

Tenant Scrutiny Board

Inquiry into Annual Tenancy Visits

Introduction

The Leeds Tenant Scrutiny Board on behalf of Tenants and Leaseholders is looking at Annual Tenancy Visits.

We are asking why we have them, if they help tenants and if they could be done differently. Please take 5 minutes to give us your views.

Do you fully understand the reason for the annual tenancy visit?

yes.

Are Annual Tenancy Visits helpful to you?

yes.

Do you think that the questions the Housing Officer asks you are the right questions?

There could've been more time explaining

Do the Housing staff respect your home and are they polite when they visit?

yes!

Do you think that the ATV should be by appointment rather than unannounced?

yes

Do you have any suggestions as to how the visits could be done better?

no!

Do you have any other comments?

no!

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Do you fully understand the reason for the annual tenancy visit?

not fully explained

Are Annual Tenancy Visits helpful to you?

yes

Do you think that the questions the Housing Officer asks you are the right questions?

not sure

Do the Housing staff respect your home and are they polite when they visit?

yes y very polite and helpful

Do you think that the ATV should be by appointment rather than unannounced?

yes most certainly

Do you have any suggestions as to how the visits could be done better?

no

Do you have any other comments?

no

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Do you fully understand the reason for the annual tenancy visit?

Not sure

Are Annual Tenancy Visits helpful to you?

Yes, very much so

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

Yes for convenience

Do you have any suggestions as to how the visits could be done better?

As above need appointment!

Do you have any other comments?

No

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Do you fully understand the reason for the annual tenancy visit?

yes it was explained

Are Annual Tenancy Visits helpful to you?

yes it was good to talk to someone

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

yes because I work

Do you have any suggestions as to how the visits could be done better?

no it was done well

Do you have any other comments?

no

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not really

Are Annual Tenancy Visits helpful to you?

yes I reported an over grown tree

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

yes I have an elderly Grandmother

Do you have any suggestions as to how the visits could be done better?

no

Do you have any other comments?

no

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Do you fully understand the reason for the annual tenancy visit?

It was explained

Are Annual Tenancy Visits helpful to you?

yes, I reported repairs

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

yes, I have children to pick up from school

Do you have any suggestions as to how the visits could be done better?

no

Do you have any other comments?

No.

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Are Annual Tenancy Visits helpful to you?

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Do you think that the questions the Housing Officer asks you are the right questions?

Yes.

Do the Housing staff respect your home and are they polite when they visit?

Yes.

Do you think that the ATV should be by appointment rather than unannounced?

Yes.

Do you have any suggestions as to how the visits could be done better?

No.

Do you have any other comments?

It was good to see someone from
The Council

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NO!

Are Annual Tenancy Visits helpful to you?

yes

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

yes

Do you think that the ATV should be by appointment rather than unannounced?

It is inconvenient if you don't tell me when your calling

Do you have any suggestions as to how the visits could be done better?

Tell me the purpose of the visit

Do you have any other comments?

no

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not

Are Annual Tenancy Visits helpful to you?

Yes

Do you think that the questions the Housing Officer asks you are the right questions?

not sure

Do the Housing staff respect your home and are they polite when they visit?

Yes

Do you think that the ATV should be by appointment rather than unannounced?

I work so need an appointment

Do you have any suggestions as to how the visits could be done better?

tell me when you are coming

Do you have any other comments?

no

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Are Annual Tenancy Visits helpful to you?

yes

Do you think that the questions the Housing Officer asks you are the right questions?

yes

Do the Housing staff respect your home and are they polite when they visit?

Yes.

Do you think that the ATV should be by appointment rather than unannounced?

An appointment is needed so documents can be found.

Do you have any suggestions as to how the visits could be done better?

No

Do you have any other comments?

No.

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Do the Housing staff respect your home and are they polite when they visit?

yes.

Do you think that the ATV should be by appointment rather than unannounced?

appointment needed!

Do you have any suggestions as to how the visits could be done better?

I work and need a appointment.

Do you have any other comments?

no.

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Do you think that the ATV should be by appointment rather than unannounced?

appointment please

Do you have any suggestions as to how the visits could be done better?

please tell me when your coming

Do you have any other comments?

no

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Do you think that the questions the Housing Officer asks you are the right questions?

No.

Do the Housing staff respect your home and are they polite when they visit?

Yes.

Do you think that the ATV should be by appointment rather than unannounced?

Most definitely.

Do you have any suggestions as to how the visits could be done better?

Make appointments as working

Do you have any other comments?

No.