

Kent Homechoice Surveys

Results: Tonbridge and Malling

Please note the percentages given in this report are based on the total number of respondents unless otherwise indicated. In some cases responses may add up to more than 100% as respondents could tick more than one answer to some questions.

1. Please tick the council area you are registered with

Tonbridge and Malling: 84 people

2. Since your council area has changed the way council or housing association homes are let to choice based lettings, how satisfied are you with the changes?

No reply	2.4% (2)
Very satisfied	20.2% (17)
Satisfied	31.0% (26)
Neither satisfied nor dissatisfied	16.7% (14)
Dissatisfied	16.7% (14)
Very dissatisfied	13.1% (11)

3. Do you use or have access to the internet?

No reply	-
Yes	72.6% (61)
No	27.4% (23)

4.a Have you used Kent Homechoice to find a new home?

No reply	1.2% (1)
Yes	67.9% (57)
Yes have tried/not successful yet/still trying	1.2% (1)
No	26.2% (22)
Don't know	3.6% (3)

4.b If yes how did you bid?

As above 66 people have bid, so percentages below are based on this figure

No reply	3.4% (2)
Kent Homechoice website	70.7% (41)
Coupon	10.3% (6)
Asked council or landlord to make bid for you	8.6% (5)
Telephone	10.3% (6)
Text message	1.7% (1)
Someone bid on my behalf	5.2% (3)
Don't know	1.7% (1)

5. If you have not bid for a home using Kent Homechoice please tell us why.

No reply	67.9% (57)
Do not know how to bid	9.5% (8)
No suitable homes advertised	13.1% (11)
Need more information about Homechoice	4.8% (4)

Do not wish to move at this time 8.3% (7)

Other please explain

I have bid but found properties have gone months before advertised or applications or properties are withdrawn 1.2% (1)

Not got around to doing it yet 1.2% (1)

Trying for mortgage rescue scheme 1.2% (1)

Didn't know it was available/never heard of it 1.2% (1)

I only want to stay in Waterringbury 1.2% (1)

I don't understand the new system 1.2% (1)

The council and Russets Homes gave us a bungalow in Ditton as my wife is disabled 1.2% (1)

I want a 3 bed in Burham but am only eligible to bid for a 2 bed even though school, work etc is in Burham 1.2% (1)

6. How do you find out about available council or housing association homes?

No reply	7.1% (6)
Kent Homechoice website	47.6% (40)
Kent Homechoice freesheet	21.4% (18)
I have subscribed to receive a Kent Homechoice Freesheet by post	4.8% (4)
Personal freesheet from the council or landlord	6.0% (5)
Contact council or landlord	10.7% (9)
Support worker	8.3% (7)
Relative or friend	3.6% (3)

Other please explain

Waiting for council to contact me 1.2% (1)

Wait for a telephone call or letter 1.2% (1)

Don't wish to move at the moment 1.2% (1)

7. If you have read the Kent Homechoice freesheet, how helpful did you find it?

No reply	1.2% (1)
Very helpful	17.9% (15)
Helpful	32.1% (27)
Neither helpful nor unhelpful	15.5% (13)
Unhelpful	-
Very unhelpful	-
Never read it	33.3% (28)

8. If you use the freesheet where do you get it from?

As above 55 people have read the Kent Homechoice freesheet, so percentages below are based on this figure

No reply	18.2% (10)
Council office	29.1% (16)
Landlord office	-
By post	29.1% (16)
Library	29.1% (16)

Other please explain

Internet	1.8% (1)
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Local shop 1.8% (1)

9. Any other comments

- I agree with new changes, they have done a superb/excellent job
- Would be better if you could also apply to council for houses or changes
- It's a fair way to allocate properties
- Unfair scheme x3
- Old way was best
- Been on the list for a long time and still not successful
- Not been successful yet
- We live in London and think you only re-house your own in Maidstone/Londoners are considered low priority
- No chance of getting anything x2
- I'm satisfied/good idea/it's good x2
- People seem to queue jump
- Not enough 3 bed properties
- Hardly any suitable for me/nothing that I like
- I have no chance as I'm in Band D
- Would be helpful to know how high on the list you are
- If I had to wait for this system to find me accommodation I would be living in a box
- We are satisfied where we are now
- I am a victim of living in a tied house and have been told I will not be considered until I am homeless in 2012
- Not used it enough to give feedback
- I wish I could have a bungalow in Bishop Oak Ride, Tonbridge, where I live
- We have made bids but on closer inspection, the properties were unsuitable for my disabled husband
- Tonbridge and Malling council say I am eligible to bid but Russetts Homes say I can't have them as I am disabled
- Never received or been offered freesheets
- Stop advertising properties that already have tenants
- I would like to live in Snodland, nowhere else
- If it wasn't for Homechoice we would probably have been in our old house for years to come
- I have been re-housed as a result of using the scheme
- I have been on the list since Summer 2007 but it comes up as October 2008
- Can I be on the Canterbury register
- Only like to have 2 bed new apartment not a 1 bed flat
- Need a 2 bed home in Maidstone