

## **Scrutiny Report** **Settling In Visits**

A desktop Scrutiny exercise was conducted with tenants to explore if Settling In Visits could be improved for the benefit of primarily tenants but also staff.

SIVs are generally carried out 2 months following a tenant signing up for the property and allows them time to get organised in their new home.

SIV Pack, recommended changes:-

- A FREEPOST envelope to be included to allow tenants time to contemplate and send in the New Tenancy Questionnaire, look at this being anonymous to get more accurate feedback.
- An incentive to be considered for both Qualifying Occupier and New tenancy Questionnaires to be returned
- Remove any duplicate questions / forms from pack e.g. Qualifying Occupier asks about Ethnic Origin and so does the Equal Opportunities questionnaire.
- Newsletter form will now change to opt in to receive a hardcopy of the newsletter rather than opt out to receive the newsletter via email. Electronic newsletters is now the default position. This will save money on production and postage costs and will cut down on paper usage and waste.
- Investigate whether the information gathered at a SIV can be done electronically to save staff duplicating work and if so preloading some information prior to the SIV to save time and make Fyen Homes look more professional.
- Get Involved Form and Membership Application Form to be looked at and revamped

The general feedback from tenants about SIVs is a positive one. Tenants commented as follows:-

- Good to have had some questions and Housing Officer was able to answer or find out for me
- Felt the visit was thorough, all questions were answered and had an informal, non-invasive feel
- Visit went well wouldn't change anything about it
- Visit was spot on
- Everything was fine with visit.

The process of SIVs is working well and the tenant feedback reflects this. The changes that are proposed are to the SIV pack and procedure of compiling the information.