



# Kent Homechoice

## Bidding for homes – customer survey

<b>1. Which best describes your current circumstances</b>	<input type="checkbox"/> Tenant of Russet Homes or other housing association	<input type="checkbox"/> Owner occupier
	<input type="checkbox"/> Tenant of another Council	<input type="checkbox"/> Living with family or friends
	<input type="checkbox"/> Tenant with a private landlord	<input type="checkbox"/> Living in temporary accommodation, hostel or refuge
	<input type="checkbox"/> No fixed abode	<input type="checkbox"/> Other, please state:

<b>2. Since the introduction of choice based lettings, do you understand how the bidding system works?</b>	<input type="checkbox"/> Totally
	<input type="checkbox"/> Sufficiently
	<input type="checkbox"/> Not very well
	<input type="checkbox"/> Not at all Please add any comments:

<b>3. Since the change to the way housing association homes are let, how satisfied are you with the changes?</b>	<input type="checkbox"/> Very satisfied
	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Neither
	<input type="checkbox"/> Dissatisfied
	<input type="checkbox"/> Very dissatisfied Please add any comments:

<b>4a. Do you have access to the internet at your current address?</b>	<input type="checkbox"/> No
	<input type="checkbox"/> Yes

<b>4b. If No, are you able to access the internet somewhere else eg at work, at family or friend's home, local library or information point?</b>	<input type="checkbox"/> No
	<input type="checkbox"/> Yes, please state where:

<b>5a. Have you used Kent Homechoice to find a new home?</b>	<input type="checkbox"/> Yes
	<input type="checkbox"/> No
	<input type="checkbox"/> Don't know

<b>5b. If Yes, how did you bid?</b>	<input type="checkbox"/> Kent Homechoice website
	<input type="checkbox"/> Coupon
	<input type="checkbox"/> Asked council or landlord to make bid for you
	<input type="checkbox"/> Telephone
	<input type="checkbox"/> Text message
	<input type="checkbox"/> Someone bid on my behalf
	<input type="checkbox"/> Digital TV

<b>6. If you have not bid for a home using Kent Homechoice, please tell us why.</b>	<input type="checkbox"/> Do not know how to bid
	<input type="checkbox"/> No suitable homes advertised
	<input type="checkbox"/> Need more information about Kent Homechoice
	<input type="checkbox"/> Do not wish to move at this time
	<input type="checkbox"/> Other (please explain)

<b>7. How do you find out about available housing association homes?</b>	<input type="checkbox"/> Kent Homechoice website
	<input type="checkbox"/> I have subscribed to receive a Kent Homechoice freesheet by post
	<input type="checkbox"/> Personal freesheet from the council or landlord
	<input type="checkbox"/> Contact council or landlord
	<input type="checkbox"/> Support worker
	<input type="checkbox"/> Relative or friend
	Other (please explain)

<b>8. If you wish to make any other comments about bidding for homes, or have any suggestions as to how we could improve the service, please state them here.</b>	
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**Thank you for taking the time to complete this questionnaire. If you would like us to contact you or would like further information on bidding for homes, please complete the following:**

**Name** ..... **Contact number**.....

**Address** .....

.....

#### **Data Protection**

All of the information you give us is confidential and we will never use your name in any of our findings, or pass your name and address to other organisations. Your data will be held securely in accordance with the Data Protection Act 1998 and it will only be used for the purposes described and will not be published on an individual basis.

## Bidding for homes – customer survey responses (April - June 2010)

Please note the percentages given in this report are based on the total number of respondents to each question unless otherwise indicated. Although 214 surveys were returned, not all applicants responded to all questions. In some cases responses may add up to more than 100% as respondents could tick more than one answer to some questions. All comments have been recorded verbatim.

### 1. Which best describes your current circumstances (214 responses)

<input type="checkbox"/> Tenant of Russet Homes or other housing association	67 (31%)
<input type="checkbox"/> Tenant of another Council	13 (6%)
<input type="checkbox"/> Tenant with a private landlord	80 (37%)
<input type="checkbox"/> No fixed abode	5 (2%)
<input type="checkbox"/> Owner occupier	17 (8%)
<input type="checkbox"/> Living with family or friends	24 (11%)
<input type="checkbox"/> Living in temporary accommodation, hostel or refuge	1 (<1%)
<input type="checkbox"/> Other	7 (3%)

### 2. Since the introduction of choice based lettings, do you understand how the bidding system works? (212 responses)

<input type="checkbox"/> Totally	42 (20%)
<input type="checkbox"/> Sufficiently	67 (32%)
<input type="checkbox"/> Not very well	72 (34%)
<input type="checkbox"/> Not at all	31 (15%)

Please add any comments (13 responses)

#### Comments

All new to me

As Im in London I find this difficult to do. I am not very good on a computer.

Did not know anything about it

Don't agree on how points are awarded

Have the problem of being a lorry driver. Long distance, only able to get to internet at weekends

I don't know my point allocation

I think the bidding system is ridiculous and makes things harder

It is so difficult why it was not left the same I don't know

Learning difficulties

My phone is out off and I do not have a mobile or computer

Never told how to bid

Not read it yet

Was never told

### 3. Since the change to the way housing association homes are let, how satisfied are you with the changes? (196 responses)

<input type="checkbox"/> Very satisfied	10 (5%)
<input type="checkbox"/> Satisfied	46 (25%)
<input type="checkbox"/> Neither	80 (41%)
<input type="checkbox"/> Dissatisfied	35 (18%)
<input type="checkbox"/> Very dissatisfied	22 (11%)

Please add any comments (25 responses)

## Comments

Annoyed at the amount of 4 beds Ive been told not to hold my breath as there isnt enough to go around and I don't have many points but I have been waiting FOR YEARS!!!

Band D Have no hope what so ever not matter how long on the list.

Because we have been given only 5 points we have no chance of decent allocation

Been waiting for 5 years

Circumstances need to play more of a part and anyone on a D5 or a DIO does not get a chance to get a property within 5 years at least.

Confused

Does not understand bidding

Don't know enough to comment

Don't understand

Experiencing anti social behaviour already on board with team

I am in band D didn't stand a chance of moving

I am like others in like tomlin close. People also sell house they own, get chance but because I am private land lord I don't stand a chance.

I have been on the register for 10 years and still do not have a property.

It is so difficult now if you don't have a computer or anyone to help you.

Need a home close to local school

No good news nothing at all

No personal contact

Not sure

Not yet used so unable to comment

Still no good if your single. Not on drugs and drink they get help

This system is much harder as I don't have the internet and it is one more thing to ask friends to do.

Too many people to talk to about problems. Problems just passed from person to person never dealt with.

Was never informed

We feel that the rating system is unfair despite having someone come round to assess us.

We put down for a four bedroom house but a large 3 bedroom house we feel would be adequate.

### 4a. Do you have access to the internet at your current address? (213 responses)

No 94 (44%)

Yes 119 (56%)

### 4b. If No, are you able to access the internet somewhere else eg at work, at family or friend's home, local library or information point? (62 responses out of 94 stating 'No' to previous question)

No 44 (47%)

Yes, please state where: 18 (19%)

No response 32 (34%)

### 5a. Have you used Kent Homechoice to find a new home? (208 responses)

Yes 94 (45%)

No 98 (47%)

Don't know 16 (8%)

**5b. If Yes, how did you bid? (88 responses out of 94 stating 'Yes' to previous question)**

☐ Kent Homechoice website	69 (73%)
☐ Coupon	4 (4%)
☐ Asked council or landlord to make bid for you	6 (6%)
☐ Telephone	4 (5%)
☐ Text message	0 (0%)
☐ Someone bid on my behalf	5 (5%)
☐ Digital TV	0 (0%)
☐ No response	6 (6%)

**6. If you have not bid for a home using Kent Homechoice, please tell us why. (110 responses)**

☐ Do not know how to bid	40 (36%)
☐ No suitable homes advertised	34 (31%)
☐ Need more information about Kent Homechoice	14 (13%)
☐ Do not wish to move at this time	15 (14%)
☐ Other (please explain)	7 (6%)
Other reasons (21 responses)	

**Other reason**

A bit confused / anxious. Thought I was on a list for disabled people

Am band D being a low point I am unlikely to be housed so I will try to find private rent.

Awaiting Tribunal decision

Cant see the point cos I work and I don't do drink and drugs and im not female

Cant use website or internet

Did not know about it

Don't go on the PC much

Forgot all about it

Have complications with my personal circumstances at this time

I cant seem to bid for any of the properties

I have decided to move up north

I have psychosis, schizophrenia and other mental issues. Manic depression and panic attacks.

Jain Smithers is helping me

Need to move asap but was never informed of this system

No properties available in east peckham

Not always available

Not enough points

People with higher categories had already bid so there was no point

Reading and writing difficult

Too old to work and understand computers prefer face to face.

We have had to bid many times for a council property but have been declined because: only existing council tenants can apply.

**7. How do you find out about available housing association homes? (159 responses)**

☐ Kent Homechoice website	85 (53%)
☐ I have subscribed to receive a Kent Homechoice freesheet by post	3 (2%)
☐ Personal freesheet from the council or landlord	11 (7%)
☐ Contact council or landlord	21 (13%)
☐ Support worker	7 (4%)
☐ Relative or friend	29 (18%)
☐ Other	3 (2%)
Other reasons (14 responses)	

### Other reason

Do not know how to use the service  
 Don't because don't bid  
 DON'T KNOW  
 Don't know about it  
 Don't know!  
 Haven't yet  
 Housing association office  
 I have called in with no luck  
 I have not as yet  
 Im not sure what properties are available anywhere  
 Library subscription magazine  
 Sorry do not understand the system  
 Too anxious to look. Waiting for you to contact me.  
 We don't get any information

**8. If you wish to make any other comments about bidding for homes, or have any suggestions as to how we could improve the service, please state them here. (58 responses)**

### Comments

As a couple with no children we do not think we are treated fairly. My wife is ill retired from her work and I will be made redundant on 7th may we receive only 5 points!!!!

As far as I understand I am given one point for each year I wait. I believe I have 12 points I am now 76 years old what chance do I stand?

As you are aware we are currently in a 2 bedroom home and wish to move to a 3 bedroom but on the website it doesn't allow us to bid on 3 bedroom houses and says we are not prioritised why is this?

Being band D and 9 points doesn't bare any relevance to my housing needs not allowed to bid on 2 bed (stops my children visit)

Bidding system needs to be as people with less points than me always seem to be offered properties

Booklet

Build more 4 bed properties. It is well known on the shortage for 4 bed properties. Yet on a big site like on the one on Howard drive only two four beds have been built. We want to bid on houses but there are never any big enough (4 bed) !!

Despite having 4 children in a 2 bedroom home and having my son disturbed every night because of the access to the bathroom which then disturbs the girls of whom is studying gcse we are not even close to being priority.

Do not retire from employment until 2012 so we do not know what we have to do.

For people like myself could have longer to put bids in as sometimes when you get home you just want to relax

Have been told to bid on properties out of area but why should we take our children out of the local school and affect their education

Hope more homes will be built in more (shall we say) Picturesque areas Eg. Leybourne, Ryarsh as they are few and far between. More help for people like me who are stuck on a private rent through a relationship split would be more helpful for eg. More points or to up the housing benefit as the money given on a two bed house does no way meets the average rental price in today society. Again peoples circumstances need to be more considered.

I am no longer on the internet so I am unable to bid I am on the homeswapper site via a friend.

I am not happy when I cant bid for a property I would be intrested in is for a russet tenant only.

I currently have 15 points on band D I have a letter from john batty saying on on band C but the assessment on web page says im on band d which is it?

I did not know it worked this way? I thought you contacted me when somewhere was available?

I do not like the new bidding system it makes things harder and almost impossible to understand. There needs to be more help by housing and associations in certain circumstances.

I feel that it is unfair how long I have been waiting when newcomers can jump in fornt due to circumstances points. I am a paying tenant who seems to be overlooked on each occasion - where the benefit or fairness in that

I have been trying since the death of my husband and is get a small house 2 bedroomed property with a garden, so far I have not had any luck the garden I have is too large an I cannot cope my son is also disabled.

I live in a studio flat and cant have my son over night as flat is not big enough for him to stay.

I made a list of flats that I would like to move to and would like the council to inform me if one of those flats was available.

I think Jain Smithers does a excellent job. She has kept me informed at all times.

I think the idea is very good!

I wish to change my choice from the west malling area to tunbridge wells due to work how do I do this?

I would like a free sheet by post. Thanks

I would like to know how the points system works and how I can benefit by it. I have done all I can including doctors letters.

It is clear and respectful

It was so much easier when a phone call was made to me to ask if I was interested in a property as I do not have the internet. I live in leybourne away from services. Friends help a lot anyway but I have to keep on asking them. That is why I would like to live nearer where I can help myself.

It would be much easier if we were offered a place by phone or post as before and not having to bid.

Living on the edge of TMBC area I would like to bid in the areas adjoining as well many of these houses are closer to the kids schools.

Margret does not understand bidding. She's been on the list a long time. That accomodation is not suitable for a disabled girl. Nothing but trouble because of door way in the alley. Hoodlems around even through there is 5 play areas here. She needs a bit of peace and quiet now she is almost 60 years old.

More help for people that are not on the internet i.e sending out free sheets.

More information about homes available

More information on the homes would be great help i.e seperate dining room.

More information on the process after you have made a bid.

Need to have acess to home choice magazines as no longer available in libraries I have no internet access

Please send me some info about how to bit what we need ect.

Points system doesn't seem to have rules as russett did about ages and sexes of children meaning you get more points/higher priority if 10 years difference ect.

Provide clearer info and ensure everyone understand info

See no. 3. Leaves area open for anti scoial people as only criminal records are checked. Interview at time of seeing a property and signing would allow trained offical to know problems non verbal so unsortable people do not end in good neighbours and destroy them.

Should only be able to bid on two properties to give more people a chance of housing.

System does not work well for someone with high anxiety like Nan, is she on a separate list whereby you contact her? In terms of suitability for access ect.

The bidding system is confusing and difficult to use.

The current time of bidding begins at 4pm. Not everyone can bid at this time which stops other people being 1st.

They always need to be russett home tenants with the house we need in never accepted.

Think more about english people like me.

This is very difficult for me to do - my support officer if writing this for me.

This system is not suitable for elderly people that are not use to the internet

We are all desperate to live close to my mum dad and sisters it hard on our own.

We cant seem to get a kent home choice book let now they don't have them in the library

Why are there so few dwellings with 5 bedrooms? They are available to rent. Also why are we told we need a 5 bedroom when we could squeeze into a four.

With only 5 points how long will I have to wait to be re-homed?

Would be beneficial if number of bedroom able to bid for was not limited.

Would be grateful for any information supplied as disabled pensioner and widowed

Would be nice to have more places and all that

Would like clearer information on how the bidding works with other housing associations and not just russett homes. Also are house swaps still available?

Would like to move to Dover can you help please

You should be able to bid for more than 3 places in one month (gets confusing how many bids already made in month)