

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 feel it is possible to have attempted 100% of visits, but do not feel that it is possible for 100% to be completed. This could be due to tenants being in hospital, in prison etc.

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

I am unsure why the question is being asked about what cooking facilities are used.

I feel we should be asking tenants are they happy with their home and environment, is there any improvements they feel could be made.

Are they aware that there is/isn't a TARA in their area (explanation of TARA)

We should be asking them if they know how to report asb if needed, we should be asking them if they were aware we had a TST and what the officers do.

We should be asking if they need any advise with regards to debt, they may not be in debt on their rent account due to HB but may be in debt in other areas.

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

Yes, there is no quick process for the properties we struggle to gain access to. There is no procedure to advise what action should be taken if you can't get access.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

No, I have no idea what is done with the information about cooking facilities and if they have internet access.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

I think that the majority of tenants are now aware of ATVs , so we should be able to arrange the visits with tenants.

I feel that now the patches are smaller the HO's are going to know who their tenants are so I don't feel that there should be as much emphasis on completing the ones when you know who the tenant is.

I think the visits are useful in ensuring we do get to know our customer and any concerns they have.

Thank you

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