

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?

Varies

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 - it's more likely to be in

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

Not at present

Do you have any other comments?

No

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yes

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?

N/A.

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

N/A.

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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Yes

Are Annual Tenancy Visits helpful to you?

I understand why they have to be done and once a year isn't an inconvenience, so its fine

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?

Some are some haven't been in the past.

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

no as the reason to have one is so the right tenants are in so thats good

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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yes

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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?

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?

very much so

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

would rather have
an appointment sent

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

Do you have any other comments?

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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

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NO

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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 it would be time-saving.

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

None.

Do you have any other comments?

No.

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Are Annual Tenancy Visits helpful to you? *yes it was.*

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? *I have no suggestions because every thing is ok at the moment.*

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?

NO.

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yes

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

—

Do you have any other comments?

—

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Yes

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

By appointment so I know I will be home.

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No

Do you have any other comments?

No

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yes

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yes

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

does not bother me either way
apart from I work so may not be there

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

—

Do you have any other comments?