



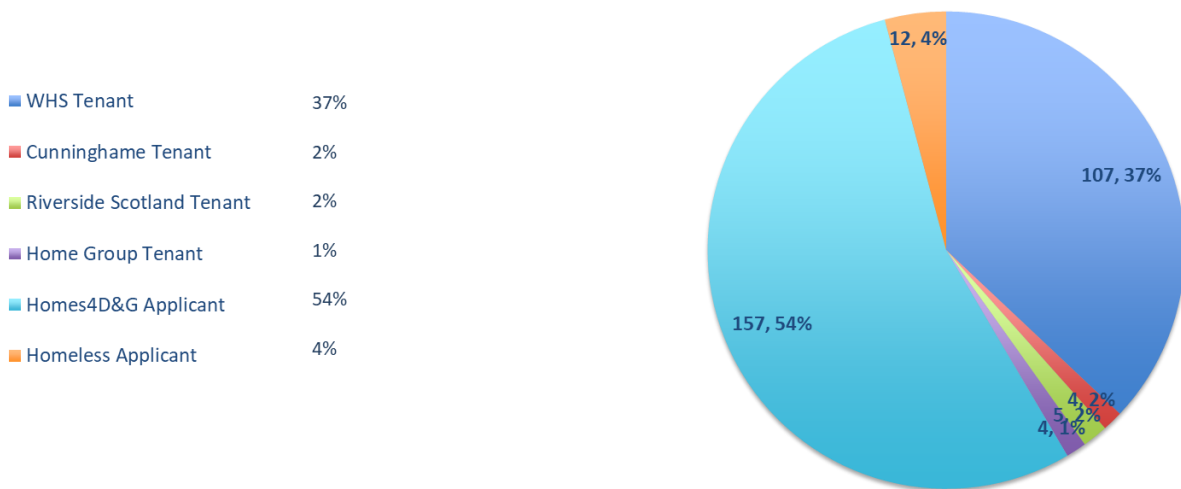
Response to the Homes4D&G Allocations Policy Review 2022

Homes4D&G consulted with customers on the way they apply for housing and how homes were let. The consultation took place over a six-week period during June and July 2022.

Throughout the consultation period, over 14,690 consultation documents were sent to customers with links and QR codes to an online survey. There was also an option for customers to receive a hard copy of the survey if needed. There was a six-week social media campaign, with five posts on Facebook reaching over 21,000 people. Links to the survey were also added to the Homes4D&G and Wheatley Homes South websites.

On behalf of Homes4D&G, Wheatley Homes South held nine customer focus groups, both online and face to face. A total of 108 customers booked onto these sessions, of which 72 customers attended. Customers who preferred not to participate were also offered individual phone calls.

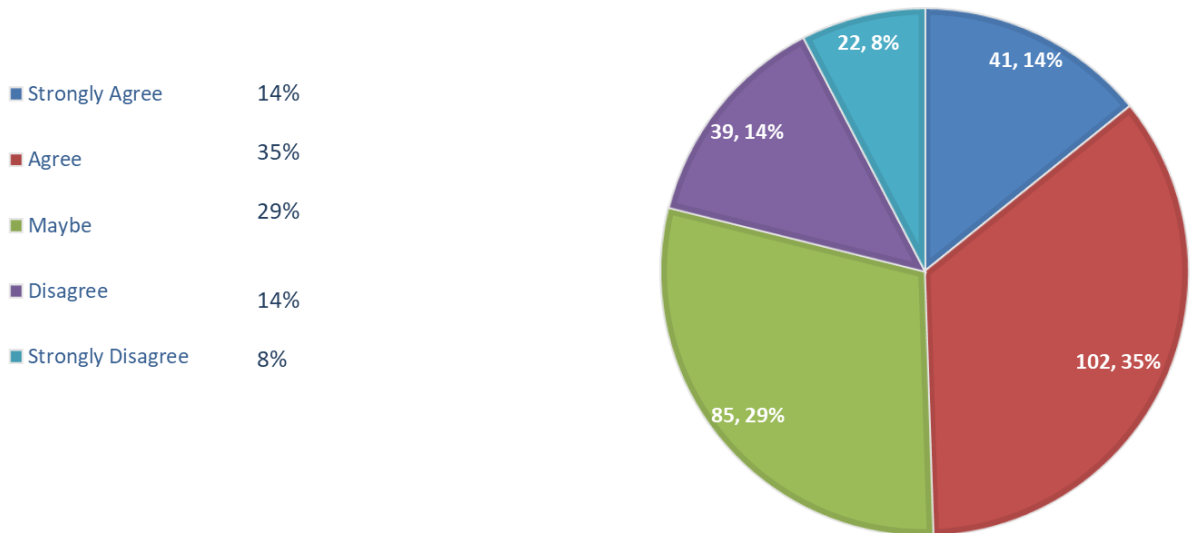
A total of 289 customers from all categories responded to the anonymous online survey. The breakdown of those completing the survey was:



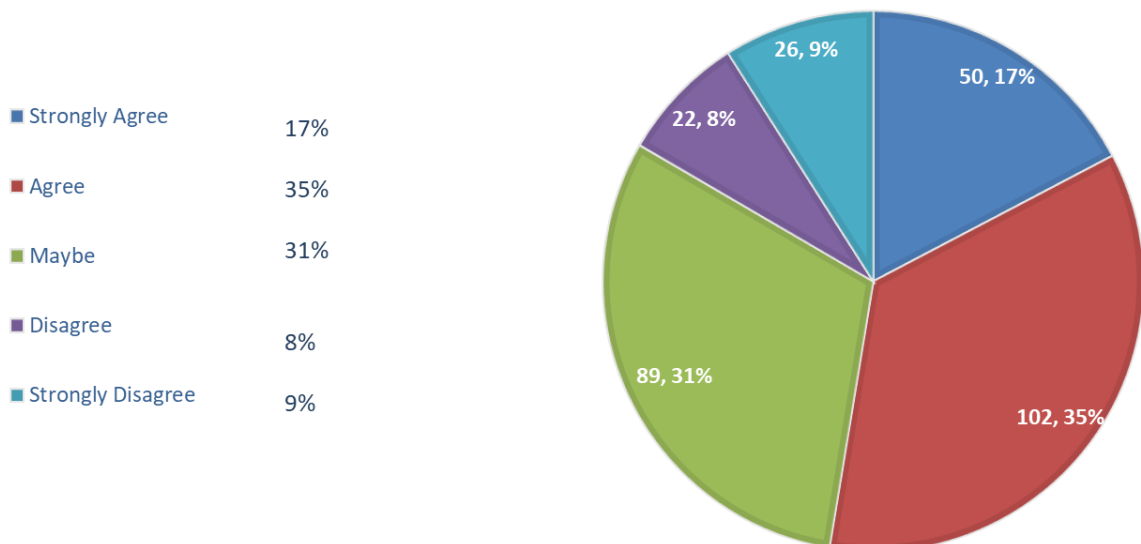
The survey consisted of 19 questions focussed on a proposal for transformational change to the way Homes4D&G allocate homes. This would include matching customers with the greatest need for rehousing to a suitable home and enabling all other customers to place notes of interest in available homes advertised on a new Homes4D&G housing information, advice and letting website.

The five main questions were:

Do you agree or disagree that our proposed allocations policy will achieve outcomes that help tenants and applicants better understand their chance of being offered a home and, where necessary, be supported to consider alternative housing options?

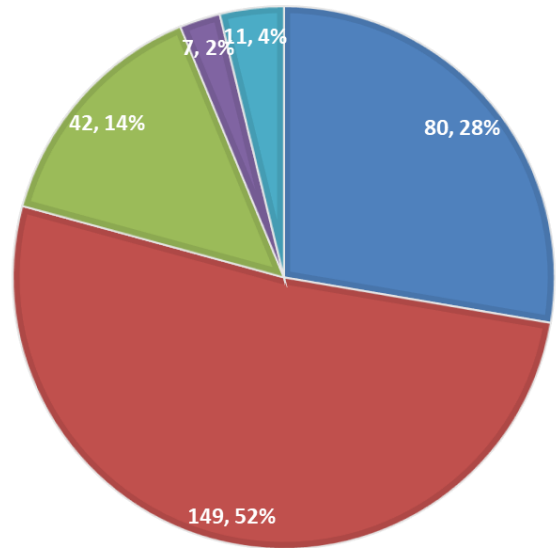


Do you agree or disagree with our proposal to remove 29 points categories and replace with a new housing need priority banding approach, with 9 bands, to better reflect customer circumstances?



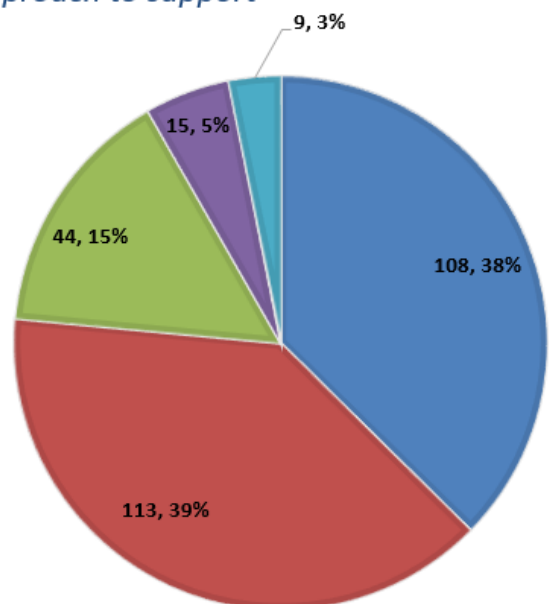
Do you agree or disagree with our proposed approach of offering a choice based letting service where customers can tell us which homes they are interested in living in?

■ Strongly Agree	28%
■ Agree	52%
■ Maybe	14%
■ Disagree	2%
■ Strongly Disagree	4%



Within our proposed policy we would like to change our overcrowding criteria for all tenants and applicants by reducing the age at which a child is entitled to a room of their own. Do you agree or disagree with this approach to support young people to have space to study and develop?

■ Strongly Agree	38%
■ Agree	39%
■ Maybe	15%
■ Disagree	5%
■ Strongly Disagree	3%





Stakeholder responses

Homes4D&G contacted 85 stakeholders, local authorities and Registered Tenant Organisations with a separate consultation. Eight stakeholders responded to the survey.

Question	Agree	Disagree	Neither Agree or Disagree
Matching most at risk customers	8	0	
Advertising available homes to allow customers to place notes of interest	7	0	
Replace existing 29 categories with 9 bands	7	0	1

Next steps

All comments were analysed and the Homes4D&G Housing Information Advice and Letting Policy will be updated to reflect the outcome of the consultation. An updated Housing Information Advice and Letting Policy will be presented to all Partner Boards and the new policy and website will launch in Spring 2023.