

Title of Consultation

Review of the Lettings Policy

Month / Year

November 2018

Service Area

Neighbourhoods



Why did we need feedback from our Tenants and Customers?

As our Lettings Policy is a key customer facing policy which sets out how we allocate our homes. It was important for us to seek customer views around the Policy to ensure it was fit for purpose and for customers to advise whether they agreed with the priorities to be adopted when allocating specific property types. One particular view we were keen to explore was around customers views on housing children in flats above ground floor, something not currently covered in our Lettings Policy.

How did we get the feedback from our Tenants and Customers?

We identified specific aspects of the Lettings Policy that required reviewing where our customers could have a genuine impact and help to improve the service. An online survey link was sent out to 359 customers. It was also text to 136 customers and posted out to 176 customers. The engagement team also completed surveys over the telephone with a number of Plus Dane Voices. We had 82 responses to our survey which provided some great feedback to help shape the policy.

What did our Tenants and Customers say?

- 86% of customers agreed that families with dependent children should be prioritised for family homes above single applicants.
- 95% of customers agreed that bungalows should be prioritised to applicants with a ground floor medical need.
- 82% of customers agreed that due to the practicalities of living with young children in flats, would you agree that, if there are no applicants with health/care/support needs for a ground floor flat, that preference should be given to families whose children are under 5 years old.
- 86% of customers agreed that we should try to avoid, where possible, housing families with young children under 5 years old in flats above ground level.
- 97% of customers agreed that Plus Dane should advise a family who are 3 to 6 months away from requiring an extra bedroom to wait for a larger property to become available, rather than house them in a property that they will considered overcrowded within the first twelve months of their tenancy.

What changes are Plus Dane going to make using this feedback?

Following the consultation with our customers we will be using the feedback to help support and shape the new Lettings Policy.

The existing Lettings Policy did not specifically state which type of home (house / flat / bungalow) a customer would be eligible for. Plus Dane will now add a specific section to our policy to highlight the priority award we will adopt.

1. Families with dependent children will be prioritised for family homes.
2. Applicants with a ground floor medical need will be prioritised for bungalows.

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3. If there are no applicants with health/care/support needs for a ground floor flat, preference will be given to families whose children are under 5 years old. Plus Dane will avoid where possible housing families with young children under 5 years old in flats above ground level.
4. Plus Dane will advise a family who are 3 to 6 months away from requiring an extra bedroom to wait for a larger property to become available, rather than house them in a property that they will considered overcrowded within the first twelve months of their tenancy.