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| TENANTS FORUM | Agenda Item |
| Thursday 12 th October 2017 | 6i |

Periodic Tenancy Visits Update

This report provides a briefing on the background to the Periodic Tenancy Visit Scheme, completed by our Neighbourhood Management team.

INTRODUCTION

It has been recognised that the intensive management of our new tenants has brought benefits to both tenant and landlord. Therefore, we now extend that support to all existing tenants of Kettering Borough Council through a regular, 5-yearly, home visit by the Neighbourhood Manager.

This visit is in addition to any responsive visits that occur during the tenancy.

STEPS TAKEN SO FAR

- Presented to Tenants Forum in March 2017
- Introduced in April 2017
- **Summary of visits**
 - A target was set to carry out 514 periodic tenancy visits before the end of March 2018
 - As at 30 September 2017 147 visits have been booked
 - Of the 147 a total of 135 have been successful (91.8% success rate)
 - 12 have been unsuccessful but we are working with tenants to gain access
 - Reasons for unsuccessful visits
 - Tenant in hospital
 - Tenant at work
 - Reluctance to allow access
 - 74% (379) outstanding – 23% (89) already scheduled for next month
- At the Forum, Maria Keane and Leona Mantle will present findings from the periodic tenancy visits carried out so far, and will present a number of case studies.

Leona Mantle
Tenancy Services Manager
03.10.2017