



Cumbria Choice

Choice Based Lettings

June 2010

Issue 4

Consultation across Cumbria

Consultation on the Cumbria Choice Allocations Policy took place during March and April this year.

- Information was placed on all the Local Authorities and Housing Associations' web sites.
- Letters were sent to waiting list applicants, stakeholders, Councillors and Board Members.
- Tenants were consulted through the Tenant Panel and their tenant organisations.
- An online line survey of 26 questions was created

More Information?

If you would like to know more about the consultation process and feedback and/or see the final Allocations Policy, please contact Denise Waller, Project Manager denise.waller@homegroup.org.uk

☎ 016973 44816

What Did You Say?

Here are some of the comments received and the results from the questionnaire.

The views of the Tenant Panel:

- They prefer fortnightly property advertisements
- Local connection to an area is important.
- Care leavers should be given more priority

The views of the stakeholders:

- Care leavers should be in Band B not C
- There should be priority for young people wanting to get on the housing ladder.
- Supported accommodation is an expensive resource and people needing move-on should be given Band A priority
- Need to ensure that the exclusion policy is monitored and is consistent across the County
- Concern over future rural developments if properties in rural areas not offered to local people

The views of customers:

- Everyone should be equal whether they are homeless, disabled or just want a move.
- Many local people need realistically affordable housing.
- People that have no problems have no chance of getting any decent affordable accommodation in the area.
- Wheelchair users should be given priority for suitable property as this is very limited.

Changes made as a result of consultation

We listened to the feedback and revised the policy to take into account what was important to customers and stakeholders.

Here are some of the changes that the Project Group have made to the policy as a direct result of the consultation feedback

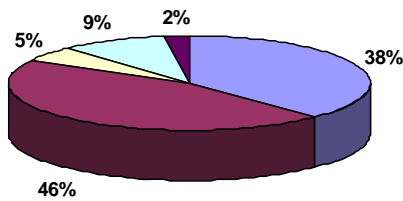
- Care leavers will be given more priority and will be placed in Band B.
- Priority will be given to people who take a homeless prevention option and take advice/action to prevent themselves becoming homeless.
- Some additional priority will be given to people in work and those making a contribution to their communities.

On Line Survey Results

There was a low response to the on-line survey, with only 95 people completing it. It is also recognised that as this was an online survey, questions referring to use of the internet as a method of contact skew the results. However, by analysing these results along with the results of consultation through other methods clear messages came through.

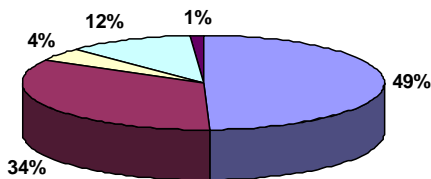
Here are the highlights of the results, if you would like a full set of results contact: Denise Waller, Project Manager denise.waller@homegroup.org.uk ☎ 016973 44816

Is it easy to understand how the new scheme will work?



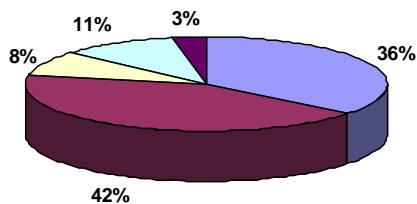
Strongly Agree Agree No View Disagree Strongly Disagree

Should priority be given to people with a local connection



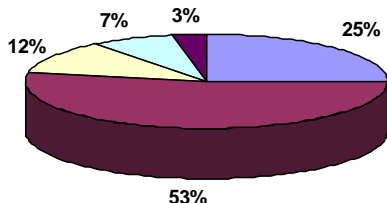
Strongly Agree Agree No View Disagree Strongly Disagree

Is housing need more important than waiting time?



Strongly Agree Agree No View Disagree Strongly Disagree

The new scheme will make it easier for people to apply for housing



Strongly Agree Agree No View Disagree Strongly Disagree

Top places properties should be advertised

Ranked in order of popularity

1. At Council and Housing Association offices
2. Internet
3. Through Specific Voluntary Agencies
4. In Library
5. In Local Newspapers

How often do you think properties should be advertised?

Weekly 72%
Fortnightly 28%

Top ways to bid

Ranked in order of popularity

1. In person at Council and Housing Association offices
2. Internet
3. Using an automated telephone system
4. By text
5. By letter