

# 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?

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

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

The 100% target is unrealistic especially with all the recent changes; I would like to see an appointment system introduced for low risk users.

Repeat calling is a major issue due to the extreme pressures put on staff to reach unrealistic targets. With an appointment system in place this would reduce these pressures.

Over the years other service areas have been asked to assist in carrying out ATV visits but in my experience this has only happened in a very limited number of areas.

### HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

While something may be done with the information to inform local service delivery overall there is no feedback as to how the information is used citywide.

There seems to be no performance framework that measures how the information is used or if there is I certainly have never seen it.

We should use the information to help deliver the service our customers want in the areas they have identified more quickly and not just part of a long term goal.

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

**There should be a citywide staff recognition/competition scheme to motivate staff and create a competitive edge.**

Thank you

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