



*Cumbria Choice*

**Choice Based Lettings**

**October 2010**

**Issue 5**

## **April 2011 – Cumbria Choice Launch**



*After consulting, developing and agreeing the new scheme and its policies over the last 18 months, work is now underway to design the website that will operate Cumbria Choice.*

People from a number of partner agencies are working with Charlotte Ellard, Project Manager from Abris (the IT provider) to design the system for Cumbria.

There is an enormous amount of work to be done between now and April to ensure the system does what we want it to.

### **What will be happening:**

- Staff training on the new policy – November 2010
- Information to local agencies – December 2010/January 2011
- Testing of the new system to ensure it works in accordance with requirements – February 2011
- Wide spread publicity and promotion of Choice Based lettings – February/March 2011
- All current housing waiting list customers re- apply to Cumbria Choice January/February 2011
- Staff training on the operation of the ICT system – March 2011
- Website open and ready to use – April 2011

# Cumbria Choice Website

The website address is [www.cumbriachoice.org.uk](http://www.cumbriachoice.org.uk) but please note that it will not be available until April 2011.

Customers will be able to register on-line and search for properties. The website will show:

- Properties to let by Local Authority area, for the whole of Cumbria
- County wide moves available – for customers from any part of Cumbria
- Mutual exchange properties
- Private rented properties
- Low cost home ownership properties

Properties will be advertised weekly and customers will be able to bid from Thursday to Tuesday. They will bid:

- On the website
- By automated telephone line
- By text
- By phone to any local housing provider
- In person at any partner organisation office

Tenants from partner organisations have continued to give their time to help develop the scheme – making sure that it meets the needs of current and future tenants. They also ensure that the information given out to people about the scheme is clear and easy to understand.



The tenant Panel deciding on what are the most important standards for the scheme

## **5 Important Standards required by tenants**

1. Information about the scheme to be in a clear, easy to understand language.
2. Ability to access the scheme in a number of ways including; locally provided information in paper format, by text.
3. Clear timescales on how long each part of the process will take.
4. To have access to face to face contact with a housing adviser. An appointment system, with clear timescales, to be put in place if assistance is not available immediately.
5. The successful customer to be contacted within 24 hours after the 'Bidding' process has closed to be advised if their 'Bid' has been successful.

If you would like to know more about what is happening then please contact Denise Waller on 016973 44816 or [denise.waller@homegroup.org.uk](mailto:denise.waller@homegroup.org.uk)