

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?

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?

Thank you

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