



## Haig Housing Annual Visits: Our Policy

The Trust has a policy of carrying out annual visits to all of its tenants for the purpose of maintaining direct communication and a first class knowledge of tenants and their families.

Such visits enable the Trust to identify the health and well-being of its Tenants and any issues affecting their continued peaceful enjoyment of the property.

The policy has been formulated in direct response to an overwhelming request from tenants for face-to-face visits and as an opportunity for tenants to access services through a broad range of channels.

Any visits must comply with the Trust's Customer Service Standards and compliment the Trust's Tenant Involvement Strategy.

Any Agents, as part of their agreement with Haig Housing, are required to satisfy the annual visit procedures and the Trust's code of conduct which outlines the behavioural requirements expected when working with Haig Tenants.

## **PURPOSE OF THE ANNUAL VISIT**

The purpose of the Annual Visit is to check on or discuss:

- Tenancy/household details
- Changes in occupancy
- Health and whether there are any un-met support needs for action
- Continued suitability for the property in question
- Condition of property; whether there are any urgent issues or signs of deterioration
- Outstanding arrears or rent issues
- Tenancy concerns such as anti-social behaviour
- Tenant Involvement – Suggestions and local preferences of tenants
- Repair processes – Repairs items not covered by day to day procedure
- Maintenance – Improvements or estate-wide suggestions for planned works
- Risk items – Any issues that might create a risk to the Trust's property
- Safety– Any activities or hazards affecting the Trust's insurance cover
- Planned or estate-wide initiatives
- Any other relevant matters – Agreed in advance with Haig staff.

## **DURING THE VISIT**

Whilst conducting the annual visit, Staff are required at all times to:

- Produce a suitable identity card
- Work from a copy of the annual visit form
- Advise tenants of any processes for accessing services
- Follow the principles of the Customer Contact Procedure
- Be polite and courteous to the tenant and others
- Avoid the use of abusive or offensive language
- Give consideration to tenants who are elderly, disabled or otherwise vulnerable
- Cause minimum disruption to the tenant
- Advise tenants of any particular issues requested by the Trust Confirm the process for feedback to tenants
- Inform tenants of any unsatisfactory or urgent matters requiring attention

And should not:

- Engage in speculative discussion regarding Haig Policies
- Discuss time-frames for action other than to confirm any feedback period
- Discuss complex technical issues better dealt with by the Property Services Department