

## Consultation Summary: questions for feedback.

This document summarises the proposals and actions detailed in the Homes 4 Wiltshire Review, and is intended as a summary document to be read in conjunction with the questions on the consultation feedback form.

### Question 1.

#### Access and Publicity

#### Section 6.2

##### Proposals:

- ⇒ Undertaking a piece of work to follow up with applicants who have not re-applied for housing.
- ⇒ To re-consider newspaper advertising, providing details to the landlords of costs and looking at how we can accommodate those raising concerns about the newspapers by direct mail out.

##### Actions:

- ⇒ Promote Homes 4 Wiltshire to all local agencies, providing training where requested.
- ⇒ Homes 4 Wiltshire team to work with Adult Care and Private Sector to develop the final aspects of the system allowing private rented and supported accommodation to be advertised to customers.
- ⇒ Promote the current Housing Options available through Homes 4 Wiltshire such as Low Cost Home Ownership initiatives.
- ⇒ Homes 4 Wiltshire staff to look at the numerous methods mentioned in 6.2.3 to publicise Homes 4 Wiltshire in newspapers, magazines and local information points.

### Question 2.

#### Refusals and advertising information

#### Section 6.3

##### Proposals:

- ⇒ Introduce a limited number of bids available each week
- ⇒ Introduce a limited number of refusals allowed
- ⇒ Enable applicants to select their first, second and third choices when bidding
- ⇒ Making photo's compulsory with any advert

##### Actions:

- ⇒ To look at the current information on the advert and consult with customers about if the information is useful, if not what would they like to see in the advert
- ⇒ Looking at the information in the marketing information box and liaise with landlords to look at if we need a consistent approach to the information provided here
- ⇒ Investigate into getting a large (potentially interactive) map put onto the website, will require liaison with Design and Print and Abrisas.

### Question 3.

#### Reducing process time

#### Section 6.4

##### Proposals:

- ⇒ To roll out the pilot to the remaining landlords on a permanent basis allowing shortlisting to be undertaken by the landlords with two sub proposals, either:
  - Landlord's shortlisting and sending matches for approval from Homes 4 Wiltshire. Homes 4 Wiltshire will ensure that landlords are applying their policies consistently.
  - Landlords shortlisting without input from Homes 4 Wiltshire with a spot check on 10% of all lets

##### Action:

- ⇒ Liaise with landlords regarding their advertising process; suggest landlords meet with other partners who are not experiencing the same problems to see if they can be alleviated.

### Question 4.

#### Local connection in villages

#### Section 6.5

##### Proposals:

- ⇒ To continue advertising rural properties openly for all applicants to bid for, or
- ⇒ To restrict a certain percentage of properties for applicants with a local connection only

### Question 5.

#### Status of private sector tenants

#### Section 6.6

##### Proposals:

- ⇒ Does the partnership need to consider introducing a new Private Rented category in the silver band for applicants living in private rented accommodation (regardless of whether or not it is suitable)
- ⇒ If it is agreed that a new category is introduced, should Private Rented count towards multiple needs

##### Actions:

- ⇒ Need to look into the total number of applicants on the housing register living in privately rented accommodation to see how many people could potentially move from Bronze to Silver

## Question 6.

### Waiting time

### Section 6.7

#### Proposals:

⇒ To consider if application date should override housing need?

#### Actions:

⇒ Would require further analysis or discussion to ascertain how this would work with platinum band or homeless applicants if implemented.

## Question 7.

### Information on winning bids

### Section 6.8

#### Proposals:

⇒ To change the recent lets data to display information based on the applicant who was actually successful

## Question 8.

### Marketing information

### Section 6.9

#### Actions:

- ⇒ Develop more information leaflets for customers, agencies and councillors
- ⇒ Liaise with the Learning Disability team regarding their Housing Options document
- ⇒ Develop an advertising directory, listing all locations where the advert can be accessed
- ⇒ Finalise the Scheme Guide and send to all new applicants with their Application Letter
- ⇒ Finalise the 2010 Newsletter for January/February distribution
- ⇒ Produce the stock leaflet that details all of the available stock with information of recent lettings to give customers more knowledge to make more informed decisions.

## Question 9.

### Customer Services

### Section 6.10

#### Actions:

⇒ Liaise to arrange training for Monkton Park and Milford Street staff

### Question 10.

#### Eligibility for property type

#### Section 6.11

Proposals:

- ⇒ To amend the system to enable customers to be given set property eligibility, therefore knowing what they are eligible to bid for.
- ⇒ To leave the system as it is, enabling customers to be given minimum and maximum bedroom eligibility but leaving the property type open to the landlord.

### Question 11.

#### The role of the landlords

#### Section 6.12

Proposals:

- ⇒ Landlords to conduct pre-void inspections to enable an indication of when the property will be available to be advertised with the property details.
- ⇒ Could adverts contain a projected “available for letting” date to guide bidders

Actions:

- ⇒ Monitor the refusal letters, ensure that customers are being given this information and the ability to appeal any decision made by a landlord

### Question 12.

#### Improved search facility

#### Section 6.13

Actions:

- ⇒ Liaise with Abris to ascertain if the search options can be amended and if so at what cost

### Question 13.

#### **Knowledge base for front line staff**

**Section 6.14**

##### Actions:

- ⇒ To ensure regular refresher training is provided to all staff twice a year
- ⇒ To ensure that customer service and library staff is updated with training on any changes to the IT system where relevant.

### Question 14.

#### **Allocation of Council Housing**

**Section 6.15**

##### Proposals:

- ⇒ Amend the Homes 4 Wiltshire policy to accommodate flexibility for Wiltshire Councils Housing Management and internal transfer arrangements.