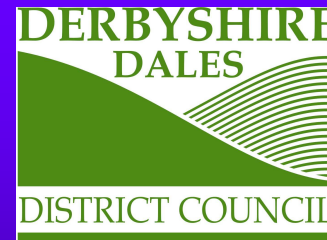




www.Home-Options.org
The Peak Sub Region





What Are Our Local Issues?

- ◆ Massive demand/under supply (5000+ applicants across the sub-region)
- ◆ Low turnover (around 600)
- ◆ Affordability
- ◆ Local homes for local people
- ◆ High numbers of homelessness presentations
- ◆ Reducing Stock (RTB)





Choice Based Lettings – The Definition

- ◆ NO MORE VACANCIES!
- ◆ A lettings service that exhibits all of the following:
 - Property advertising
 - Marketing information is published for each property
 - Customer applications
 - Ranking of applications
 - Customer feedback
 - Choice
 - Information





Five Steps To A New Home

Step 1 - Membership

- ◆ Applicants can register who are homeseekers or wishing to transfer from an existing social tenancy

Step 2 – Registration

- ◆ Once accepted onto the register Home-Options will send you a reference number and will tell you your priority band.



Five Steps To A New Home

Step 3 – Choosing

- ◆ Properties are advertised on the website www.home-options.org or in Home-Options free property lists which are available at a number of locations throughout the district. You can express an interest in one of four ways, Internet, Telephone, Coupon or Text.





Five Steps To A New Home

Step 4 - Offer

- ◆ If your bid (expression of interest) is at the top of the list and you are eligible, the Housing Association will contact you and offer you the property.

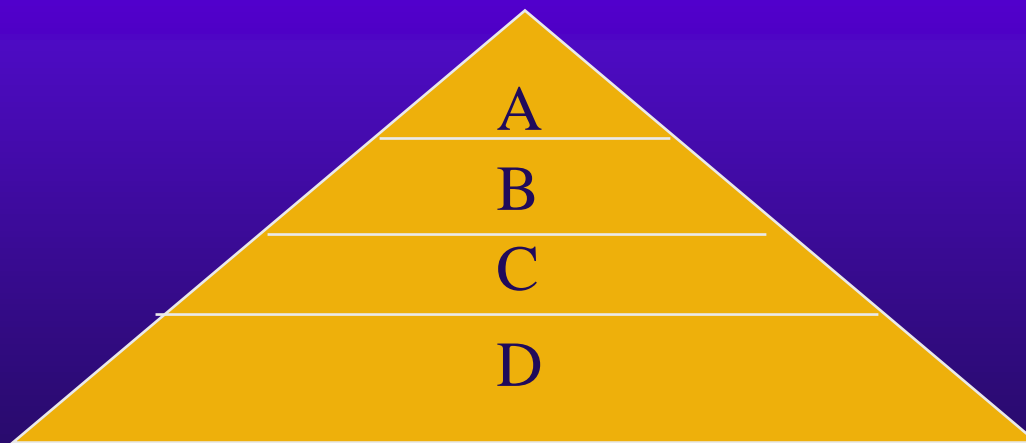
Step 5 – Feedback

- ◆ Home-Options will publish details of how many people express an interest in properties advertised in previous bidding cycles.



Priority Bands

- ◆ Band A – Emergency/Top Priority
- ◆ Band B – Urgent Need to Move
- ◆ Band C – Identified Housing Need
- ◆ Band D – Desire to Move





Home-Options in Operation

- ◆ 9 Bidding Cycles
- ◆ 396 Properties Advertised
- ◆ 7367 expressions of interest
 - Coupon 6%
 - Phone 3%
 - Text 3%
 - Staff 8%
 - Web 80%





Housing Options

- ◆ Council Houses
- ◆ Private Rented Accommodation
- ◆ Mutual Exchange
- ◆ Discounted Homes
- ◆ Shared Ownership
- ◆ HomeBuy (www.emhomebuy.org.uk)
- ◆ Services To Maintain Your Home



Customer Satisfaction

◆ Currently 81% Satisfaction – Comments Include:

“I find it very easy very quick to check how the bids are going.”

“I am very thankful for internet access, as I find it very difficult to get out.”

“The web site is easy to use but I must admit that the literature I have received has helped me to take a step-by-step process in the bidding process. Thank you.”

“It is excellent to use this website. I love it.”

“Its a new good way to bid i think this way is better than the one before.”