent

Do you have any suggestions as to how the visits could be done better?

Do you have any other comments?

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Do you fully understand the reason for the annual tenancy visit?

YES

Are Annual Tenancy Visits helpful to you?

YES

Do you think that the questions the Housing Officer asks you are the right questions?

YES

Do the Housing staff respect your home and are they polite when they visit?

YES

Do you think that the ATV should be by appointment rather than unannounced?

YES

Do you have any suggestions as to how the visits could be done better?

NO

Do you have any other comments?

NO

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Do you fully understand the reason for the annual tenancy visit?

Yes

Are Annual Tenancy Visits helpful to you?

Yes

Do you think that the questions the Housing Officer asks you are the right questions?

Yes

Do the Housing staff respect your home and are they polite when they visit?

Yes

Do you think that the ATV should be by appointment rather than unannounced?

Yes it would be time-saving.

Do you have any suggestions as to how the visits could be done better?

None.

Do you have any other comments?

No.

Tenant Scrutiny Board

Inquiry into Annual Tenancy Visits

Introduction

The Leeds Tenant Scrutiny Board on behalf of Tenants and Leaseholders is looking at Annual Tenancy Visits.

We are asking why we have them, if they help tenants and if they could be done differently. Please take 5 minutes to give us your views.

Do you fully understand the reason for the annual tenancy visit? *yes*

Are Annual Tenancy Visits helpful to you? *yes it was.*

Do you think that the questions the Housing Officer asks you are the right questions?

yes,

Do the Housing staff respect your home and are they polite when they visit?

yes,

Do you think that the ATV should be by appointment rather than unannounced? *yes*

Do you have any suggestions as to how the visits could be done better? *I have no suggestions because every thing are ok at the moment.*

Do you have any other comments? *no*

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Do you fully understand the reason for the annual tenancy visit?

YES.

Are Annual Tenancy Visits helpful to you?

YES.

Do you think that the questions the Housing Officer asks you are the right questions?

YES

Do the Housing staff respect your home and are they polite when they visit?

YES.

Do you think that the ATV should be by appointment rather than unannounced?

YES.

Do you have any suggestions as to how the visits could be done better?

NO.

Do you have any other comments?

NO.

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Do you fully understand the reason for the annual tenancy visit?

yes

Are Annual Tenancy Visits helpful to you?

yes

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

yes

Do you have any suggestions as to how the visits could be done better?

—

Do you have any other comments?

—

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Do you fully understand the reason for the annual tenancy visit?

Yes

Are Annual Tenancy Visits helpful to you?

Yes

Do you think that the questions the Housing Officer asks you are the right questions?

Yes

Do the Housing staff respect your home and are they polite when they visit?

Yes

Do you think that the ATV should be by appointment rather than unannounced?

By appointment, so I know I will be home.

Do you have any suggestions as to how the visits could be done better?

No

Do you have any other comments?

No

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Do you fully understand the reason for the annual tenancy visit?

yes

Are Annual Tenancy Visits helpful to you?

—

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

does not bother me either way
apart from I work so may not be there

Do you have any suggestions as to how the visits could be done better?

—

Do you have any other comments?