Appendix 4 – Outcome of proposals considered as part of the Homes 4 Wiltshire Review:

Proposal	Responses	Partnership Recommendation
Question 1 – Access and Publicity		
Undertake a piece of work to follow up with applicants who have not re-applied for housing	Yes – 2 No – 6	Disagree with recommendation – instead concentrate on improved marketing of Homes 4 Wiltshire
Re-consider newspaper advertising, providing details to the landlords of costs and looking at how we can accommodate those raising concerns about the newspapers by direct mail out	Yes – 9 No – 4	Agreed to establish a Marketing Working Group to consider general marketing issues and resource implications
Question 2 – Refusals		
Introduce a limited number of bids available each week	Yes – 11 No – 10	No change recommended as goes against the principles of choice
Introduce a limited number of refusals allowed	Yes – 16 No – 2	Agreed that if an applicant unreasonable refuses 3 offers on properties for which they have bid, they will be "demoted" to the Bronze band for a period of 6 months
Enable applicants to select their first, second and third choices when bidding	Yes – 9 No – 3	Postpone decision until outcome of further discussions on Question 3 is known
Make photographs compulsory with any advert	Yes – 18 No – 1	Agreed, but giving landlords a period of 6 months to build up a portfolio and not in exceptional circumstances
Question 3 – Reducing process time		
To roll out the pilot to the remaining landlords on a permanent basis allowing shortlisting to be undertaken by the landlords with two sub-proposals, either: • Landlords shortlisting and sending matches for approval from Homes 4 Wiltshire. Homes 4 Wiltshire will ensure that landlords are applying their policies	Yes – 21 No – 5	Agreed to defer this decision until after the next Partnership meeting, at which feedback from a full evaluation of the pilot be presented to the Partners.

consistently • Landlords shortlisting without input from Homes 4 Wiltshire with a spot check on 10% of all lets		
Question 4 – Local connection in villages		
To continue advertising rural properties openly for all applicants to bid for, or To restrict a certain percentage of properties for applicants with a local connection only	Openly – 12 Restricted – 7	Agreed to refer this matter to Wiltshire Housing Partnership, as it impacts on Planning as well as allocations, and is primarily a political not an operational decision.
Question 5 – Status of private sector tenants		
Consider introducing a new Private Rented category in the silver band for applicants living in private rented accommodation (regardless of whether or not it is suitable)	Yes – 8 No – 18	That the issue is not private / social status but housing need. No recommendations for change.
If it is agreed that a new category is introduced, should Private Rented count towards multiple needs	Not applicable	
Question 6 – Waiting Time		
Consider if application date should override housing need	Yes – 4 No – 13 Application date needs to be factored in – 13	The principle of choice-based lettings is as a register of housing need; and application date is already factored in as a decision element within the bands. No recommendations for change.
Question 7 – Information on winning bids		
Change the recent lets data to display information based on the applicants who was actually successful	Yes – 21 No – 7	That the recent lets data be changed to provide information on the successful applicant.
Question 8 – Marketing Information		
Improve the amount of marketing information available and its distribution	Yes – 7 No – 4	Passed to the Marketing Working Group for consideration
Question 9 – Customer Services		
Develop the knowledge of the service with Customer	Yes – 8	Agreed a rolling programme of training for

Services	No – 0	Wiltshire Council, partner RSL and stakeholder staff
Question 10 – Eligibility for property type		
Either amend the system to enable customers to be given set property eligibility, therefore knowing what they are eligible to bid for; or Leave the system as it is, enabling customers to be given minimum and maximum bedroom eligibility but leaving the property type open to the landlord	Change – 9 Leave as is – 10	Agreed to leave the system as it is, in order to accommodate the different policies of partners regarding occupancy levels.
Question 11 – The role of the landlords		
Landlords to conduct pre-void inspections to enable an indication of when the property will be available to be advertised with the property details Could adverts contain a projected "available for letting" date to guide bidders?	Yes – 20 No – 4	Agreed that landlords will conduct pre-void inspections wherever possible. This will not lead to the provision of a projected "available for letting date", as the properties are advertised before an inspection can be carried out.
Question 12 – Improved search facility		
Liaise with Abritas to ascertain if the search options can be amended and if so at what cost	Yes – 10 No – 7	Agreed
Question 13 – Knowledge base for front line staff		
Ensure all staff are adequately trained and able to deal with a wide range of customer queries	Yes – 9 No – 0	Agreed to identify any areas of concern and provide targeted training
Question 14 – Allocation of Council Housing		
Amend the Homes 4 Wiltshire policy to accommodate flexibility for Wiltshire Council's Housing Management and internal transfer arrangements	Yes – 4 No – 8	Agreed policy amendment to clarify that all landlords can label some properties for transfer applicants only – no need to make specific provision for Wiltshire Council Housing Management