

## **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.