

## Unit 2: The Expert Tenant

**Name of Learner** \_\_\_\_\_

**Learning Outcome 3:** *Demonstrate an awareness of inspection involvement*

**Level 1:** 3.3.2. **Identify** two sources of evidence tenants can use to illustrate a particular problem with the housing service that needs addressing.

**Level 2:** 3.3.2, **Suggest** appropriate sources of evidence tenants can use to illustrate a particular problem with the housing service that needs addressing.

*Notes to Learners:*

- Choose the one you want to do, either Level 1 or Level 2. **Discuss with your tutor what level you want to aim for.**
- Learners choosing Level 2 exercises will find doing the Level 1 answer useful for completing their work.
- Read the questions carefully and make rough notes if you like.
- Put your answers to **Level 1** on pages 2 to 3.
- Put your answers to **Level 2** on pages 4 to 7 and add extra sheets if necessary.

**Level 1: 3.3.2. Identify** *two sources of evidence tenants can use to illustrate a particular problem with the housing service that needs addressing.*

**Evidence 1**

**Evidence 2**

--	--

**Level 2:** 3.3.2, **Suggest** appropriate sources of evidence tenants can use to illustrate a particular problem with the housing service that needs addressing.

**Role Play:** For this task we want you to pretend that you are visited by the tenants of FlybyNight Housing Ltd, a newly transferred local housing company. The tenants tell you that they think their housing service is awful and they want changes. The landlord is due for an Audit Commission inspection in about 12 weeks. They ask you for your advice. Your job is to give them as much advice as possible by using your previous experience about Best Value.





