

# 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?

We strive to achieve 100% but in reality this is often not achievable. We would look to achieve around the 95+ %.

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

The questions asked on the form should be appropriate to the information that we are looking to capture and act upon. What was a basic housing document to detect fraud has become a more complex form in capturing tenancy issues or vulnerability / safeguarding concerns.

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

Staff do spend time on repeat visits but as they are out on their patches they would not be going out of their way to carry out special visits.

### HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

We would consider that the information that we collect is valuable and we would act / respond to any issues that were identified I.E. repairs to eliminate disrepair , subletting / fraud , Vulnerability –support provided etc.

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

ATV`s are an ideal way of contacting our tenants and advising who their local housing officer is. They are also a good way of ensuring that we inspect our properties on a yearly basis to ensure that they are in good repair and any defects actioned and corrected. Safeguarding and Vulnerability concerns are identified and support / referrals made to ensure that tenancies are sustained.

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