

# 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 provided that we have a full quota of staff for the majority of the year

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 form in general captures what we need to know

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

Repeat calls are the real issue we often have to visit several times before we get access. On average we are running at 70% no access on first attempt

### HOW SHOULD WE USE THE INFORMATION RECEIVED?

Do you think you do enough with the information collected?

The information is only useful if we ever need it. The real value of an ATV is to identify vulnerabilities and the condition of properties internally. Very few illegal tenancies have been identified. Usually if someone is living in a property that should not be we are notified by neighbours. They usually don't like this as they often have friends or relatives on the waiting list that can't get a property so they are keen to let us know.

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

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