

Choice Based Lettings

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Brighton & Hove

What is Choice Based Lettings?

Far simpler and more transparent than the traditional points based system, it labels properties rather than people, encouraging active home hunting rather than point chasing.

- Complicated points can be abolished and replaced by ‘bands’
- Applicants needs are assessed and banded
- Clients become ‘homeseekers’
- Each property is advertised
- Applicants can apply for properties they are eligible for
 - *where* they want to live and *when* they want to move
 - to be near family/friends to provide or receive support
 - judge what is best for themselves
 - contributing to community
- Property offered to applicant waiting the longest



HomeWire

- 2001 ODPM Choice Based Letting Pilot
- Public information network of 18 touch screen kiosks:
 - To raise the awareness of the local housing situation
 - To empower people to look for housing themselves
 - To increase the transparency of our current allocations system
- 600-700 users per week
- Pilot phase ended March 2003
- ODPM targets
 - 25% of authorities must implement Choice by 2005. 100% by 2010.
 - Homelessness Act requires provision of applicant choice
 - E-government targets for online services by 2005

Advertising properties

- Available properties prepared and advertised weekly.
- We specify which type and how many properties are advertised to each band
- *OR* properties advertised to all applicants with eligibility within ad to discourage band ‘chasing’.
- **Additional info:** E.g “Priority is given to homeless applicants in B&B”. Properties for disabled use are marked accordingly.

2 bed flat	
	
RefNo. 930	
Location	Bridge Road, Neasden
Borough	Brent
Landlord	London Borough of Brent
Rent	£71.21
Features	Central heating. Easy access to Tesco Superstore. Homeless members will be given priority.





Available for home seekers only



Available for transferring tenants only



Available for homeseekers and transferring tenants



Sheltered housing property



Designated for people above this age



Minimum and maximum number of people who can live in the property



Floor level of property, if flat or maisonette



Number of bedrooms in the property



Mobility 1-3 - wheelchair use indoors and outdoors/for people who cannot manage steps or stairs and may use a wheelchair/for people only able to manage 1 or 2 steps or stairs

Advertising properties

- Methods
 - Internet
 - HomeWire kiosks
 - Free sheet or partnering with existing publications
 - Property shop
- Properties are advertised to type of applicant based on:
 - Type, size, location of property
 - Adapted for disabled use
 - Demand of priority applicants
 - Sustainability of an area
 - Local letting policies



[home](#)[properties](#)[login](#)[recent lets](#)

Property search results

Closing date for applications is Tuesday 12 August 2003

If you want to be considered for one of these properties [click here to log on](#)

2 properties found.



Property: 11380

MANOR ROAD
E15 3BJ
1 bedroom

Total Cost: £54.82

[full details](#)[show map](#)[local services](#)

Property: 11383

VICARAGE LANE
E15 4HQ
1 bedroom

Total Cost: £53.56

[full details](#)[show map](#)[local services](#)

Banding suggestions

Band A Emergency

- Transfers, medical conditions, decants
- Accepted homeless
 - in B&B, council temporary accommodation or private temporary accommodation nearing end of lease

Band B High priority

- Medical, harassment, threat of violence, overcrowding
- No tenancy, you have a dependent child, no bedroom and share other facilities.
- Move on from care or supported housing (18 year olds)
- Transfer from 3/4 bed to 1/2 bed
- Family breakdown



Banding suggestions

Band C Low priority

- Low medical reasons
- Insanitary conditions
- Move has been identified in a Social Services care plan.
- You are an elderly person moving to sheltered housing.

Band D All others

- All other tenants and homeseekers
- Accepted homeless in privately leased Temporary Accommodation



Bidding for properties

- Realistic aspirations: ‘trade-offs’ between housing priorities just as someone renting privately e.g. compromise on the type of property sought in favour of the location
- Can bid for more than one property:
 - Online form
 - Free phone
 - SMS text bidding
 - With officer or advocate
- Homeless/emergency clients could bid with a set period ‘priority card’
If a priority card has not been ‘played’, one statutory offer



Making an offer

- Automated list of bids per property
- Automatic/manual check eligibility/suitability
- Offer goes to homeseeker who has been waiting the longest
 - N.B Not homeseeker who bid first
- Homeseeker views property
- If refused offer to next bidder in that band



Reporting letting activity

Locata Feedback Report

Freesheet Issue Date	Advert Reference	Size	Property Type	Location	Bids	Letting Information		
						Priority Band	Priority Date	List (Member)
London Borough of Brent								
13-Jun-03	579	1 bed	Flat	Fielding House, Cambridge Road, Kilburn	103	B	11-Oct-02	Homeseeeker
13-Jun-03	607	1 bed	Flat	Chalkhill Road, BlackBird Hill	91	B	27-Sep-97	Homeseeeker
13-Jun-03	608	2 bed	Flat	Westfield Close, Grove Park Colindale	159	B	19-Dec-94	Homeseeeker
13-Jun-03	599	3 bed	Maisonette	Chalkhill Road, Blackbird Hill	251	B	24-Jun-01	Transfer
17-Apr-03	930	3 bed	Maisonette	Leadbetter Court, Melville Road, Stonebridge	73	C	23-Dec-96	Homeseeeker
27-Jun-03	780	1 bed	Flat	Victor Road, Kensal Green	129	B	08-Aug-02	Homeseeeker
27-Jun-03	781	2 bed	Flat	Deanscroft Avenue, Kingsbury	265	A	13-May-03	Homeseeeker
27-Jun-03	778	2 bed	Flat	Carlyon Court , Carlyon Road, Alperton	86	B	07-Apr-99	Homeseeeker
27-Jun-03	775	3 bed	Maisonette	Chalkhill Road, Blackbird Hill	120	B	20-Feb-03	Homeseeeker
30-May-03	412	2 bed	Flat	Coles Green Court, Coles Green Road, Cricklewood/ Neasden	62	C	22-Nov-95	Homeseeeker
30-May-03	411	4 bed	House	Shepherds Close, Uxbridge	104	B	09-Aug-02	Transfer

Helping vulnerable people

- 1-1 contact to help bidding for properties (particularly elderly)
 - Contacting clients with properties they have said they may like
- Supporting clients that do not bid for more than 6 months
- Delivery of free sheet to home
- Provision of phone bidding
- Accompanied viewings
- Large print, braille, audio tape, other languages
- Community internet training and access points
- Opportunity to pilot specific equipment/services e.g iTV/designated advocates





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Hãy đăng nhập tại đây nếu bạn muốn được xem xét nhà ở của Homesearch.

Xin hãy điền họ và số đăng ký nhà được cung cấp cho bạn bởi phòng nhà đất.

Họ

Số đăng ký nhà

Sau đó chọn ...

Log in

A partnership in Lewisham between [Beaver](#), [Family](#), [Hexagon](#), [Housing for Women](#), [Hyde](#), [London & Quadrant](#), [Patchwork](#), [Presentation](#), [SLFHA](#), [Ujima](#), [Wandle](#) and [Lewisham Council](#) and its agents [Circle 33](#), [JSS Pinnacle](#) and [WMS Haywards](#).

Choice & high demand?

- Advertising other properties
 - Private sector landlords
 - Fresh Start relocation
 - Available HOMES
 - HomeSwap
 - Other Sussex/south east housing providers
- Transfer led chains
- Strategy to privately leasing temporary accommodation
 - Frees up stock for general housing need



Improving the service

- Flexibility: developed based on B&H needs
- Providing transparent processes, info, advice and assistance
- Improving customer orientated services
- Increasing communication between 8 housing register partners and support/advice agencies
- Greater social-economic and ethnical neighbourhood mixes
 - Community long term stability
- Monitoring client activity in order to support and improve service



Improving the service

- Staff development
 - enhancing allocations IT system
 - web-based and general IT training
 - interpersonal and marketing skills
- Savings in time and money otherwise expended shortlisting and making offers, which might be refused.
 - Lower refusal rates long term
 - Lower void turn around times long term
 - Money can be put back into customer service and support, sustainability of tenancies



Thank you

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