

Report to:	Yardley District Committee
Report of:	Tracey Radford – Head of Landlord Services
Date of Meeting:	

Subject:	Landlord Services Annual Visits
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1	Purpose of report
<ul style="list-style-type: none"> To provide an update on the outcomes of Phase 1 of the Annual Tenancy Visit programme including the number of completed visits and outcomes across the City, with a break down at Ward and District level. To outline the details for Phase 2 of the programme. 	

2	Background
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The Annual Tenancy Visits were the first time that we have carried out a visiting programme of this type and on this scale, attempting to visit each of our 63,000+ properties. We currently house approximately 100,000 tenants in these properties and, as a social landlord, a significant number of these will have additional needs including vulnerabilities due to age and/or ethnicity, mental health issues, ASB including domestic violence and health issues. In addition to this, our tenants are not static and will move between tenancies, along with a number of tenants who leave our properties with new tenants joining.

Therefore management of social housing cannot be just about the management of our stock, but also understanding our tenants, their needs and how we respond to these. Annual Tenancy Visits do not *create* demand, they *uncover* existing demands; if left these will only result in further, more challenging demands for Landlord Services and Birmingham City Council. This programme allows us to be proactive, engaging in meaningful interactions and demonstrating to our tenants that we are invested in providing an efficient landlord service, at the same time reinforcing our tenancy conditions. The impacts of not continuing with a visiting programme are:

Reputational

Whilst we currently visit our tenants for a number of different reasons, this programme is the first time that we have attempted to visit our tenants with the sole purpose of understanding them better, to gather information to improve services, to support our vulnerable tenants and enforce our tenancy conditions.

Through our daily business, we will likely visit 10% of our tenants, 100% of the time, leaving a significant number of our tenants managing their tenancies with little interaction with us, their landlord. It is those tenancies which we have limited understanding of what their needs truly are and limit us to delivering a reactive rather than a more effective proactive service. Our reputation is that as we are an arm's length landlord with limited interaction with them. Without question this results in some resentment, disillusionment from our tenants at the same time that it presents the image that we have no further interest in them or their tenancies. For a number of our tenants, this causes no issues as

They are managing their tenancies properly and are able to reach out to us; however it is those tenants who take this to mean that they feel less responsibility to abide by their tenancy conditions which could ultimately result in properties falling into disrepair,

increased ASB and Tenancy and Estate Management problems and rent arrears.

Financial

One of the main responsibilities as tenants is to maintain their properties by taking suitable care of them and reporting repairs where necessary. However, we also have a responsibility as a landlord to provide safe and secure homes to our tenants and carry out inspections and repairs when they are reported to us. There is a cost to the council in disrepair litigation.

We provide our tenants with our most valuable asset; their property. The first that we often become aware of tenancy breaches are when they are at the stage of expensive enforcement. By being pro-active and visiting our tenants in their homes we are able to identify and respond to these types of issues directly.

Customer

These visits also have a social value. It is a changing landscape of social housing where our tenants will be given more choice, freedom and responsibility therefore it is important that we are building better relationships with them at a time when we are both facing challenges. This programme of visits means that we are able to gather valuable information to help us shape our services, which in turn will provide better services for our customers, which as informed phase 2 of the visits and also the current service improvement approach in Landlord Services.

Benchmarking

Leeds City Council are also carrying out their own programme of Annual Tenancy Visits and are a Local Authority with a similar number of housing stock to Birmingham (54,817 properties with 50,629 classed as general need). In the financial year of 2013/14 they successfully completed 73% of their visits. In March 2015 Leeds carried out their own review, highlighting a number of recommendations around the scope and purpose of the programme moving forward including moving the focus of their visits to understanding their tenant's needs and not as a tool to detect housing fraud.

Phase 1 Completed visits (citywide)

We have now completed approximately **52,269** successful annual tenancy visits during Phase 1 (this figure continues to increase as further successful visits are carried out); this is approximately **82%** of our current eligible tenancies. A 'successful' visit is classed as a visit where we have gained access and completed the script of questions with the tenant. Any visit which had to be prematurely ended had a further visit re-booked and is not classed as a successful visit.

Phase 1 of our programme formally commenced in October 2014. Visits had begun prior to this however these were limited due to a smaller workforce which had not been released from their service area, no mobile solution so visits were being carried out as a paper exercise and delays in formalising the visiting script as a result of the demand from other service areas to have questions included.

Outcomes

These completed visits have provided us with number of outcomes; identifying issues/concerns alongside providing us with an improved understanding of the needs of our tenants. Whilst the programme is citywide, we are able to provide each District (broken down to Ward level) with

their own outcome report detailing the outcome of these visits. **Appendix 1.** The report also provides a number of case examples of the resulting action taken following these visits.

Phase 1 Trends

1. Safeguarding/ Vulnerable Tenants

Phase 1 has identified approximately **3,768** tenants where a form of vulnerability has been identified. These have ranged from low-level additional support needs (emotional support requested) through to more serious and complex safeguarding concerns (hoarding, ASB). All of these have resulted in either a referral to external support agencies or emergency action being taken to prevent further vulnerability.

Example 1: Vulnerable tenant living in a property with no utilities.

Visit to a tenant where no issues identified from preliminary checks of Northgate (no safeguarding or notes suggesting there were any concerns). During the visit it was noted that the property was in a poor state of repair, very dark and cold. When challenged, the tenant stated that the gas meter had been capped and that he had had no electricity or gas at the property in 14 years. The tenant was visiting local bookmakers and takeaways for food and warmth as he was also isolated with no family. The Visiting Officer immediately completed a referral to the Adult Safeguarding Panel to identify support for the tenant and arranged for the gas meter to be un-capped and utilities to be re-supplied as a matter of urgency. *Had this action not been taken: Our tenant would have been increasingly vulnerable*

Example 2: Vulnerable tenant due to hoarding

Tenant was highlighted by repairs contractor who had refused to carry out work in the property. Annual Visit took place with immediate concerns identified by the Officer (see photo's below). The Officer noted that in the event of a fire, the tenants would not have been able to easily escape the property due to the build-up of belongings in the main hallway. The property also did not have working smoke alarms fitted. The tenant stated that they were resolving this issue themselves; however it became clear that additional support would be required. The Visiting Officer made a referral to West Midlands Fire Service and the Tenancy Estate Management team who identified and referred the tenant to a hoarding specialist to ensure that a home fire safety assessment was carried out and the tenant was supported to safely remove the collection of items. *Had this action not been taken: The tenant would continue to live in a property which was known to be unsafe, endangering both theirs and their neighbour's lives by posing a significant fire risk.*



Example 3: Tenant experiencing Domestic Violence

During the visit, the tenant has disclosed to the Visiting Officer that they are experiencing domestic violence at the hands of her partner. Their children had witnessed this and the Police had previously been involved but the tenant was too frightened to take any action. T the visit, the Officer informed the tenant of what support could be offered and details of Women's Aid were discretely shared with them. An immediate referral was made to the Ward team who supported the tenant to seek alternative accommodation, away from her partner. *Had this action not been taken:* The tenant chose to make this disclosure because they felt safe with the Officer and at that moment; had the visit not taken place, the alleged DV had not been reported to us, we are unlikely to have become aware of this until a serious incident had occurred. We were able to support the tenant to seek their own accommodation away from this risk.

2. Social Housing Fraud

634 visits had fraud identified with referrals made to Birmingham Audit for investigation. At this time, no recorded enforcement action has been taken by Birmingham Audit as a result of these referrals. In addition to these referrals, a significant proportion of these were referred back to the local Tenancy Estate Management teams to investigate possible sub-letting, abandonments or other discrepancies identified during the visit. These were as result of Birmingham Audit identifying that there was insufficient evidence for further investigation.

As our housing stock becomes more valuable due to RTB and Welfare Reform, it is vital that as a landlord we actively engage with our tenants. This is a means of ensuring that our assets are managed but also that our tenants are in the correct properties and are not engaged in social housing fraud. All Visiting Officers were given training in supporting them to identify potential Social Housing Fraud which was delivered by Birmingham Audit.

The visits completed during Phase 1 brought a much lower number of referrals to Birmingham Audit than was anticipated. This is attributed to the fact that, despite a general viewpoint that a high number of our tenants are engaged in social housing fraud, it is in now our position that they are a minority. It is also acknowledged that the outstanding visits where we have not successfully gained access, a higher number of referrals are likely once these are targeted.

Example 1: Tenant not using their property as their main and principal home

Visit to a property (1 bed bungalow); identified that the tenant may not actually be living in the property and had not for 2 years prior to the visit. Rent arrears had also accrued. The Visiting Officer has referred to Social Housing Fraud who conducted investigations and identified that the property was not being lived in. Tenant was met with who confirmed this and subsequently signed a Notice To Quit. *Had this action not been taken:* The tenant would have continued to hold on to a property which they were not using, limiting opportunities for an applicant on a waiting list to live in, property would have likely fallen into a state of poor repair/upkeep (the gas meter was capped in Oct 2014), rent arrears would have continued to be accrued on the property.

Example 2: Tenant attempting to complete RTB whilst sub-letting

Tenant applied for RTB which initiated an Annual Tenancy Visit. When the Visiting Officer completed the visit, the tenant advised them that they had a job at a school and as a result they were now living in the school house and unintentionally sub-letting their council property. This was referred to Birmingham Audit at the same time as the Tenancy and Estate Management Team who carried out their own investigations resulting in the tenant completing a Notice To Quit and returning their keys. As a result of this, the RTB application was refused. *Had this action not been taken:* The tenant would have continued to sub-let our property, making a profit, before purchasing it and further reducing our available housing stock.

3. ASB

Asking this question is key to understanding whether our tenants are reporting issues of ASB if they are experiencing it, or if tenants are concerned about reporting ASB and therefore, don't.

Where ASB was identified during the visit (loud music, aggressive or abusive tenants) these are reported back to the local teams to commence an investigation. If appropriate a risk indicator marker is placed on the tenancy file to ensure that colleagues are aware of any risk. This type of action will reinforce that we will work to address ASB and resolve these issues, improving confidence in tenants to report.

Example 1: Tenant engaging in ASB at the time of visit.

Visit to a property where no issues were flagged in advance. As the Officer approached the address they became aware of very loud music – based on the volume they perceived that this was not an isolated incident. A male has answered the door and stated the tenant was not available; the Officer has reminded the male about the Conditions of Tenancy and the volume of the music. The male and a friend have become abusive so the Officer has reported the incident and left. A risk marker has been identified and put in place and the tenant issued with a warning letter about the noise and conduct of their friend. An investigation has also commenced to identify any further enforcement action to address this behaviour. *Had this action not been taken:* The tenant would have continued to behave in this way unless it had been reported to us (there is no recorded ASB at the location) and potential risk to staff and neighbours would have been undocumented.

4. Tenancy Breaches

2,019 tenancy breaches were identified during these visits. Ranging from the tenant not requesting permission for a satellite dish to serious breaches where gardens have not been maintained, unauthorised alterations have been carried out to the home or the tenant has abandoned the property.

It is vital that we are able to visit our tenants in addition to when they request a visit, or when one is required due to a reported issue. This reduces the number of RTB applications that successfully go through where they could have been prevented or transfers to our BMHT properties where there has been ASB or TEM breaches.

There remain approximately 10,000 visits left to be completed. Of these remaining visits, as with the Social Housing Fraud, we are likely to encounter a higher number of tenancy breaches from these visits as we are able to identify those tenants who are refusing access.

Example 1: Tenant of a 4 bed property but was not using this as main and principal home

During an attempted visit, there has been no answer and neighbours have commented that the tenant hadn't been living there for a considerable amount of time and had not been seen there recently. The property also looked run down. Referral was made to Birmingham audit who confirmed that the HB claim had been cancelled a number of months prior to the visit and the tenant did not respond to any letters. Abandonment process was also started by the local team with the tenant ultimately evicted due to substantial rent arrears. Whilst this created a void property, this is a valuable 4 bed home that the tenant was not living in.

5. Customer Satisfaction/ Involvement

The successful visits have re-enforced that the significant majority of our tenants found these visits to be a valuable opportunity to engage with Landlord Services. **26,509** rated the visits as 'Good' with only **71** finding them to be 'Poor'. One Officer was greeted by the tenant with "At Last!" having lived in the property for 46 years and never being visited by us in this way.

It has also been a valuable opportunity to collect customer feedback in relation to their homes, where they live and the services they receive. **14,374** rated the home they lived in as 'Very' or 'Fairly Good', **3,806** rated the neighbourhood they lived in as 'Very' or 'Fairly Good' and **3,694** the road, block or grove they lived in as 'Very' or 'Fairly Good'.

We were also able to identify tenants who were interested in becoming more involved in where they live. **458** showed an interest in their HLB, **255** in Estate Walkabouts/Assessments and **1,151** in becoming involved as a Block or Neighbourhood Champion. These tenants' details are referred to their local Tenant Participation Officer or TEM team to make contact with the tenant.

This information is feeding into the Street Scene Review to look at ways to improve on these ratings and identifying the trends.

There have also been opportunities to identify specific neighbourhood issues which have resulted in tenants being dissatisfied with services, taking appropriate action to resolve these.

Example 1: Tenants reporting longstanding dumped rubbish on communal area

During a visit, tenant highlighted an area of communal land that had been used to dump a large amount of rubbish, making the quiet area look untidy. It had been reported but had not been cleared up. Visiting Officer followed this issue up resulting in the area being completely cleared a short time later which they confirmed with the residents. *Had this action not been taken: The area would have remained an eyesore and potentially attracted further dumped rubbish*



6. Gardens

2,185 of the visits highlighted 'poor' or 'average' front and rear gardens. Whilst a very small number rated as 'poor', a high number were rated as 'average' – it is these gardens which are likely to deteriorate further if not addressed. These have been referred back to the TEM team to investigate and to support the Street Scene Review.

There are a number of reasons for poorly maintained gardens; tenants that can't due to vulnerability, age, disability and cost, and the tenants that won't.

We have strict Conditions of Tenancy to enforce tenancy breaches with gardens and need to make sure that this message is clearly shared with our tenants. However we also need to incorporate this with support for those that aren't able to manage their gardens (through the Vulnerable Tenants Gardening Scheme and the Trainee Programme) or by identifying more suitable accommodation.

Example 1: Overgrown garden

During a visit, the Officer has inspected the property and identified that the garden is extremely overgrown. The tenant is unable to tackle such a large garden as they are suffering from some mental health issues and had allowed the garden to become progressively more overgrown, making it now unmanageable. The tenant has previously been warned about the state of the garden but support is being identified to bring the garden to a manageable state and more suitable accommodation is being sought for the tenant, releasing a valuable family home.



7. Rent

18,171 visits covered the financial implications of welfare reform with a further **965** requiring welfare or debt advice. This information was used by the Welfare Reform Team to identify the data sets of those affected, supporting the approach to identify high-risk tenancies and the approach to engaging with these tenants.

Initial data suggests that 80% of our tenants had a Direct Debit facility but only 13% were using this to pay rent. Welfare Reform is putting the responsibility back in the hands of the tenants, many of whom have never had to budget for this. The result is likely to be an increase in rent arrears (**13,333** required advice regarding arrears arrangements) unless we can support the programme to educate our tenants around the consequences of Welfare Reform

8. Repairs

3,684 visits highlighted overdue repairs at the property. Based upon the extent of the repairs work being reported, or the potentially health and safety consequences, tenants were signposted or the Visiting Officer took immediate action to attempt to address the blockage. The visits also provided us with an opportunity to remind customers how to correctly report a repair and what they could and should not be reporting. This ultimately will reduce demand on the Repairs service by limiting incorrectly reported repairs.

Example 1: Tenant experiencing difficulty as a result of overdue repairs

Tenant visited in February 2015; it was identified that they were not able to use their living room due to a lack of suitable heating in the room. The tenant was vulnerable as they had health needs which were impacted by the lack of suitable heating. There were also a number of issues where the tenant had been attempting to get this resolved but due to some blockages (tenant had a form of heating in place although it was not suitable for them) and confusion over previous attempts to resolve it. The visiting officer followed this through with our repairs team who agreed to carry out an inspection and the property was fitted with a larger radiator which has enable them to again use their living room. *Had this action not been taken:* The tenant would have continued to not be able to use their living room, impacting further on their health needs, which could have resulted in a compensation claim.

9. Health and Safety

513 Health and Safety issues were identified during visits, with 5,302 requesting a Fire Safety Check (this will have resulted in a referral being made to West Midlands Fire Service). This is closely linked to the identification of vulnerability as a number of the health and safety issues are as a result of tenant's inability to maintain their property.

Smoke alarms are the responsibility of the tenant, unless there are mains operate alarms that we have installed in the property. This is a major health and safety risk to those tenants who choose not to maintain or install a smoke alarm – and also to surrounding properties.

The referrals made to WMFS allow us to identify vulnerability (age, mobility), request a Home Fire Safety Assessment and have working smoke alarms fitted. The feedback from WMFS is that those tenants referred have engaged positively- we have identified further improvements to this process which will enable us to track individual referrals in Phase 2, improving the partnership arrangement.

Any health and safety issues are recorded and reported to the teams responsible for maintenance or to the Tenancy Estate Management team.

Example 1: Tenant has raised H&S issue with their toilet being accessed through the kitchen

During the visit the tenant has raised that their child suffers from Type 1 Diabetes and has been told by their health worker that the toilet being accessed from the kitchen is unsanitary and could impact on her child's health. This was referred to the Contracts Work Officer who carried out an assessment and identified that this could be moved. This has been agreed and placed on the programme for the Kitchen and Bathroom refurbishment programme. *Had this action not been taken:* The health of the child could have been further affected and potentially resulted in an unnecessary Void property (as the tenant will have looked to move to another, more suitable property)

Example 2: Health and Safety issues highlighted due to the state of the property

Visit completed September 2015 and the property was in extremely poor condition as a result of the tenant's mental health issues and failure to maintain property. The tenant has never reported any repairs. Immediate referral has been made to the Tenancy Estate Management team to investigate, identify work to bring the property back into suitable condition and engage with support workers to support the tenant in finding more suitable accommodation. If the tenant does not engage then enforcement action will be taken as this is a 3 bed home.



10. Channel Shift

21,130 of the completed visits highlighted that these tenants were aware of the BCC Self Service Website and were able to access Council services online. **7,024** were not aware which gave us the opportunity to discuss this with them and actively promote the channel shift to accessing Council services online. It also reinforces the importance of getting out to our customers in their homes to ensure that we do not miss those tenants with less access to/ knowledge of the internet.

Phase 2 – A Targeted approach

Phase 1 has provided us with a solid foundation to look to move the focus from an 'annual' visit to targeted visits. Whilst the goal of one visit to our tenants every 12 months is desirable, the pressures faced by Landlord Services and the impact of welfare reform on our tenants mean that the programme has had to adapt for Phase 2. However, this does not move away from the ethos of visiting our most vulnerable tenants or tenancies which will create demand for us. A more focused approach will allow us to target these tenancies with a greater understanding of what we want to achieve from these visits. We do, however, want to ensure that those properties that we have yet to successfully complete a visit are also addressed. In the North quadrant we have sent

second stage appointment letters (**appendix 2**) to all remaining visits, and are preparing for the third and final letter before enforcement action is considered. In the South, East and West quadrant we are currently in the process of sending the second letter and third letters out to the outstanding visits.

It is important to note that these 'unsuccessful' visits are not solely the tenants' refusal to allow us access but a combination of the tenants availability (difficulty in co-ordinating a visit with work, school, other commitments), some teams taking a ward based approach (looking to complete visits in one ward before moving on to another) and also a lack of engagement (due to language barriers, misunderstanding the purpose of the visit, abandonment, tenancy breaches). It is the latter group which we will be aiming to target through enforcement as a priority once we are able to clearly identify them.

How we approach the timing of these visits will also be more flexible, taking into consideration our tenant's circumstances. This will enable us to further drill down to those tenants who are flatly refusing to allow us to visit and who we will pursue through a Conditions of Tenancy breach.

Mobile Solution/ Kirona Scripts

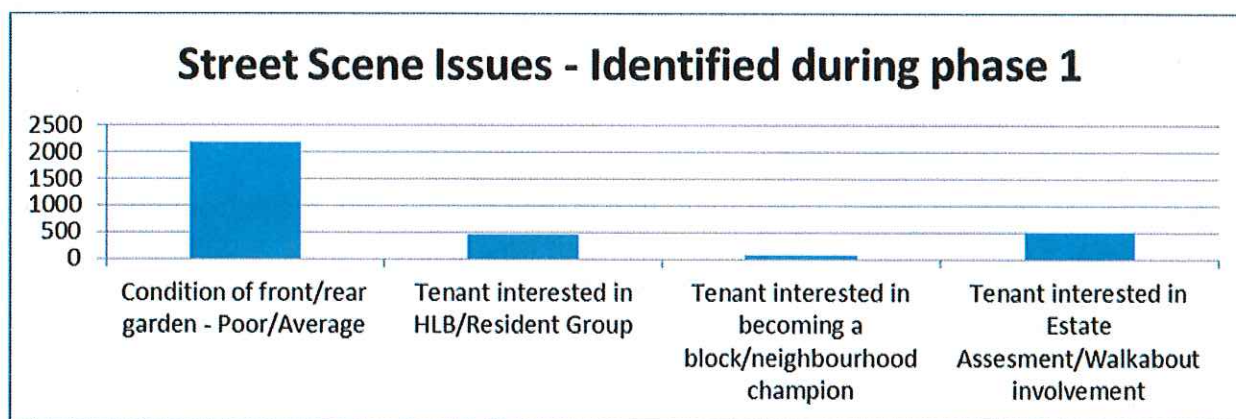
Phase 2 will also deliver an upgraded mobile IT solution alongside 'Task Manager' which will allow us to track the work generated by these visits more effectively from visit to local teams through to completion. A series of working groups will be programmed with colleagues in the Rent and Repairs service to understand the links with their service areas and promoting the concept of 'one visit for 10 reasons'. The implementation of Opti-Time will further support this by enabling us to co-ordinate a cross service approach, maximising resource availability and managing Officers time.

The scripts for these visits have also been updated, following evaluation of the Phase 1 script. Whilst Phase 1 asked a number of important questions, none of these were mandatory.

The new script contains **48** mandatory questions covering tenant details, rent account details including if the tenant has a Direct Debit, ASB, suspected Social Housing Fraud and also includes additional safeguarding questions. This will ensure that Officers are asking all of these important questions and that there is improved consistency across the visits. There is an understanding that, initially, this may result in an increase in demand (number of abandoned properties, tenancy breaches being identified) however these issues already exist and need to be addressed.

The key focus during Phase 2 will be:

1. Street Scene

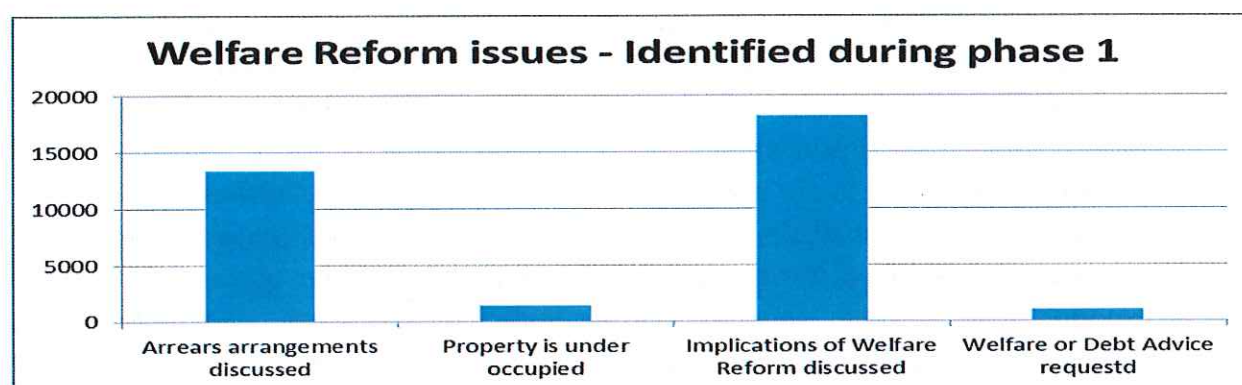


Building upon the work carried out through the Environmental Quality Surveys, this approach will compliment Place Based Management and focus on the tenancies where enforcement action may be required if issues are not addressed (Gardens and or/communal areas). During Phase 1, **4,787** of the successful visits involved the tenant being reminded of their responsibility to maintain their gardens and trees with **2,185** rating the front/rear gardens as 'average' or 'poor' with a further **4,787** advised about their responsibility to maintain gardens/tress . We will be able to actively target those addresses where gardens are not being maintained or the general appearance of the area is being brought down due to a tenant's property. This will involve face to face engagement with these tenants and tackle these concerns at the earliest opportunities, before expensive legal action is required and seeking to improve how our estates look.

This will work alongside the Vulnerable Tenant Garden Scheme (**564** of the visits identified a tenant who qualified) and the Trainee Programme to support those tenants who aren't able to maintain their gardens.

How will this be measured: Environmental Quality Survey scores improved, reduced demand on the local housing teams, expensive litigation prevented (number of tenancy breaches resolved within the team), numbers of tenants referred to the Vulnerable Tenants Garden Scheme.

2. Welfare Reform



Welfare reform will impact on a significant number of our tenants, and us as a landlord. We know that **6,348** of our tenants are currently affected by under-occupation, **13,279** council tax support, **40%** of all referrals for Universal Credit support from the DWP are from our tenants, and a further **7,441** are impacted by the Summer Budget (benefit cap and changes to tax credits). Reinforcing these numbers, **33,259** of the successful visits highlighted arrears, under-occupancy and the implications of Welfare Reform being raised by the tenants.

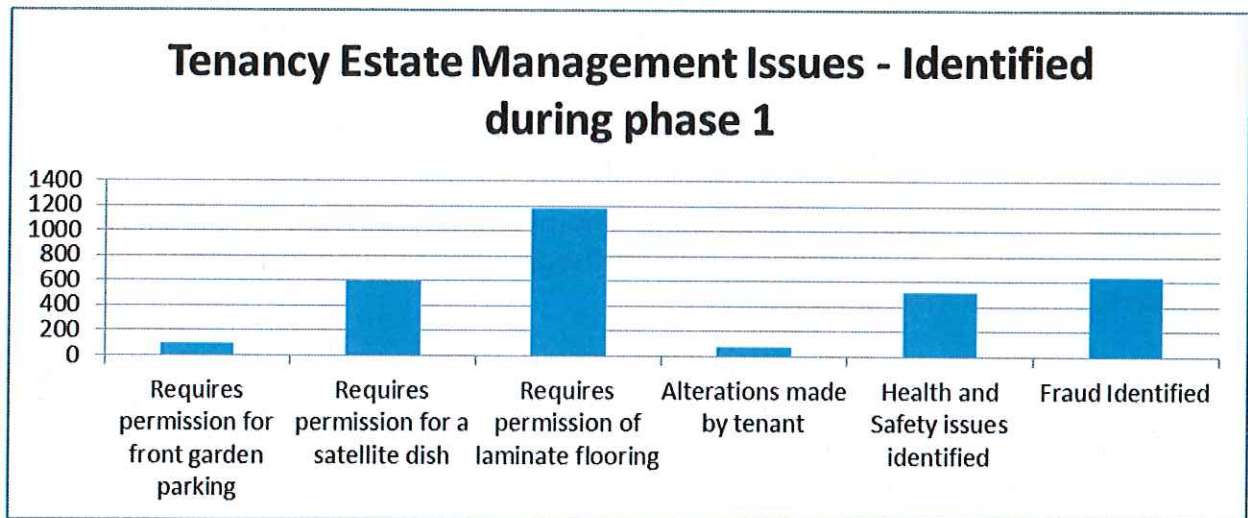
For the first time tenants will be responsible for making their rent payments, will experience multiple reductions in the amount of benefit they can claim and reduction in Housing Benefit claims. Current learning suggests that 58% of our tenants have no experience of maintaining clear rent account. Each of these will have significant impact on BCC unless we are pro-active in supporting our tenants. Impacts will be felt by increased rent arrears, increase the number of void properties where tenants are not able to or don't pay their rent and are evicted and further impacts on our already vulnerable tenants.

Tenants will also have more choice and freedom to access the private rented sector or buy their homes. If we are not supporting our tenants, they will simply seek housing elsewhere leaving us with a situation where we are housing only the most vulnerable tenants in properties which are not fit for their purpose. Unlike Phase 1 of the programme, we are

able to highlight those households most affected by welfare reform and target them directly to carry out assessments, identify support and triage.

How will this be measured: reduction in number of rent arrears enforcement action (legal actions, evictions), increased number of tenants signing up to pay rent by Direct Debit.

3. Tenancy Estate Management



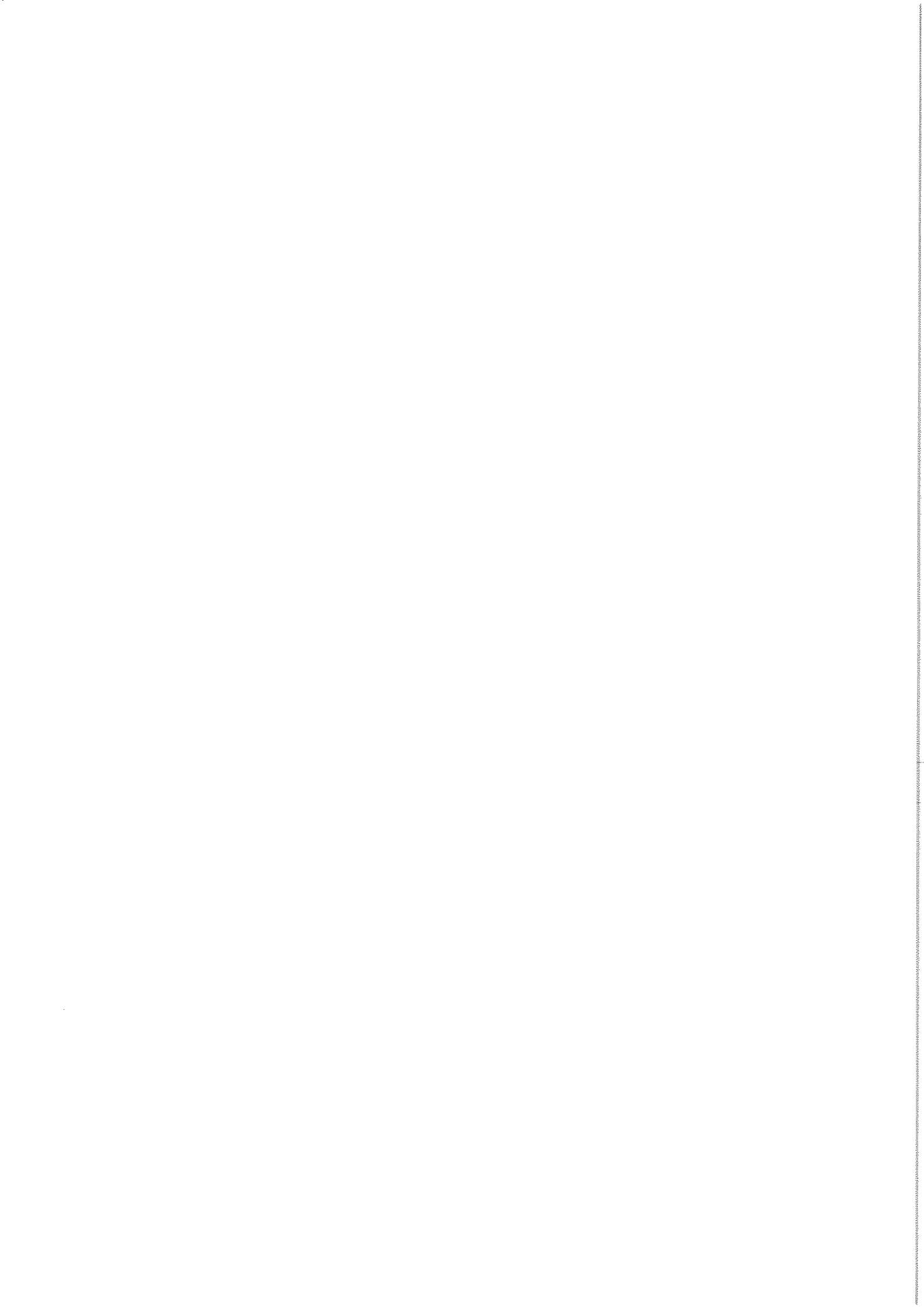
Our stock is our most valuable asset and is a limited resource. We therefore need to ensure that our tenants are maintaining them and we are actively managing their tenancy agreements. During Phase 1, **2,463** of the successful visits highlighted where the tenant had not obtained permission for satellite dishes, parking on a front garden, laminate flooring or other health and safety issues relating to the property. The majority of these issues would not come to our attention until expensive remedial works are required at void stage or when a tenant applies to transfer. This approach will allow us to actively target those tenancies where a change is being requested, a transfer application is made, there is reported ASB or other services are requested by the tenant (we have analysed the remaining visits of which **1,610** of those we have not yet successfully visited, are also on the transfer waiting list.). This gives us the earliest opportunity to identify under-occupancy, lodgers in occupation, Social Housing Fraud or other tenancy breaches. We will also be in a position to potentially stop a transfer application being made until the tenant resolves any tenancy breaches – something we are currently unable to do resulting in properties often being left in a poor state of repair and leaving BCC with the cost of making the property habitable.

How will this be measured: Number of Transfer Applications stopped due to identified tenancy breaches, expensive litigation prevented (number of tenancy breaches resolved within the team).

Contact Officer(s)

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Appendix 1



Repairs and Gas

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
447	Do you have overdue repairs?	N	793	579	830	849
		Y	202	98	123	137
447	Do you have overdue repairs?	Total	1990	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
455	Have you contacted Gas Team to confirm a service is due?	No	11	21	1	9
		Not Applicable	539	353	306	313
		Yes	81	123	126	174
		Unanswered	1319	1055	1086	1169
455	Have you contacted Gas Team to confirm a service is due?	Total	1950	1552	1519	1664

Vulnerable Tenants

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
445	Do you require support for Universal Credit?	N	270	210	34	94
		Y	13	3	4	10
445	Do you require support for Universal Credit?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
440	Does the tenant qualify for VTGS?	N	898	650	895	901
		Y	22	10	8	9
		Not Answered	1030	892	616	754
440	Does the tenant qualify for VTGS?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
445	Do you require adaptations?	N	950	633	919	955
		Y	88	50	44	40
		Not Answered	934	869	556	669
445	Do you require adaptations?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
474	Do you require any physical or emotional support?	N	282	211	0	101
		Y	7	4	39	2
		Not Answered	1661	1337	1480	1561
474	Do you require any physical or emotional support?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
476	Do you require any assistance with furniture?	N	281	209	38	99
		Y	7	5	1	4
476	Do you require any assistance with furniture?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
478	Do you require any support with dependencies?	N	0	214	0	0
		Y	289	1	38	104
		N/A	1661	1337	1481	1560
478	Do you require any support with dependencies?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
480	Do you require any other support?	N	883	635	860	894
		Y	95	48	93	60
		N/A	972	869	566	710
480	Do you require any other support?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
401	Are there any safeguarding issues?	N	601	464	884	909
		Y	3	1	3	6
		N/A	1346	1087	632	850
401	Are there any safeguarding issues?	Total	1950	1552	1519	1664

Health and Safety

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
432	Are there any H&S issues in property?	N	254	194	38	87
		Y	28	13	1	10
		N/A	1668	1345	1480	1567
432	Are there any H&S issues in property?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
454	Would you like a Fire Safety Check?	N	834	558	838	806
		Y	153	106	95	127
		N/A	963	888	586	731
454	Would you like a Fire Safety Check?	Total	1950	1552	1519	1664

Welfare Reform

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
414	Have you discussed Arrears Arrangements?	N	409	348	419	321
		Y	569	333	542	656
		N/A	972	870	558	687
414	Have you discussed Arrears Arrangements?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
416	Is the property under occupied?	N	5	0	1	4
		Y	632	470	916	856
		N/A	1313	1082	602	804
416	Is the property under occupied?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
419	Have you discussed financial implications of Welfare Reform?	N	476	424	348	356
		Y	489	259	608	574
		N/A	983	869	563	694
419	Have you discussed financial implications of Welfare Reform?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
472	Do you require any welfare or debt advice?	N	936	670	925	917
		Y	42	13	29	34
		N/A	972	869	565	713
472	Do you require any welfare or debt advice?	Total	1950	1552	1519	1664

Tenancy Breaches

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
438	What is condition of front garden?	Average	59	14	7	17
		Good	89	69	8	32
		Poor	5	1	0	0
		N/A	1797	1448	1504	1615
438	What is condition of front garden?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
439	What is condition of rear garden?	Average	63	22	9	16
		Good	86	87	5	32
		Poor	10	13	0	2
		N/A	1791	1430	1505	1614
439	What is condition of rear garden?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
441	Advised Customer on responsibility to maintain the garden?	N	50	98	12	15
		Y	191	117	14	67
		N/A	1666	1337	1488	1562
441	Advised Customer on responsibility to maintain the garden?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
442	Advised Customer on responsibility to maintain trees?	N	94	102	11	14
		Y	190	113	14	89
		N/A	1666	1337	1488	1562
442	Advised Customer on responsibility to maintain trees?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
451	Does the tenant need permission for laminate flooring?	No	108	151	11	52
		Not Applicable	64	33	20	23
		Yes	56	30	7	25
		Not Answered	1662	1338	1481	1560
451	Does the tenant need permission for laminate flooring?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
452	Does the tenant need permission for front garden parking?	No	167	132	15	67
		Not Applicable	107	72	21	31
		Yes	14	10	2	6
		Not Answered	1662	1338	1481	1560
452	Does the tenant need permission for front garden parking?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
453	Does the tenant need permission for a satellite dish?	No	169	157	16	63
		Not Applicable	67	35	19	29
		Yes	52	22	3	12
		Not answered	1662	1338	1481	1560
453	Does the tenant need permission for a satellite dish?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
430	Are there any alterations made by the tenant?	N	258	179	36	82
		Y	32	35	3	22
		N/A	1680	1338	1480	1560
430	Are there any alterations made by the tenant?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
403	Was there any fraud identified?	N	622	408	908	841
		Y	6	4	2	3
		N/A	1322	1082	609	820
403	Was there any fraud identified?	Total	1950	1552	1519	1664

Channel Shift

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
425	Are you aware of the BCC Self Service Web Site?	N	385	286	396	330
		Y	617	398	567	651
		N/A	948	868	556	683
425	Are you aware of the BCC Self Service Web Site?	Total	1950	1552	1519	1664

Customer Involvement

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
457	Block / Neighbourhood Champion involvement?	N	968	667	941	959
		Y	37	28	23	30
		N/A	945	867	555	675
457	Block / Neighbourhood Champion involvement?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
458	Estate Assessment / Walkabouts involvement?	N	276	212	38	97
		Y	13	3	1	6
		N/A	1661	1337	1480	1561
458	Estate Assessment / Walkabouts involvement?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
459	HLB / Residents Group involvement?	N	258	201	37	95
		Y	32	14	1	9
		N/A	1660	1337	1481	1560
459	HLB / Residents Group involvement?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
460	District Committee involvement?	N	281	214	38	102
		Y	7	1	1	1
		N/A	1662	1337	1480	1561
460	District Committee involvement?	Total	1950	1552	1519	1664

Customer Satisfaction

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
467	Overall how would you rate the home you live in?	Fairly Good	405	266	384	343
		Fairly Poor	48	39	53	55
		Neither Good nor Poor	70	42	50	42
		No Opinion	3	5	6	8
		Very Good	443	309	415	484
		Very Poor	31	23	47	49
		N/A	950	888	554	683
467	Overall how would you rate the home you live in?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
468	How do you rate the road / block / grove you live in?	Fairly Good	187	133	24	67
		Fairly Poor	17	15	3	5
		Neither Good nor Poor	24	20	2	2
		No Opinion	0	0	0	0
		Very Good	54	43	10	29
		Very Poor	8	4	0	1
		N/A	1660	1337	1480	1560
468	How do you rate the road / block / grove you live in?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
469	How do you rate your neighbourhood?	Fairly Good	203	139	25	66
		Fairly Poor	13	10	3	7
		Neither Good nor Poor	16	9	0	0
		No Opinion	0	0	0	0
		Very Good	53	56	4	28
		Very Poor	5	1	7	2
		N/A	1660	1337	1480	1560
469	How do you rate your neighbourhood?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
465	Are you aware of any ASB in your area?	N	949	633	931	953
		Y	58	51	32	40
		N/A	943	868	556	671
465	Are you aware of any ASB in your area?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
470	How do you rate the service your landlord provides?	Fairly Good	208	143	30	62
		Fairly Poor	18	23	5	13
		Neither Good nor Poor	0	26	0	14
		No Opinion	27	1	0	0
		Very Good	29	18	2	6
		Very Poor	7	4	2	9
		N/A	1661	1337	1480	1560
470	How do you rate the service your landlord provides?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
482	How do you rate this walk?	Average	44	19	46	64
		Good	926	659	882	876
		Poor	2	3	7	6
		N/A	978	871	574	718
482	How do you rate this visit?	Total	1950	1552	1519	1664

Appendix 2

Ref: AV02
Date

Dear **[INSERT TENANT(S) NAME]**

Annual Tenancy Visit - rearranged appointment

I previously wrote to you to tell you that I would be carrying out your Annual Tenancy Visit on the **[INSERT DATE]**. The visit was not completed as either no-one was home, or the visit was cancelled.

Therefore, I have rearranged your Annual Tenancy Visit to take place on:

[INSERT DATE AND TIME]

During the visit I will ask you, and any joint tenants, to provide proof of your identity. Suitable proof of identity includes: birth certificates, marriage certificates, driving licences, passports, and proof of benefits. Please ensure you have this ready.

Please contact me as soon as possible if this appointment is not convenient. My contact details are: **0121 303 7048, press option 5, then option 4.**

If you do not rearrange this appointment, and you are not at home when I visit you, then I will arrange one more Annual Tenancy Visit before I begin legal proceedings in order to gain access to the property.

Please do not hesitate to contact me in the meantime if you have any questions regarding the Annual Tenancy Visit.

Yours sincerely

Annual Visiting Team

North Housing Team
Perry Common Housing Office
560 College Road, Birmingham B44 0AY

Tel: 0121 303 – 7048 option 5 then 4
Website : www.birmingham.gov.uk

This is important. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقائك أو أقربائك ممن يتكلمون الإنجليزية أن يتصل بمكتب

الحي "نيبرهود أوفوس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

ARABIC

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এমন আপনার একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলেন। এরপর আমরা আপনার সঙ্গে সাফল্য করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রেটার রাখা হবে।

BENGALI

此事極為重要，如果你看不懂這份文件，請找一位會講英語的親戚或朋友代你接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

CHINESE

این اطلاعات بسیار مهم است. اگر محتوی این مدرک را نمی فهمید، لطفاً از یک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده میتواند خواهش کنید که از طرف شما بنیبرهود آفس یا هوزنگ تیم محل شما تماس بگیرد. بعداً ما برای شما مترجم فراهم می کنیم که باشما ملاقات کند.

FARSI

આ બાબત અત્યંત ગંભીર છે. જો તમને આ દસ્તાવેજમાં લખેલી બાબત ન સમજાય તો કૃપા કરી કોઈ અંગ્રેજી બોલતા મિત્ર અથવા સગાસંબંધીને તમારી સ્થાનિક નેબરહુડ ઓફિસ અથવા હાઉસિંગ ટીમનો તમારા વતિ સંપર્ક સાધવા વિનંતી કરો. પછી દુભાષિયા સાથે તમને મળવાની અમે વ્યવસ્થા કરશું.

GUJARATI

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁਡ ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

PUNJABI

داویر مهم معلومات دی. کہ تاسی پہ دی سند نہ پوهیږی نومهریانی وکړی دخیل یوملگري یا خپلوان نه چه په انگریزی ژبه خبری کولای شی غوښتنه وکړی چه ستاسی له خواستاسی دسیمی نیبرهود آفس یا هوزنگ تیم سره په تماس کی شی. بیا به مونږ ترجمان برابر کړو چه ستاسی سره کتنه وکړی.

PUSHTO

Tani waa muhiim. Hadii aadan fahmaynin warqadan fadlan waydiiso ruux saaxiibkaa ama qaraabadaada ah oo af Ingiriiska ku hadla inuu kuu waco xafiiska Dariska (Neighbourhood Office) ama kooxda guryaha asagoo adiga kumatalaya. Markaa Kadib Ayaan kuu balaminaynaa Turjubaan.

SOMALI

یہ دستاویز اہم ہے۔ اگر آپ اس دستاویز کو سمجھنے سے قاصر ہیں تو براہ کرم انگریزی زبان سے واقف اپنے کسی دو - یا رشتہ دار سے کہئے کہ وہ آپ کی جانب سے آپ کے مقامی نمبر ہوڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر آپ سے ملاقات کرنے کیلئے ایک ترجمان زبان کا انتظام کر دیں گے۔

URDU

Đây là việc quan trọng. Nếu quý vị không hiểu tài liệu này làm ơn nhờ bạn hay người thân biết nói tiếng Anh thay mặt cho quý vị liên lạc với đội nhà cửa hoặc văn phòng nhà cửa ở địa phương của quý vị. Chúng tôi sẽ thu xếp một thông dịch viên đến gặp quý vị.

VIETNAMESE

If you would like this form in large print then please call:

0121 303 7048 and then Option 5, then 4.