

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?

Yes. We do have some properties where there are issues that a tenant may be obstructing access to try to conceal a breach in tenancy, in these cases we need to go through legal services to gain entry and this can be timely. In addition some properties may be sublet etc and again this can be timely in gaining entry. I think it is reasonable that we visit all properties a number of times with a valid reason to be exempted from the reporting figures based on legal intervention being taken for access.

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

Pets in the property – Tenants should now be requesting permission to keep pets and an ATV is the ideal time to identify any existing pets and encourage the tenant to seek permission if they haven't already done so. It will also assist us to keep the pets spreadsheet up to date in case any pets no longer live in any properties.

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

No – Access to properties is an important part of Housing Management to ensure that all tenants are having contact with their Housing Officer. It is also important for staff to know what tools are available to assist us to access properties where a number of attempts have been made without success.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

Yes – Repairs are raised, UDC's added where necessary and information put into notes. In addition there is the spreadsheet where all ATV's are logged.

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