

Tenant Scrutiny Board - Inquiry into Annual Tenancy Visits Feedback Liz Cook Chief Officer – Housing Management

Do you think it's possible for your staff to undertake 100% ATVs?

Absolutely yes

A fundamental purpose of the ATV is to support the vision to deliver a customer focused personalised service for the tenants in Leeds.

The primary aim is to ensure the Housing Officers know their tenants, understand their needs and can deliver a personalised approach to tenant management, enforcement and support.

The Housing Management restructure has reduced the Housing Officer patch sizes to approximately 300 homes – to enable the development of this personalised interface.

It is recognised that due to the restructure and the recruitment plan that there are still a number of vacancies so some officers currently have double patches which is impacting on performance.

Recruitment processes are in place and we are fully expecting to be

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

Yes- the questions raise a range of issues regarding tenancy management and tenancy support and support the principle that tenants have rights and responsibilities which we aim to develop within the concept of the social contract.

The questions asked will develop as we learn from the results of the visits.

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

Currently the ATV's are trying to address two aims, firstly to undertake tenancy verification to address tenancy fraud and secondly to get to know the tenant and their family circumstances to ensure the tenancy is being effectively managed and the appropriate support mechanisms are in place.

I think we need to review if the ATV is effective in both. Verification visits are undertaken by contractors therefore the focus of the ATV is could be moved to tenancy management, enforcement and support, this would enable appointments to be made and reduce cold calling and therefore unsuccessful visits.

I would welcome the Inquiry's view

Do you think you do enough with the information collected?

It is recognised that evaluation of the information collected needs to be reviewed and improved to support policy development. Work is ongoing to improve evaluation and analysis to translate this into information for action.

But essentially the ATV's are to improve direct services to that individual household and identify additional services, referrals, address any tenancy breaches and provide a personalised service.