

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.