

# 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 personally feel that the target of 100% is somewhat setting Housing Officer up to fail, as they will always come across a couple of addresses where contact is not possible. I think a target needs to be in place but 95% would allow the realistic buffer for the problem cases where we can't get contact.*

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

*I do feel the questions are relevant, but there need to be more collated information on what we do with the information*

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

*In some cases yes but not aiming for 100% would allow a buffer for these customers.*

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

Do you think you do enough with the information collected?

*No, there is a lot of useful information that could shape improvement works/ projects (digital inclusion or capital works)*

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