

## **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