



# Tenancy Visit Policy

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## **1. Introduction**

- 1.1 The purpose of this policy is to outline the process by which East Devon District Council (“the Council”) will undertake tenancy visits to those tenants living in its housing stock.

## **2. Purpose**

- 2.1 Social housing is a valuable commodity that provides security and stability to people in housing need. The Council has a duty to ensure that its housing stock is properly managed and to make the best use of public resources.
- 2.2 To achieve this aim, the Council will ensure that it provides well maintained housing, which is suitable to the needs and aspirations of its tenants.
- 2.3 Tenancy visits provide a valuable opportunity to capture and update tenant profiles, as well as identifying unmet support needs, under-occupation, disrepair and tenancy fraud. In summary, tenancy visits are necessary to:
- (a) Update household information;
  - (b) Assess the condition of properties and take appropriate action where damage, disrepair, and matters relating to health and safety or hoarding are identified;
  - (c) Identify any support needs of the tenant or household member – including referring them onto specialist agencies for support;
  - (d) Identify tenancy fraud and other breaches of tenancy (e.g. unauthorised alterations);
  - (e) Identify households who are under-occupying properties and provide support if they wish to downsize to smaller properties;
  - (f) Identify issues that could relate to Safeguarding;
  - (g) Promote resident engagement and to foster good landlord-tenant relationships; and
  - (h) To enquire whether tenants would like to get involved in any customer focus groups/panels.

## **3. Consumer Charter Requirements**

- 3.1 As a registered provider of Social Housing, the Council has an obligation beyond just providing decent accommodation. The Council is governed by the Housing Regulator and is expected to adhere to the consumer standards and meet specific outcomes with respect to these standards.
- 3.2 The application of this Policy will ensure that the Council meets the required outcomes of the consumer standards, as outlined below:

### **1. Home Standard**

#### **1.1 Quality of accommodation**

Registered Providers will: -

- (a) Ensure that tenants' homes meet the standard set out in section five of the Government's Decent Home Standard and continue to maintain their homes to at least this standard.

## **1.2 Repairs and Maintenance**

Registered Providers shall:

- (a) Provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time.
- (b) Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

## **Tenant Involvement and Empowerment Standard**

### **Understanding and responding to the diverse needs of tenants:**

Registered Providers shall:

- (a) Treat all tenants with fairness and respect
- (b) Demonstrate that they understand the different needs of their tenants, including in relation to the equality standards and tenants with additional support needs.

## **4. Policy Objective**

- 4.1 To ensure that the Council meets its statutory and legal obligations, tenancy visits and property inspections are a necessary requirement to assist the Council in sustaining tenancies and maintaining the condition of its properties.
- 4.2 A tenancy visits will be conducted by housing staff in accordance with an agreed upon rolling program.
- 4.3 The tenancy visit will include carrying out a regular and comprehensive review of the tenant's circumstances to ensure that their housing needs are being met.
- 4.4 The Council also has an obligation to provide well-maintained housing of a suitable standard and tenancy visits are sometimes required to establish whether this standard is being met.
- 4.5 The Council will also prioritise tenancy visits as part of the rolling program based on identified risk factors. Where possible tenancy visits will take place at the same time as other visits, for example, fixed term tenancy reviews, in order to minimise workload and disruption to tenants.
- 4.6 Tenancy visits will be prioritised where tenants have had little or no contact with the Council for a significant amount of time. This will also ensure that all tenants receive minimum annual contact from the Council.

## **5. Support for High Risk Tenancies**

- 5.1 When housing staff identify safeguarding concerns, complex support needs or vulnerabilities as part of the tenancy visit they are to refer cases to appropriate agencies or departments without delay. This includes, but is not limited, to:

- (a) Tenancies that are at risk of failure;
- (b) Tenants who are not responding to multiple intervention attempts from housing services;
- (c) Circumstances where tenants are experiencing difficulties sustaining their tenancies. These tenants may have complex behaviours that prevent them from engaging with support services;
- (d) Tenants and household members exhibiting signs of self-neglect or welfare concerns; and
- (e) Tenants who have complex support needs, including mental health, drug and alcohol use, that require intensive support from a range of services to assist them in maintaining their tenancies.

## **6. Tenancy Fraud**

- 6.1 Under the Prevention of Social Housing Fraud Act 2013 it is a criminal offence to sub-let or part with possession of social housing. The Council will take appropriate action to ensure that its tenanted properties are only occupied by those with a legal right to be in residence.
- 6.2 Tenants will be asked to provide identification during the visit to ensure that the correct person is living at the property.

## **7. Staff Safety**

- 7.1 All housing staff are required to follow procedures to assess whether there are risks to their safety when preparing for and undertaking a tenancy visit. Most tenancy visits will not pose a risk to housing staff. However, housing staff are to assess the level of risk posed as part of organising a visit and shall work with the Estate Manager to control any identifiable risks.
- 7.2 Housing staff are to identify any potential risks or hazards with regards to:
  - (a) Individual behaviour of the tenant or household members;
  - (b) The property condition;
  - (c) Reports from third parties/agencies that may indicate a risk to housing staff, and
  - (d) Any known warning markers.
- 7.3 Where risks or hazards are identified, housing staff are to consult with the Estate Manager so risk control measures can be implemented. Warning markers are to be recorded and updated as necessary.
- 7.4 Housing staff must ensure that tenancy visits are diarised in individual calendars for all visits being undertaken and shall maintain regular contact with the Office. The following information should be available to the Estate Manager and colleagues:
  - (a) Mobile contact number;
  - (b) Address of the home visit;
  - (c) Anticipated time of arrival and departure; and
  - (d) Lone working procedures are being followed.

## **8. Tenants' Rights**

- 8.1 The Council acknowledges the tenants' right to privacy and quiet enjoyment of the property, but this right is to be balanced against the Council's contractual obligations and legal duties. This includes an obligation to ensure that the tenants' safety, health

and wellbeing are being preserved and to ensure that the property is maintained in a good state of repair.

### **9. Information and Confidentiality**

The information collected as part of the tenancy visit will be stored and maintained on our tenancy data base and processed in accordance with data protection legislation.

### **10. Performance Indicators**

The performance and effectiveness of tenancy visits will be routinely measured against a set of key performance indicators – particularly around meeting target times for visits to be conducted.

Performance will be reported to the Housing Review Board on a quarterly basis and the Housing Leadership Team on a monthly basis.

The Estate Manager will measure individual targets with Officers during 1-2-1 and PERs and shall also conduct a periodic audit of tenancy visits, these checks will be recorded and will be picked at random in order to get assurance that the Officers are effectively carry out the tenancy visits



**EAST DEVON DISTRICT COUNCIL**  
**TENANCY VISIT PROCEDURE**

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## **1. Introduction**

- 1.1 This procedure applies to all Council tenancies regardless of tenure.
- 1.2 Each tenancy will receive a Tenancy Visit at least every 2 years. This is to confirm:
  - (a) Whether the tenant is residing in the property;
  - (b) To collate information about who else may be living in the property;
  - (c) To identify any disrepair or maintenance issues;
  - (d) To establish whether there is any under occupation or overcrowding; and
  - (e) To capture up to date profiling information about the tenant and household members.
- 1.3 Any outstanding repairs, rent or anti-social behaviour issues can also be discussed during the tenancy visit. Officers will also have regard to whether there are any known or identifiable safe guarding concerns.
- 1.4 The tenancy visit will also provide an opportunity to ensure that the tenant is managing their tenancy satisfactorily and to obtain feedback regarding their home or where they live.
- 1.5 Each tenancy will receive a tenancy visits in the first 2 years of the tenancy commencing.
- 1.6 This procedure sets out guidelines for Estate Management Officers (EMOs) to follow when conducting tenancy visits

## **2. Prior to the Tenancy Visit**

- 2.1 The EMO must check the tenancy account to identify any warning markers on Open Housing to ensure that there are no cautionary measures they should take before visiting (for example, visiting in pairs).
- 2.2 The EMO will contact the tenant by letter or telephone (if there is a contact number) to make an appointment. The EMO will explain the purpose of the tenancy visit. It will also be used as an opportunity to conduct a property inspection.
- 2.3 The EMO will notify the tenant of the following: -

- (a) The reason and requirement for a tenancy visit;
  - (b) To advise who will be attending the property;
  - (c) To outline what can be expected during the visit, for example, what information will be requested from the tenant and recorded;
  - (d) To enquire whether there are any unmet support or communication needs, which may need to be taken into consideration before the visit; and
  - (e) To appoint a suitable date and time to undertake the visit.
- 2.4 As part of the tenancy visit, engagement with tenants will be managed with care and consideration. Where appropriate, consideration will be given to how the visit is conducted. For example, the tenant may request that a family member, support person or advocate is present during the visit.
- 2.5 The EMO will decide whether it is appropriate to conduct a visit in the absence of any family member, support person or advocate beforehand.
- 2.6 Where there is no contact number for the tenant, the EMO may elect to send a letter (Appendix 1) to the tenant appointing a date and time for the visit.
- 2.7 The EMO will print off the tenancy visit Form (Appendix 3) prior to the visit and will check Open Housing to see if there are any repair issues, rent arrears or anti-social behaviour issues.
- 2.8 Where a visit may present a threat to the safety and wellbeing of staff (for example, where the tenant has made threats to staff) consideration will be given to visiting in pairs.
- 2.9 Where the tenant is unable to engage with the EMO and there are legitimate concerns, for example, mental health issues preventing the tenant from engaging appropriately, the EMO will make the appropriate referrals to support agencies.

### **3. During the Tenancy Visit**

- 3.1 The EMO will wear their ID card at all times when visiting tenants.
- 3.2 The EMO will ask for proof of identity to confirm that they are the tenant. Two forms of identity (one photographic) and one evidencing proof of residence (Council tax bill, etc.) within the last 12 months will be required.
- 3.3 The EMO will take the tenant through the details on the tenancy visit form.
- 3.4 Where the tenancy is a joint tenancy, the EMO must confirm whether or not both tenants are in occupation.
- 3.5 The EMO will ask the tenant if there are any repair issues, which may not have been reported previously and will conduct a property inspection of the property.

- 3.6 Observations from the property inspection will be recorded on the tenancy visit form (e.g. overall condition of the property).
- 3.7 Where necessary, it may be necessary for the EMO to take photographs during the visit. For example, when a repair or maintenance issue has been identified or where unauthorised alterations/improvements have been made without prior consent being given. Before the photographs are taken, the EMO is to provide the tenant with the following information:
- (a) The purpose of taking photographs, for example, to assist the Council in documenting what is to be repaired or renewed;
  - (b) To visually record the general condition of the property; and
  - (c) If a decision is made to pursue a property damage claim for repairs owing to neglect, photographs may be used as evidence of the damage for recharge purposes.
- 3.8 If the tenant refuses to allow a property inspection to take place, the EMO will advise them of their contractual obligations under the tenancy and that legal action could be taken for obstructing that process. Time should also be taken to ask if the tenant has any general concerns/issues that are housing related- their response to this should be recorded on the form as an audit trail that at this date and time, this question was asked.
- 3.9 The tenant will be reminded that the loft space of the property should not be used for personal storage. The EMO will document whether the tenant is storing any goods in the loft space and will take action to address the issue, if so confirmed by the tenant.

#### **4. Follow up after visit**

- 4.1 After the visit has taken place, the EMO will file the tenancy visit form on the tenancy file located on the S/drive, if no concerns or actions have been raised.
- 4.2 Where additional information has been provided by the tenant that is not currently held on record, the EMO will ensure that that information is passed to the Housing Assistant who will then be responsible for entering the information on Open Housing.
- 4.3 Where the tenancy is a joint tenancy but one of the tenants has moved out or has died, the EMO will work with the tenant to make the necessary changes to the tenancy.
- 4.4 Where repair or maintenance have been identified during the visit, the EMO will refer any maintenance issues to Repairs for action.
- 4.5 Where the EMO has concerns that the person visited might not be the tenant, they will compare the information recorded on the tenancy visit form with information on internal records. In particular, the following checks must be carried out

- (a) Compare the tenant(s) signature(s);
- (b) Compare any photographic ID held on file;
- (c) Compare the names and dates of birth of the tenant(s); and
- (d) Compare the names and dates of birth of other occupants.

4.6 Where the EMO believes that person(s) occupying the property may not be the tenant(s) further investigations will be carried out as at paragraph 5 below.

## **5. Further investigations where there is doubt as to the occupant(s) identity**

5.1 The EMO will attempt to obtain further proof of identity from the occupant(s).

5.2 The EMO will check for any previous changes of tenancy that may not have been recorded or actioned correctly.

5.3 If there is any doubt as to the occupant(s) identity, the EMO will carry out further investigations such as speaking with neighbours or checking electoral records. The Council's Fraud department will also be notified.

5.4 Where the EMO is still not satisfied that the occupant(s) is/are the tenant(s) the case should be discussed with the Estates Manager.

## **6. No access for the Tenancy Visit and/or Property Inspection**

6.1 Where the EMO has not been able to gain access to the property for the purposes of conducting a tenancy visit, they will send a letter (Appendix 2) arranging another visit within 7 days. The letter will detail that access is required under the terms of the tenancy and that where access is denied, further action may be taken.

6.2 Where it is believed that there are occupants in the property are not the tenant(s), the case should be discussed with the Estate Manager to consider recovery of the property for abandonment and or non-occupation.

## **7. Legal Proceedings**

7.1 Where the Estate Manager gives approval for possession on the basis of abandonment/non-occupation, the EMO will complete the necessary legal paperwork and the Council's Solicitor will be instructed to issue a Notice to Quit and or Notice Seeking Possession on the tenant.

7.2 The ground for possession is Ground 1 but the Notice Seeking Possession may include any other relevant grounds and breaches of tenancy.

- 7.3 The EMO should seek advice from the Estate Manager and Council's Solicitor regarding the drafting of any Notices.
- 7.4 The Council's Solicitor will draft and approve the Notice to Quit and or Notice Seeking Possession after receiving the legal instruction.
- 7.5 Once approved, the EMO Officer will serve the Notice to Quit and or Notice Seeking Possession at the property by posting it through the letter box. A certificate of service will be completed.
- 7.6 The EMO will inform the Estate Manager and the Council's Solicitor if the legitimate tenant makes contact during the notice period.
- 7.7 If there is no contact from the tenant before expiry of any notices, the EMO will inform the Estate Manager and Council's Solicitor and possession will be sought.
- 7.8 Where attempts to conduct a property inspection has been refused by the tenant, the EMO and Estate Manager will give consideration to instructing the Council's Solicitor to apply for an injunction compelling the tenant to abide by the tenancy conditions and provide access.

## **8. Court application**

- 8.1 The Council Solicitor will complete the court paperwork upon the request from the EMO.
- 8.2 If a claim for possession is sought in the County Court, the Council's Solicitor will notify the EMO and Estate Manager of the Court hearing date once received.

## **9. The Court hearing**

- 9.1 Throughout the period up to the date of the Court hearing, the EMO will monitor the property continue with attempts to contact the tenant.
- 9.2 The EMO or Council Solicitor will draft a witness statement and file it at the court prior to the Court hearing date. The witness statement will give brief details of the tenancy and nature of the claim.
- 9.3 The EMO will attend the court hearing with the Council's Solicitor to give oral evidence, if so required.
- 9.4 At the hearing, the Court will be invited to make an Order for possession. An order for costs should also be asked for.

9.5 If for any reason the Court will not make an order, the Estate Manager will seek legal advice from the Council's solicitors.

## **10. Monitoring**

10.1 The Estate Manager will keep a record of all tenancies visited, including actions arising for auditing purposes. This will be recorded on Open Housing.

10.2 The Estate Manager will approve any decision to take legal action to repossess a property due to abandonment and or non-occupation.

10.3 The Estate Manager will monitor progress annually through regular key performance indicators.

10.4 The Estate Manager will periodically accompany EMOs on tenancy visits as part of quality monitoring and subject to continual review.

Date:

Direct phone: 01395 516551

Direct email: [Estatemanagement@eastdevon.gov.uk](mailto:Estatemanagement@eastdevon.gov.uk)

Our ref:

**APPENDIX 1**

[Insert address]

Dear [Insert Title] [Insert Surname]

**Re: Tenancy Visit Appointment**

East Devon District Council is committed to improving its Housing Management Service to its tenants and communities.

As part of our service, we plan to visit our tenants every two years. This is to ensure that the information we hold is accurate and up-to-date and that the property is being maintained in a satisfactory manner.

I am; therefore, writing to notify you of my intention to visit you at your home on [date] at [time].

During the visit, you will be asked to provide proof of identification. One of the following forms of identification is acceptable:

- Driving Licence
- Original Birth Certificate
- Passport
- NHS Medical Card
- Benefit Entitlement Letter
- HM Forces Certificate of Employment
- Gas, electric or water rates bill
- Wage slips from current employer
- Credit card statement
- Letter from Solicitor, Doctor or Social Worker
- Marriage certificate
- Bank statement within the last 2 months

You will have the opportunity during the visit to tell us about any concerns or difficulties you may have in managing your tenancy. If you are experiencing any difficulties we may be able to offer you advice or assistance.

If you cannot be at home at this time, please contact me to make alternative arrangements.

Yours sincerely,

[Insert Name]

Housing Officer – Estate Management

Date:

Direct phone: 01395 516551

Direct email: [Estatemanagement@eastdevon.gov.uk](mailto:Estatemanagement@eastdevon.gov.uk)

Our ref:

**APPENDIX 2**

[Insert address]

Dear [Insert Title] [Insert Surname]

**RE: TENANCY VISIT APPOINTMENT – NO ACCESS**

I tried to visit you on [date] as arranged to conduct a tenancy visit, but unfortunately, you were not at home again when I called.

This is the second time that we have attempted to carry out this visit. I must make you aware that it is a term of your tenancy to let us into the property.

Please would you contact me in the next 7 days to discuss this matter and to arrange a mutually convenient time for me to visit you at your home.

I can be contacted on telephone number [01395 \*\*\*\*\*] or email at [email].

If we are unable to gain access to your property we may have to consider taking legal action against you for breach of your tenancy agreement.

I sincerely hope that this is not necessary and look forward to your cooperation.

Yours sincerely,

[Insert Name]

Housing Officer – Estate Management





**APPENDIX 3**

**TENANCY VISIT CHECK FORM**

<b>Date of visit:</b>		<b>Name of Officer:</b>	
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<b>Tenancy type:</b> Secure / Flexible/ Introductory / Demoted	<b>Tenancy start date:</b>
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<b>Address:</b>	
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<b>Tenant 1:</b>			
<b>Title:</b> Mr/Mrs/Miss/Ms/Other		<b>Date of birth:</b>	
<b>First name(s):</b>		<b>Last name:</b>	
<b>Contact details:</b>		<b>NI Number:</b>	
<b>Home:</b>		<b>Work:</b>	
<b>Mobile:</b>		<b>Email address:</b>	

<b>Tenant 2:</b>			
<b>Title:</b> Mr/Mrs/Miss/Ms/Other		<b>Date of birth:</b>	
<b>First name(s):</b>		<b>Last name:</b>	
<b>Contact details:</b>		<b>NI number:</b>	
<b>Home:</b>		<b>Work:</b>	
<b>Mobile:</b>		<b>Email address:</b>	

<b>Details of other occupants:</b>						
<b>Title</b>	<b>First name</b>	<b>Last name</b>	<b>Relationship</b>	<b>DOB</b>	<b>Work status</b>	<b>Disabled Yes/No</b>

<b>Do you own pets?</b> Yes/No	<b>Please give details:</b>
-----------------------------------	-----------------------------

<b>Resident involvement:</b>
------------------------------

Is anyone in the household involved with any Residents' Association/Tenant Scrutiny Panels, etc.?		Yes / No
Would anyone in the household like to be involved?		Yes / No
Give details:		
Is anyone in the household involved in anything else with the Council?		
Give details:		
Would you like to be involved in anything else?		Yes / No
Tenant/Residents Groups		Estate Walkabouts
		Other
Can you think of anything that might improve the estate?		

Can you think of anything that might improve the services provided by the Council?	
--	--

Rent account:
---------------

Is the account in arrears?	Yes / No £	Is there a current agreement?	Yes / No £ per
Does the tenant want to set up a Standing Order or use AUDDIS(BACS)?	Yes / No	If yes complete Standing Order or refer to Rental for AUDDIS(BACS) set up.	
Does the tenant need to be referred to debt counselling, etc.?			Yes / No

Is contents insurance required?	Yes / No	If yes issue details
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<b>Anti Social Behaviour</b>
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Are you experiencing any anti social behaviour problems that we are not already dealing with?	Yes / No
If yes, complete ASB action plan	

<b>Are there any outstanding allegations of anti social behaviour relating to the tenant or members of their household?</b>	<b>Yes / No</b>
<b>If yes, discuss and record details of allegations/responses.</b>	

**Property Inspection:**

<b>Has the property been adapted for any disability?</b>	<b>Yes / No</b>
<b>If yes, give details:</b>	
<b>Has the tenant carried out any improvements?</b>	<b>Yes / No</b>
<b>If yes, give details:</b>	
<b>Did the tenant have permission?</b>	<b>Yes / No</b>
<b>Is the tenant storing personal belongings in the loft space?</b>	<b>Yes / No</b>
<b>External area: (if applicable)</b>	

<b>Location</b>	<b>Reasonable condition?</b>	<b>If no, why not? Eg rubbish / overgrown</b>	<b>Action agreed including timescales</b>
<b>Are there any vehicles parked within the boundary of the property or on the car park</b>		<b>Yes / No</b>	
<b>If yes, give details: eg (un)taxed, (un)roadworthy, number of, permission where appropriate...</b>			

**Any other issues raised by the tenant(s)?**

**Internal Area**

<b>Location</b>	<b>Reasonable condition?</b>	<b>If no, why not? Eg damage / untidy</b>	<b>Action agreed including timescales</b>
<b>Hallway / Stairs / Landing</b>			

<b>Lounge</b>			
<b>Lounge 2 (if applicable)</b>			
<b>Kitchen / Diner</b>			
<b>Bedroom 1</b>			
<b>Internal Area continued....</b>			

<b>Location</b>	<b>Reasonable condition?</b>	<b>If no, why not? Eg damage / untidy</b>	<b>Action agreed including timescales</b>
<b>Bedroom 2 (if applicable)</b>			
<b>Bedroom 3 (if applicable)</b>			
<b>Bedroom 4 (if applicable)</b>			

<b>Equality and Diversity</b>
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<b>Understanding your needs</b>	<b>Yes / No</b>	<b>Details (where applicable)</b>
<b>Are you or anyone else in your household registered disabled</b>		

Does any member of the household receive support from an external agency?		
Do you think any household member not currently receiving support needs it?		
Do you or anyone else have mobility issues?		
Do you require any aids and adaptations to your home? (complete Aids and Adaptations Request Form)		
Do you or anyone in your home have any sight or hearing difficulties?		
Do you have any other difficulties that might affect your ability to understand forms, letters we send you or your tenancy agreement?		
Understanding your needs cont...	Yes / No	Details (where applicable)
Do you have any mental health issues?		
Are there any other medical factors we need to know about?		
Is English your first language?		
Is there any other information you would like to tell us about?		

**How does the tenant(s) describe their ethnic origin?**

Description	Tenant 1	Tenant 2	Description	Tenant 1	Tenant 2
White British			Asian Bangladeshi		
White Irish			Chinese		
White Other			Mixed White / Black Caribbean		
Black African			Mixed White / Black African		
Black Caribbean			Mixed White / Asian		
Black Other			Mixed Other		
Asian Indian			Other / Own Description		

Asian Pakistani			Question Refused		
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**Which religious group does the tenant(s) belong to?**

Religion	Tenant 1	Tenant 2	Religion	Tenant 1	Tenant 2
Christian			Sikh		
Hindu			No religion		
Islam			Any other		
Buddhist			Question refused		
Jewish					

**To which of the following groups does the tenant(s) consider they belong**

Description	Tenant 1	Tenant 2	Description	Tenant 1	Tenant 2
Lesbian			Gay		
Bisexual			Heterosexual		
Prefer not to say			Transgender		

<b>Proof of ID (state what type)</b>	<b>Tenant 1:</b>	<b>Tenant 2:</b>
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<b>Signature of Tenant(s):</b>	<b>Tenant 1:</b>	<b>Tenant 2:</b>
--------------------------------	------------------	------------------

<b>Date:</b>		
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Officer's Notes	Date Actioned


<b>Office use only:</b>	
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<b>Do signatures match those on tenancy agreement?</b>	
<b>Proof of ID shown?</b>	
<b>Has household details been updated?</b>	
<b>Additional info entered onto Open Housing?</b>	
<b>Repairs entered onto Open Housing?</b>	

Date:

Direct phone: 01395 516551

Direct email: [Estatesmanagement@eastdevon.gov.uk](mailto:Estatesmanagement@eastdevon.gov.uk)

Our ref:

**Appendix 4**

[Insert address]

Dear [Insert Title] [Insert Surname]

**Re: Tenancy Visit**

Following my recent visit to your home, I am writing to confirm that your tenancy is being conducted in a satisfactory manner and I thank you for your cooperation.

Should you require any advice or support in managing your tenancy please contact me at the earliest opportunity on the above number and I will be happy to assist.

Yours sincerely,

[Insert Name]

Housing Officer – Estate Management

Date:

Direct phone: 01395 516551

Direct email: [Estatementagement@eastdevon.gov.uk](mailto:Estatementagement@eastdevon.gov.uk)



Our ref:

**Appendix 5**

[Insert address]

Dear [Insert Title] [Insert Surname]

**Re: Tenancy Visit**

I refer to the recent visit to your home, when it was found that your tenancy was not being conducted in a satisfactory manner.

At the time we discussed the area(s) for improvement and what would be required to bring your tenancy up to a satisfactory level. The details are shown below:

[Insert details]

I will call again on [date] at [time] to monitor the progress you are making. If this appointment is not convenient, please do not hesitate to contact me on the above telephone number.

I thank you for your cooperation.

Yours sincerely,

[Insert Name]

Housing Officer – Estate Management