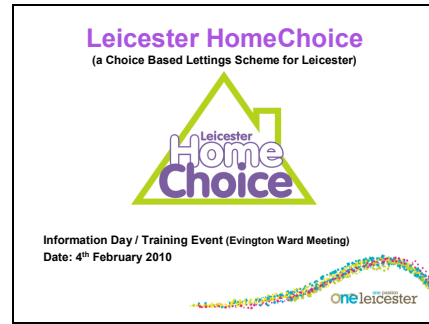
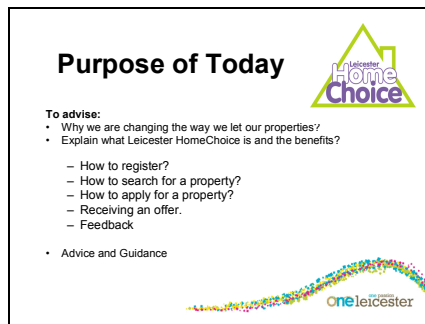


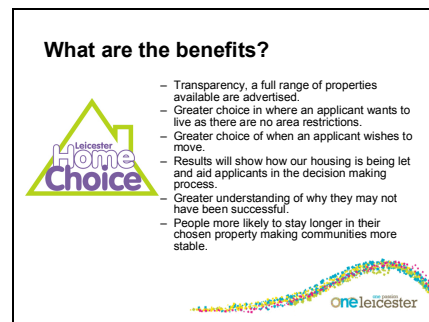
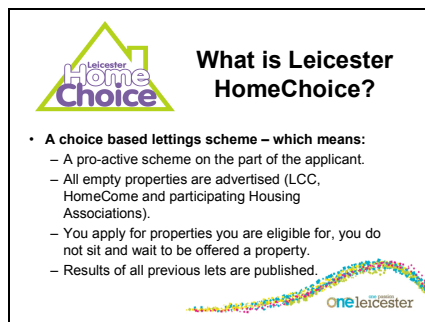
Slide 1,2



Slide 3,4



Slide 5,6



Slide 7,8



How to Register



- Already on the LCC Housing Register – We have written to current applicants.
- On a Housing Association register but not on the LCC Housing Register - You must make an application to join.
- New applicant - you must make an application to join the register.
 - Application forms available from:
 - » Housing Options Centre, NHOs, Customer Services and in future Partner Housing Associations.
 - » Forms Downloadable from web site.




Searching for a property.




- Property Shop at Housing Options Centre
- Web Site
- Leicester HomeChoice Vacancies Sheet
 - Available from NHO Offices and Customer Service Points on request.
 - E Mailed to agencies and Housing Associations
- Interactive Television Services (Digital TV)

Free internet use available at:

- Libraries
- Housing Options Centre, Phoenix House
- Neighbourhood Housing Offices in the future.




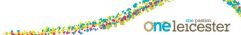
Slide 9,10



Methods of applying for a property

By using 1 of the 4 following methods:

1. Through the Leicester HomeChoice Web site.
2. By the automated phone system.
 - Including use of free courtesy phones in NHOs and Customer Services.
3. By text.
4. Through interactive television services – digital TV.

What you need to apply for a property

You will need:

- Your housing application reference number.
- Your security pin number.
- The property advert reference number.

– Can apply for up to 3 properties a week.




Slide 11,12

Applying for a property - 1



- By using the Internet – the Leicester HomeChoice Web Site at:
 - www.leicesterhomechoice.co.uk
- Follow on screen instructions.
 - Use log in button, enter HA Ref. Number and security pin number.
 - Eligible properties appear on screen.
 - Choose your 3 properties in preference order.




Applying for a property - 2

- By phone – 0116 216 9777
 - Local rate call charges apply.
 - You will need to call from a touchtone phone (one with * and # buttons) to be able to use this service.
 - Follow the instructions carefully.
 - Priority use is to apply for properties.
 - Will also have the ability to:
 - Change a property choice/choices
 - Check housing application details
 - Be put through to an operator.




Slide 13,14

Applying for a property - 3

By Text – 07624 806960

- You will need to input your:
 - Housing Application reference number followed by:
 - Security pin number followed by:
 - Advert reference number (up to 3 can be input at any one time in priority order) all separated by the hash # symbol.
- Each text will replace the previous one, so all choices must be entered in each text.





Applying for a property - 4

By Interactive Television Services (Digital TV)




- A micro-site that works like a simplified website.
- Additional access channel for the public available 24/7 available through your interactive TV, mobile phone and Nintendo Wii.
- Allows us to display information
- Allows applicants to apply via this method.
- Allows 'harder to reach' groups without internet access to find information about our service and contact us.




Slide 15,16




Interactive TV – cont...

- Service has potential to address digital exclusion for those groups currently hard to reach.
 - Over 30% households do not have access to a personal computer and the internet.
 - 17% of houses with cable or satellite do not have internet access.
 - 90% of the adult population owns a mobile phone.
 - All TVs in Leicester switch to digital by 2011.

How does it work?

- The site can be accessed in the following ways:
 - Through Sky
 - Through Virgin Media
 - Mobile phone with WAP/Internet
 - Through Nintendo Wii (with broadband connection)
 - Through Freeview (with broadband connection)


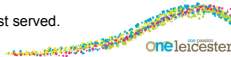
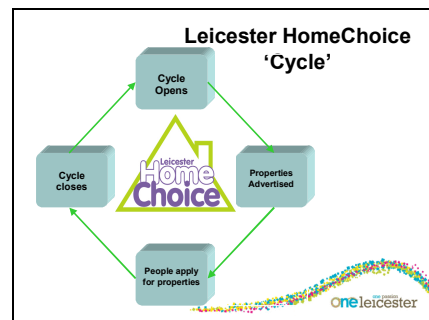




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When can I apply?

Advertising Cycle:

- Opens Wednesday 6am
- Closes Monday midnight of the following week
- Not first come first served.

Slide 19,20


Receiving an Offer




- Shortlists produced.
- Applicant considered for offer is the one that is in most need of housing.
- Take part in escorted viewing.
- Must accept / decline after escorted viewing completed.
- Accept – Invited to sign exchange of contracts.
- Refuse – Next person considered for offer and so on.
- 3 offers refused in rolling 12 month period we will contact applicant and investigate.
 - If unreasonable referred to HOC



Results - feedback




- On a regular basis we will report properties that have been let in the vacancies sheet on the website, details will include:
 - Property advert ref.
 - Property details
 - Number of people applied for each property
 - Points levels offered on.
- This information will show how we let our properties. It will show the number of people who applied for each property which will give a better idea of how long you may have to wait to be offered a property if a similar one would become available.

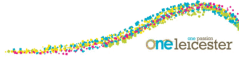


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Advice and Guidance



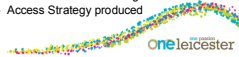
- If applicants need help we can:
 - Explain how to use Leicester HomeChoice.
 - Provide information in other languages and formats.
 - Help with filling in an application form.
 - Provide information on other housing options such as mutual exchanges, private rented etc.
 - Put people in touch with agencies who may be able to provide further support.
 - Allow a family member or support worker to apply for properties on their behalf.



Inclusion Strategy




- Identifies potential vulnerable persons
- Identifies methods by which we as an authority can redress potential access issues for them such as:
 - Use of icons in adverts.
 - Use of browsaloud software on the web site.
 - Consultation with various groups in relation to web site structure and design.
 - Re-design of housing application form
 - Numerous points of access across the city
 - Numerous methods of applying for properties etc.
 - Feedback and monitoring
 - Access Strategy produced

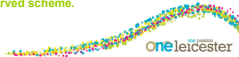


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Key messages to take away



- Process change, not a policy change – points remain.
- Proactive involvement on the part of the applicant.
- No more additional properties (although one point of access for social housing in Leicester).
- No re-advertising unless shortlist runs out.
- Monitoring and contact of those not taking part in the scheme.
- Not a first come first served scheme.




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Thank You - any Questions



Slide 25

Contact Details:



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- E Mail: chl@leicester.gov.uk
- Web Address: www.leicester.gov.uk/homechoice

