

Appendix F

Service Improvements to the Choice Based Lettings Framework.

The following is a list of enhancements to the Choice Based Lettings scheme that Cabinet are asked to approve:

- Weekly Choice Based Lettings scheme adverts moving from fortnightly
- Weekly newsletters for customers replacing newspaper adverts
- Provide community language translation services on the Choice Based Lettings web site
- Introduce Browse aloud on to the Choice Based Lettings scheme web site for the benefit of people with sight impairment and dyslexia
- Developing a sub-regional Choice Based Lettings scheme with Daventry District Council and be operational in the summer of 2010.
- Introduction of Mutual Exchanges on to the Choice Based Lettings scheme web site
- Publication of a six monthly newsletter to all customers on the Housing Register providing news on new initiatives and possible options to provide solutions to customers re-housing needs.
- Conducting six monthly customer satisfaction surveys in place of the current annual satisfaction surveys
- Extend the Choice Based Lettings scheme to advertise all low cost homeownership properties that are available in Northampton
- Extend the Choice Based lettings scheme to advertise Private Rented properties following the very successful 12 month pilot and to extend the availability of Private Rented properties for customers to bid for and access in Daventry, South Northamptonshire and Wellingborough
- Continue with the feedback of letting outcomes for all properties on the web site and in the Guildhall One Stop Shop area following the successful pilot
- Publicise on the web site, through the guide to the Choice Based Lettings scheme and in the Guildhall One Stop Shop area the likely waiting times for each type of property for each priority band group
- Publicise on the web site, through the guide to the Choice Based Lettings scheme and in the Guildhall One Stop Shop area the type of properties that Northampton Borough Council and its partner Housing Association own to enable customers to be aware of the stock profile and the availability of affordable housing
- Publicise information on the web site, through the guide to the Choice Based Lettings scheme and within the One Stop Shop area the frequency of properties that become available broken down by type of property, size of property and accessibility
- Develop an on line housing application form to allow customer to directly input their details on the Housing Register by September 2010.
- Produce a DVD explaining the Choice Based Lettings scheme for people who would find this method useful.
- Provide the anticipated letting date on the Choice Based Letting advert for each property to be allocated in order to allow customers greater choice
- When advertising Northampton Borough Council properties that are located within the Private Finance Initiative area provide advice to customers on the Choice Based lettings scheme web site and adverts of the proposals for this area.
- Providing a seamless service between the Choice Based Lettings scheme, the home improvement and aids and adaptations service to reduce the need for multiple completion of forms and assessments
- Give increased priority to customers under occupying all affordable housing including Housing Association and Council properties from Band A to the Emergency Band as in accordance with section 30 page 14 of the statutory guidance on allocating affordable housing Fair and Flexible report. This will

then release 2, 3, 4, 5 and 6-bedroom accommodation for reasonable preference groups.

- Establish a Chain Lets framework to attempt to match overcrowded households to customers under occupying. This would be an additional service to the existing mobility and mutual exchange schemes
- Provide information on the web site highlighting the location of all affordable housing in the Borough with information on each individual property type when the cursor hovers over the mark on the Geographical Information System