

Lettings 31/07/2008 to 31/05/2010**Introduction**

In total there have been **1,958** properties allocated in this period. However, there have been in total **108,631** bids made by customers in this period. This equates to **55** bids on average for every property allocated in this period.

Properties Allocated

1 Bedroom properties	1042
2 Bedroom properties	601
3 Bedroom properties	281
4 Bedroom properties	23
5 Bedroom properties	11
Total:	1,958

In the same period there have been 1015 customers refusing properties via the Choice Based Lettings scheme. These properties have been allocated, but the high refusal rate will impact on customer satisfaction and the average void turnaround performance. Further research in this area is required

The number of properties refused by each property type can be broken down as follows:

Sheltered Housing

Sheltered Bedsits (5)
Sheltered Flats (195)
Sheltered Bungalows (86)

General needs

Houses (127)
General needs Flats (455)
Maisonette (31)
Bedsit (89)
Bungalows (24)

72% of all refusals are general needs flats and 28% of all refusals related to Sheltered Accommodation.

The properties in the following areas have the greatest number of refusals:

1. Kings Heath 94 refusals
2. Kingsthorpe 80 refusals
3. Spring Boroughs 66 refusals
4. Briar Hill 62 refusals
5. St James 60 refusals

These five areas account for 36% of all refusals in Northampton.

The top four reasons for refusals are as follows:

1. customer dislikes the area 154 refusals (15%)
2. property too small 64 refusals (6%)
3. change of circumstance 43 refusals (4%)
4. not property type requested 36 refusals (4%)
5. Unsuitable Access 35 refusals (4%)

The type of properties allocated through the Choice Based Lettings scheme is as follows:

Sheltered Housing

Bedsits (2)

Flats (191)

Bungalows (144)

General needs

Maisonette (43)

Bedsit (126)

Bungalows (57)

Houses (462)

Flats (918)

The most popular method to bid is via the web site with 100,018 (92%) of all bids made by this source. 6055 (6%) were made by telephone, 1984 (2%) by text and only 574 (0.52%) by staff on behalf of customers. This shows that customers are clearly able to submit bids themselves with less than 1% of bids being made by staff of the Housing Solutions service on behalf of customers.

There are 8,356 applications on the Choice Based Lettings housing register 4,751 or (57%) are headed by Females and 3,605 (43%) are headed by Males.

During the last financial year the average time to allocate each Northampton Borough Council property was 24 days.

Ethnicity of customers on the Housing Register

This section shows that of the 8,356 households on the Housing Register 39.54% of households on the Housing Register are White British with 41.57% not stating their ethnicity. 18.89% of Households on the Housing Register are from the Black and Minority Ethnic Communities in Northampton. Nationally 14% of households living in Affordable Housing are from the various Black and Minority Ethnic Communities. Of the total bids submitted (108,631) 39.23% of total bids submitted were made by White British Customers, 33.68% by customers not stating their ethnicity and 27.09% of all bids were made by people from the Black and Minority Ethnic community.

This section shows that 49% of all lettings compared to 40% of customers on the Housing Register are allocated to White British Households and 22% of all properties are allocated to customers from the Black and Minority Ethnic community with the Housing Register profile being 19%. Therefore, there is a high degree of fairness when comparing customers on the Housing Register, bids submitted or customers housed on ethnicity grounds.

Priority Status of customers on the Housing Register

Shows that there are 972 households in the Emergency Band and Priority Band A on the Housing Register. This figure represents 12% of the Housing Register but 57% of all Choice Based Lettings. Consequently, the opportunities to be re-housed in affordable housing from Priority Bands B, C and D are limited.

Of the 108,631 bids submitted by customers 6.01% (6,535) of these bids were submitted by Emergency customers, 17.94% (19,491) of these bids were made by Band A customers, 58.96% (64,052) were made by Band B customers, 0.41% (447) by Band C customers and 16.66% (18,106) by Band D customers.

Allocation of properties made via the priority Band on the Housing Register.

17.73% of all properties allocated were to customers from the Emergency priority Band, 39.24% were to Band A customers, 39.14% were to Band B customers 0.05% were to Band C customers and 17.73% to Band D customers.

Lettings made by property type and to the priority needs band

Count of Location Type		Band					
Location Type	Bedrooms	A	B	C	D	EMER	Grand Total
BEDSIT	1	24	89			4	126
BUNGALOW	1	24	9			1	34
	2	11	2			1	22
	3	1				8	1
FLAT	1	265	286		1	2	604
	2	115	142			19	311
	3	1	1			1	3
HOUSE	2	74	10			3	188
	3	104	29			1	244
	4	11	3				20
	5	5					10
MAISON	2	4	1			1	9
	3	16	11			1	32
	4	1	1				2
SHBEDSIT	0		1			1	2
SHBUNG	1	44	46			7	101
	2	32	6			1	43

SHFLAT	1	31	105	23	5	164
	2	3	17	6	1	27
VSHFLAT	1	5		4		9
Grand Total		766	764	1	75	346
						1952

It is clear that all Emergency and Band A customers can select the property type and area of their choice. However, Band D customers tend to be housed into Sheltered housing with 56% of Band D customers housed being re-housed into Sheltered Housing and 5% into Bedsits.

This section clearly shows that customers in Band B, C and D will generally not be re-housed in to Family houses.

Emergency Group includes homeless customers in priority need, customers needing to move for Compulsory Purchase Orders and Northampton Borough Council tenants needing to move for major repair work.

Band A includes severe medical needs, homeless customers given notice to quit within the next 8 weeks, risk of well being and health (includes domestic violence and hate crimes) lacking essential facilities such as hot water, heating, kitchen internal toilet and bathroom, statutory overcrowded, under-occupiers, no longer require adaptations in their home.

Band B medical or welfare needs, share facilities such as bathrooms and kitchen, require more bedrooms, children under the age of 14 living in a flat above the ground floor, discharged from prison or the armed forces, service tenancy with the Council that is coming to an end, given notice to quit but not in priority need, assessed by Environmental Health as unsatisfactory

Band C have access to children at regular intervals, key workers etc.

Band D adequately housed, owner-occupier, can afford to rent or buy, have no local connection.

The percentage of customers on the Housing Register from each priority needs group are as follows:

App Group	
Number of Lets	
Priority	
A	39.24%
B	39.14%
EMER	17.73%
D	3.84%
Grand Total	

The average time from the date being awarded the priority status to being re-housed for each property type and priority Band type is as follows:

Average of No of Weeks to being Re-housed			
Location Type	Band	Bedrooms	Total
BEDSIT	A	0	21
	B	0	51
	D	0	36
	EMER	0	17
BEDSIT Total			42
BUNGALOW	A	1	29
		2	116
		3	40
	B	1	51
		2	21
	D	2	39
	EMER	1	8
		2	11
BUNGALOW Total			46
FLAT	A	1	20
		2	22
		3	5
	B	1	77
		2	83
		3	56
	C	1	10
	D	1	12
		2	85
		3	27
	EMER	1	16
		2	12
FLAT Total			49
HOUSE	A	2	60
		3	64
		4	36
		5	59
	B	2	59
		3	143
		4	291
	D	2	12
		3	146
	EMER	2	12
		3	13
		4	17
5		17	
HOUSE Total			44
MAISON	A	2	35
		3	16
		4	9
	B	2	257
		3	105
		4	134
	D	2	18
		3	310
	EMER	2	10
		3	69

MAISON Total			60
SHBEDSIT	B	0	1
	D	0	7
SHBEDSIT Total			4
SHBUNG	A	1	24
		2	72
	B	1	64
		2	25
	D	1	74
		2	50
	EMER	1	5
		2	104
SHBUNG Total			52
SHFLAT	A	1	28
		2	5
	B	1	32
		2	30
	D	1	35
		2	97
	EMER	1	7
		2	16
SHFLAT Total			32
VSHFLAT	B	1	243
	D	1	31
VSHFLAT Total			149

It is clear that customers who are in Bands B, C and D have no real opportunity of being re-housed into highly popular family sized accommodation.

Religious breakdown of customers on the Housing Register

This table shows the various religions of households on the Housing Register and supports the multi-cultural society of Northampton. The total bids of 108,631 made through the Choice Based Lettings scheme show no real differences when compared to the religion of customers on the housing register.

Housing Register	
Religion	Total
Buddhist	31
Christian	3614
Hindu	33
Jewish	3
Muslim	563
None	1821
Not stated	1369
Other	303
Sikh	17
Unknown	602
Grand Total	8356

Percentage of properties allocated through the Choice Based Lettings scheme by Religion

42% of all properties allocated through the Choice Based Lettings scheme were allocated to customers regarding themselves to be Christian compared to 43% on the Housing Register. Given the profile of customers on the Housing Register and total bids made, is no discrepancy in the religion of people re-housed when compared to the base data.

Customers re-housed	
Religion	Total
Buddhist	10
Christian	824
Hindu	3
Muslim	119
None	523
Not Stated	272
Other	57
Sikh	1
Unknown	143
Grand Total	1952

Sexuality of households on the Housing Register

Only 1.56% of Households on the Housing Register have stated that they are Gay, Lesbian or Bi-sexual. 6% of the national population are Lesbian, Gay or Bisexual. Therefore, there is an underrepresentation of households on the Housing Register in Northampton who are Lesbian, Gay or Bisexual.

Customers on the Housing Register	
Sexuality	Total
Bisexual	49
Gay Man	47
Heterosexual	6089
Lesbian	34
Not stated	1370
Rather not say	271
Unknown	466
Unsure	30
Grand Total	8356

Allocation breakdown using sexuality of each customer housed.

Once again the Choice Based Lettings scheme is operating in accordance with best practice equality of opportunity principles with no real differences

between the percentages of customer on the Housing Register, compared to those bidding and housed on sexuality grounds. 2.30% of customers re-housed stated that they were Gay, Lesbian or Bisexual compared to 1.56% of the Housing Register.

Customers Re-Housed	
Sexuality	Total
Bisexual	17
Gay Man	10
Heterosexual	1435
Lesbian	18
Not Stated	273
Rather not say	82
Unknown	103
Unsure	14
Grand Total	1952

Mobility Levels on the Housing Register

5.09% of households on the Housing Register require accommodation with aids and adaptations to ensure they can live in accommodation that meet their housing needs of these customers 0.69% require full wheelchair standard accommodation. It is clear given the low level of historic provision of accessible accommodation in the affordable housing sector there is a low level of total bids submitted for this form of accommodation. We anticipate that demand is likely to increase which will naturally add pressure to the Council's Disabled Facilities Grant and Aids and Adaptations budgets and waiting lists.

Customers on the Housing Register	
Mobility Level	Total
Mobility Level 1	58
Mobility Level 2	138
Mobility Level 3	230
(blank)	7930
Total	8356

Customers re-housed via mobility level	
Mobility	Total
Mobility Level 1	22
Mobility Level 2	48
Mobility Level 3	75
(blank)	1807
Grand Total	1952

Mobility Level 1 relates to properties that has full wheelchair access throughout

Mobility 2 relates to properties have partial access (includes ramps and level access

Mobility 3 relates to properties that have assisted access includes level or shallow steeps with handrail.

Age profile of customers on the Housing Register

This shows a mismatch between the number of people above retirement age and the number of properties available leading to a surplus of sheltered housing accommodation. It also shows that the highest demand for properties is coming from the 26-40 age group.

Customers on the Housing Register	
Age Band	Total
<16	3
>65	593
18-25	1973
26-40	3322
41-55	1762
56-65	640
Unknown	10
16-17	53
Grand Total	8356

Customers
re-housed via
age band

Count of Refno	
Age Band	Total
>65	126
16-17	3
18-25	589
26-40	649
41-55	410
56-65	175
Grand Total	1952

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