

## ATV RECOMMENDATIONS FROM TENANT SCRUTINY BOARD

**Desired Outcome** – To reassure tenants that the primary purpose of home visits is to build good tenant/landlord relations

**Recommendation 1** – That the confused purpose of the ATV be clarified to clearly show that the primary purpose of the ATV is to get to know tenants and understand their needs *not* to detect tenancy fraud.

**Comment-** Agreed, but tenancy verification will still have a secondary role in the ATV.

**Desired Outcome** – To reassure tenants that the primary purpose of home visits is to build good tenant/landlord relations

**Recommendation 2** – That the ‘tarnished’ image of the ATV be improved with a change of name. The phrase ‘*Home Environment Review*’ is suggested as an umbrella term to capture information about the built environment and social environment.

**Comment** - Agree with the proposal to change the name – but feel that ‘Home Environment Review’ is officer type language, and so we would recommend ‘Annual Home Visit’.

**Desired Outcome** – Better use of officer time and improving tenant/landlord relations

**Recommendation 3** – That visits be by appointment in the first instance where possible

**Comment** – Agreed, where appropriate, but not in cases where tenancy fraud is suspected

**Desired Outcome** – Focussing resources on tenants most in need of support

**Recommendation 4** – That housing managers have local discretion to extend the period between visits to two years for those tenants they feel are not at risk.

**Comment** - We feel strongly that an annual visit to each tenant is important – shows our commitment to all tenants, communicating on new issues, preventing escalation of issues, so we would like to continue with all of these annually.

**Desired Outcome** – More effective use of officer time

**Recommendation 5** – That housing officers work smarter with other agencies in terms of planning visits and gaining access.

**Comment** – Agreed

**Desired Outcome** – To reach tenants not already contacted through ATVs

**Recommendation 6** – That ‘Action Days’ be used to target areas in the city where landlord/tenant contact is low

**Comment** – Agreed

**Desired Outcome** – Reduction in duplication of effort

**Recommendation 7** – That those living in sheltered accommodation be removed from the formal visiting arrangements

**Comment** – Agreed that the ATV needs to be done differently for sheltered tenants who are receiving support, and can look to combine with reviews of support plans.

**Desired Outcome** – Increased and better targeted and managed contact with tenants

**Recommendation 8** – That Housing Leeds reviews alternative contact methods for identified groups

**Comment** – Similar to comments on recommendation 4

**Desired Outcome** – Increased service efficiencies and opportunities for savings

**Recommendation 9** – That the Director of Environment and Housing supports the business case for funding to introduce mobile technology in housing management (subject to a successful pilot) We also request that this Board be provided with an update on the pilot outlining the financial and operation viability of the technology.

**Comment - Agreed.** Pilot underway to implement mobile working.

**Desired Outcome** – To ensure data collected is correct to improve service outcomes

**Recommendation 10** – That the data collected be reviewed as part of the development programme for the introduction of mobile technology and an evaluation be undertaken about how the information collected is shared and translates into service improvement

**Comment** – Agreed