



Choice Based Lettings Consultation

February 2009

In accordance with national policy, Bolsover District Council is changing the way it lets its properties to applicants on the housing waiting list. Rather than waiting for the Council to contact you with an offer of accommodation, you will be able to choose the properties you would like to be considered for from those becoming empty. This method of allocating properties is known as Choice Based Lettings.

As an applicant on the waiting list for accommodation, your views are very important to us. Please answer all the questions as fully as you can by crossing the appropriate boxes or writing your answer as applicable.

Please return your questionnaire by **Monday 1st March** in the pre-paid envelope provided. All returned questionnaires will be entered into a draw to win £25. It should only take you 5-10 minutes to complete.

Section 1: Your current application

Q1 How long have you been on the waiting list for accommodation with Bolsover District Council?

- less than 6 months 6 months to 1 year 1 to 2 years 2 to 3 years
- 3 to 4 years 4 to 5 years 5 to 6 years More than 6 years

Q2 Are you currently:

- Lodging A Bolsover District Council Tenant
- In private rented A Housing Association Tenant
- An owner occupier Other (please state)

Q3 How easy/difficult did you find the following: (please cross one box for each option)

- | | Very easy | Fairly easy | Neither easy or difficult | Fairly difficult | Very difficult | Don't know |
|---|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| Completing the application form | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Understanding the way the current housing allocation system works | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q4 Do you know how many points you currently have? Yes No

Q5 Do you understand how the total points are made up? Yes No Don't Know

Q6 How well informed do you feel about the progress of your application for housing?

- Very well informed Fairly well informed Neither Fairly uninformed Very uninformed

Survey Reference Number

Q7 What type of accommodation are you waiting to be allocated?

		1	2	3	4
	Bedsit	Bedroom	Bedrooms	Bedrooms	Bedrooms
House			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Bungalow		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sheltered Accommodation	<input type="checkbox"/>	<input type="checkbox"/>			

Q8 From the following options, what is the single most important reason you are wanting to move? (please choose ONE box only)

Set up home with partner	<input type="checkbox"/>	Family size	<input type="checkbox"/>
Live independently	<input type="checkbox"/>	Better local facilities (doctors, shops etc.)	<input type="checkbox"/>
Anti-social behaviour/neighbourhood problems	<input type="checkbox"/>	Move to a more affordable home	<input type="checkbox"/>
To be nearer a relative	<input type="checkbox"/>	Education (self or child)	<input type="checkbox"/>
Family breakdown	<input type="checkbox"/>	More desirable area	<input type="checkbox"/>
Local employment	<input type="checkbox"/>	Health reasons	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>		

Q9 How interested would you be in being able to find out the following information whilst waiting for accommodation?

	Very interested	Fairly interested	Neither	Not very interested	Not at all interested
How long applicants may have to wait	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Which areas have properties becoming available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How many applicants have been re-housed recently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of property types allocated over the last year listed by area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other information (please state)					

Section 2: Choice Based Lettings

Q10 Properties becoming empty will be advertised for applicants to express an interest in. Before you consider whether or not you are interested in a property what information would you like to see about the property on the advert? (choose as many as apply)

Photograph	<input type="checkbox"/>	Total rent payable	<input type="checkbox"/>	Type of heating	<input type="checkbox"/>
If there is a garden	<input type="checkbox"/>	Off road parking	<input type="checkbox"/>	Facilities nearby	<input type="checkbox"/>
Cooking gas/electric	<input type="checkbox"/>	Internal layout	<input type="checkbox"/>		
Other (please state)					

Q11 Properties will be advertised using the following methods. For each one please indicate how likely you are to use this method to express your interest in a property.

	Very likely	Likely	Unlikely	Very unlikely	Not sure
In person at a contact centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Text message	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 How likely are you to use the following to search for available properties?

	Very likely	Likely	Unlikely	Very unlikely	Not sure
Property pages in the contact centre or other locations around the borough.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Designated website on the Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sign ing up to a mailing list (for a fee)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					

Q13 To what extent do you agree/disagree that: (please cross one box for each statement)

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Don't know
I would be less likely to want to move in the future if I have chosen my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advertising properties would encourage me to look at other areas I have not previously considered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel Choice Based Lettings will give me more choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Further Details

Q14 Do you have access to the Internet? (please cross all boxes that apply)

Yes No

Q15 Did you have support from other agencies in making your application for housing? (please cross all boxes that apply)

Social Services	<input type="checkbox"/>	Probation	<input type="checkbox"/>
Connexions	<input type="checkbox"/>	Age Concern	<input type="checkbox"/>
Health Services	<input type="checkbox"/>	Youth Service	<input type="checkbox"/>
Sure Start	<input type="checkbox"/>	Women's Aid	<input type="checkbox"/>
LINKS	<input type="checkbox"/>	Community Mental Health Team	<input type="checkbox"/>
Mind	<input type="checkbox"/>	Other (please state)	
None of these	<input type="checkbox"/>		

Q16 Do you think you will need support in the future?

Yes No

Q17 Would you be interested in participating in an awareness session to find out how the new system will work? Yes No

Survey Reference Number

If you would like to take part in the prize draw please provide your name and contact details:

Name

Phone
number

E-mail

Address

Thank you for completing this questionnaire.

**Please return this questionnaire in the pre-paid envelope
provided by Monday 1st March 2009**



All personal information provided to Bolsover District Council on this survey and the equalities monitoring form accompanying it, will be held and treated in accordance with the Data Protection Act 1998. It will only be used by Bolsover District Council for the purposes of this Choice Based Lettings consultation.