

We asked...

customers to feedback on two proposed changes within the lettings policy

70
of you
got
involved

two proposed changes:

1. applicants having a **local connection** when **applying for homes**
2. changing our focus to **customers benefit entitlements** rather than income & expenditure

what did you say & what changes will we make using your feedback?

90% agree we should **focus** on an applicants **benefit entitlement** to check they can they can afford the rent. You felt it would reduce decrease arrears and reduce mental stress due to debt

ACTION - we will support customers to ensure they are claiming all entitled to benefits

TARGET DATE - immediately

10% of you were worried that **Backlogs** at the **DWP/Government Aid** could cause a delay to **benefits** affecting an applicants urgent housing need

ACTION - our support teams will use the DWP and UC online portals to reduce delays. An automated text will be sent out to new tenants through our inhouse system to update their journal if on UC

TARGET DATE - immediately

73% agree with our proposal to introduce a '**local connection**' for applicants. You felt it would help to **strengthen family support** & show our commitment to assist vulnerable customers.

ACTION - this will be included in the new policy

TARGET DATE - February 2022

27% of you were worried a **local connection** would stop **applications** from people escaping **domestic violence, abusive relationship, divorce** etc

ACTION - we will work closely with the Local Authority and legislation for assistance

TARGET DATE - currently in place

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80% of you were happy with how we let our homes

