

TENANTS FORUM	Agenda Item
Thursday 9 th March 2017	6(ii)

Implementation of Periodic Tenancy Visits

This report provides a briefing on the implementation of Periodic Tenancy Visits to all tenants by the Neighbourhood Management Team, commencing in April 2017.

INTRODUCTION

We provide a very intensively supported Introductory Tenancy Process for all our new tenants, however, our longer-term tenants do not have such regular access to their Neighbourhood Manager and may be less aware of the range of support services they can access.

At the Tenants Forum in July 2016, results from our Customer Satisfaction survey indicated that knowledge of our support services was not widespread. In addition, we have a responsibility to check that our properties are being looked after and occupied by the right person.

In order to rectify that, it is proposed that our Neighbourhood Managers ensure that all tenants receive a comprehensive tenancy visit at least once every 5 years.

MAIN PURPOSE

The main aims of the Periodic Tenancy Visits:

The tenancy visit is an opportunity for tenants to:

- Talk to their Neighbourhood Manager about any issues in their home or neighbourhood
- Discuss any housing or support needs

It gives us, as the landlord, an opportunity to:

- Tell tenants about the support services we have available to all tenants
- Inspect the property and garden
- Check occupancy of property and ID of tenants

STEPS TAKEN SO FAR

- Working group of Officers set up January 2017
- Focus Group held in February 2017
- Article in Connect March 2017
- Tenants Forum Report March 2017

NEXT STEPS

Visits will commence in April 2017, with priority given to the longest-standing tenancies.

Leona Mantle
Tenancy Services Manager
24.02.2017