

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 I believe all staff should have 100% ATVs as their goal. Gaining access can be a major issue. However we need to be creative around this.

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

I believe that the questions form a good basis for a Housing Officer to use to extract information regarding the customers' ability to sustain their tenancy, vulnerabilities, breach of tenancy issues, fire risks and feedback from the customer regarding their tenancy. I think additional questions would make the visit too structured and inhibit the officer's ability to have an open discussion with the customer.

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

Gaining access can be a time consuming and frustrating process for staff but is one of their key objectives and needs to be prioritised.

HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

The information received is invaluable in identifying customers who are having difficulty in sustaining their tenancies and any safeguarding issues. For many customers it is the only time they see a representative of Leeds City Council and is therefore a vital link in building a good customer relationship. Information can be obtained about their views on the community which can be fed into Neighbourhood plans or used in Area Panel Bids.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

Thank you

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