

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?

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

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