

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 do not think it's possible to capture 100% of ATV's due to the continuous movement of tenants and also some are either reluctant to allow access for various reasons and some tenants work full time and even weekends and it is really difficult, and I also feel there is a refusal to let the 'Council' into their homes as they feel it is an intrusion.

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 fine, some need to be explained in more detail to tenants so they are aware why we ask questions such as cooking facilities, internet access etc.

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

Staff do waste a lot of time calling and getting no access, however it is good for staff to be out on the estates as they are the ears and eyes of the organisation and can pick up other issues such as Environmental.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

I think we deal with the issues raised at the time i.e. support needs, repair issues but I am not sure we do enough with all the data collected.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

No

Thank you

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