

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?

No I don't think it is possible to meet 100% -as we need to remove all tenancies which are in use and occupation, void and abandoned, customer in prison, or care home.

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

Employment details – this box could be smaller and the option to prefer not to say should not be available as we need to know how our rent charge is going to be paid

There could also be a question asking if they require support rather than it being after they have signed, details if they are having financial difficulties

Have they had any breakins or attempted burglaries in the last 12 months

Are they experiencing any asb issues – has it been reported do they know how

If elderly or have disability are we checking that all adaptations are in place – ie lever taps , are the stairs a problem.

Could we ask for the best time to visit ie avoid school times, or find out their work pattern .

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

Yes I do especially when we know the tenants are at work , if the ATV in the last 12 months has shown that the tenancy is in good condition and there are no issues with the condition of the property or the rent account – could this be done via a phone call to ensure they are having no difficulties .

Could we arrange visit by phone rather than cold calling as we can visit several times without success.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

I think we should empower the tenants so they need to advise us if there are any changes to their circumstances and to ensure that repairs are reported and not to wait until the ATV to tell us about them.

Need to build up a picture of more vulnerable tenants who may need to be visited more regularly ie very young / new tenancies or those who are of concern . Maybe we could put an indicator on the account .

Could the ATVs be graded some may need a visit every 6 months some every 12 and those who have well maintained tenancies of no concern every 2 years

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

Smarter working with other departments would enable us to gain more accessed visits , ie when repairs are booked should we attend at the same time if we had the dates and times.

If tenants receive a txt to say the contractors are on their way, could the Housing officer also receive the text, or could the contractor contact the office to tell us that the tenants is at home. If we get 100% gas access can we attend at the same time, or team up with surveyors if the tenant is in when they go to inspect.

Thank you

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