

# 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?

I think that once staff are in place in the new housing management structure that this will be possible as patches are to be smaller and none larger than 400

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 are for the purpose of the visit other visits ie ITV1, NTV ask other questions, there is space for additional comments and the visit is an opportunity for the HO to meet the tenant and discuss any concerns

Do you think your staff spend too much time repeat calling?

It is difficult if they are visiting repeatedly I think that a NA card should be left just asking for the customer to contact as I am not aware that the ATVs are identifying a high number of sub lets.

## **HOW SHOULD WE USE THE INFORMATION RECEIVED?**

Do you think you do enough with the information collected?

The information is put on a spreadsheet and the ID of the tenant confirmed and vulnerability issues identified and any special contact requirements identified, so yes I think that we do

## **WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?**

If the Housing Officers could be given PDAs so they could complete the ATV and other tasks during the visit this would improve the service we are able to deliver and save time for the HO.