

## Purpose of Today

- Provide an overview of Leicester HomeChoice
  - A choice based lettings scheme – a simpler more flexible way of offering social housing properties where the applicant plays an active part in the process.
  - **Benefits**
    - Transparent
    - Gives good information, advertises all empty properties
    - Informs decision making
    - Shows results of lets
    - Efficient use of housing stock
    - Don't sit and wait for an offer – actively participate
  - Policy remains the same, based on need
  - No additional housing but more visible housing
  - Government target end of December 2010.

**one leicester**

## Step 1

**Fill in an application form.**

- Available from:
  - Downloadable from the LHC web site
  - Pick up from the Property Shop at Housing Options
  - Request by telephone 0116 252 7008
  - Visit your local Neighbourhood Housing Office
  - Visit a Customer Service Centre

**Fill in form and return in order to participate in the scheme.**

**one leicester**

## Step 2

**Get your registration number**

- **If eligible to go on the housing register you will be sent a registration number followed by a security pin number. (Target to register 10 days)**

**Keep these safe and use them when applying for properties.**


**one leicester**

## Step 3


**Look for and choose a property**

- We will advertise all Leicester HomeChoice properties, you can view them at:
  - The LHC web site
    - Free at Libraries – book a slot
    - Free at NHOs and Community Centres - planned
  - Property Shop at Housing Options Centre
    - Kiosks, PC and display boards
  - Interactive television services
  - The weekly vacancy sheet
    - Various access point across the city

**one leicester**





## Step 4




### Apply for your chosen property

- Once you have found a property you like you can apply at
  - The web site
  - The automated telephone line – local call rates apply
  - Interactive television – broadband connection
  - By Text
  - Property Shop, using the kiosks, PC's and by phone
  - At NHO via courtesy phones
  - Customer Services via Courtesy phones
  - Libraries, via a booked internet slot
- You will need your HA ref No; Security Pin No; and the Property Advert Reference No.







## Step 5



### We will offer each property




- We will make a list of all the people who applied for each property .
- We will contact the successful applicant to offer them the property.
- If you have not heard within 7 working days of the deadline it is unlikely you have been successful.
- If you refuse your offer we cannot guarantee that you will receive one of your other property choices. On refusal of an offer your application will become live again and you will be able to apply again in the following week.

## Step 6

### Look at the results

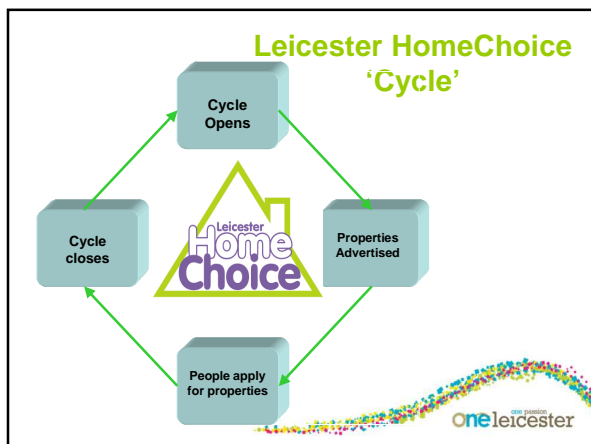
- We will provide regular results to show how the properties are let. ie. Size, Type, Number of people interested on the web site and in the vacancy sheet.
- This will help decide what properties to apply for and where.


## When can I apply?



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

## How many properties can I apply for each week?



- Can apply for up to 3 properties a week.
- After 3 refusals in a rolling 12 month period you will be placed on reduced points. A further 3 offers may be allowed depending on refusal reasons.
- Homeless cases are encouraged to use all 3 of their choices each week - if they do not this will be done automatically for them.



## Help and Advice



- Housing and our partners will:
  - Explain how to use the scheme.
  - Advise where you can access the scheme.
  - Advise where properties are advertised.
  - Help filling in application forms.
  - Provide the guide in different languages/formats.
  - Provide information on other housing options.
  - Put people in touch with agencies who may be able to assist.
  - Allow a friend/family member or support worker to apply on your behalf.
  - Assess vulnerabilities and provide appropriate assistance to participate in the scheme.



## 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 means more housing is visible).
- 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.



## Documents Available



- Leicester HomeChoice Guide
  - Translated into 7 languages
- A Quick Guide to LHC (steps 1-6 included in guide)
- Access Strategy
- Access Map
- Inclusion Strategy (derived from EIA)
- Frequently Asked Questions

All documents will be available in PDF format and are downloadable from the LHC website.



one passion  
**one**  
leicester

**Thank You - any Questions**

## Contact Details:



- Suzanne Collins: Property Lettings Manager
- Tel: 0116 221 1110
- E Mail: [cbi@leicester.gov.uk](mailto:cbi@leicester.gov.uk)
- Info Web Address: [www.leicester.gov.uk/homechoice](http://www.leicester.gov.uk/homechoice)
- LHC Web Address: [www.leicesterhomechoice.co.uk](http://www.leicesterhomechoice.co.uk)

