

## **Appendix 3a - Draft Lettings Policy Survey Overview**

### **1.0 Introduction**

The Draft Lettings Policy survey was sent out to a range of BMBC stakeholders following consultation sessions, including Registered Social Landlords, Barnsley Council and Berneslai Homes employees, Councillors, and the Tenant Voice Panel. The survey link was sent out to stakeholders via email, with the presentation attached so they could refer to it when completing their answers.

In total, the survey was sent to 117 stakeholders. 19 people completed the survey, resulting in a 16.24% response rate. Of the 19 respondents, 16 were Berneslai Homes staff, two were Registered Social Landlords and one worked for BMBC as a nurse.

### **2.0 Results**

#### **2.1 Principle one: Balance Supply & Demand**

Strongly agree or agree were the majority responses to all questions asked in relation to Principle One. A common theme within the qualitative answers was that those most in need of housing should have priority over those that don't, thus supporting the draft lettings policy on Principle One.

#### **2.2 Principle Two: Rehouse the most in need first**

Strongly agree or agree were the majority responses to all questions asked in relation to Principle Two. The common theme within the qualitative answers is that most would like to see a smaller Band One so high priority cases can be better managed.

#### **2.3 Principle Three: Make better use of stock**

Strongly agree or agree were the majority responses to all questions asked in relation to Principle Three. The majority of qualitative responses agreed that underoccupancy should not be allowed in homes, with one person stating it is a much fairer system. However, some respondents stated that spare bedrooms are useful when family visit or families expand.

#### **2.4 Principle Four: Quality advice and support**

Strongly agree or agree were the majority responses to all questions asked in relation to Principle Four, no one disagreed to any of the questions stated. Respondents agreed that affordability assessments are vital to maintain successful tenancies, however one person highlighted that some applicants that do not meet affordability requirements may have no other housing options if they are turned away.

#### **2.5 Principle five: Positive housing register management**

Strongly agree or agree were the majority responses to all questions asked in relation to Principle Five. The common theme of the qualitative responses is that extenuating circumstances should be taken into account during assessments, and HMT should be included in these decisions.

## **2.6 Principle Six: Transparency**

Strongly agree or agree were the majority responses to all questions asked in relation to Principle Six. The majority of respondents agree that it is best to manage expectations through transparency.

## **2.7 Mixed question depending on their role.**

### **2.7.1 Is there anything else you would like us to consider including in the policy to improve working processes between Registered Social Landlords and Berneslai Homes?**

One respondent answered: 'contact details for priority officers where an applicant with priority has indicated they would like to refuse potential offer'.

### **2.7.2 Please tell us how the draft policy will affect the services within your team or any other comments you may have (Berneslai Homes employees).**

Overall, the qualitative comments stated they were pleased with the survey and believe it will benefit Berneslai Homes staff and the applicants. It was also stated that the policy will help applicants become tenancy ready, however some respondents have concerns on how the people that are excluded from the waiting list will find alternate accommodation.

## **3.0 Conclusion**

Overall, the reaction the draft policy has been positive, with most respondents supporting each principle. There has been valuable qualitative feedback provided with each question, and this should be considered when implementing any changes to the policy.

The most disagreed to questions were 'The policy will not allow a spare bedroom in family homes', 'The policy will limit access to the list to owners & those with high incomes' and 'The policy removes the 10% of lettings to waiting time only and lets on highest needs first.' These questions had two people disagree with them, which could show that these points may raise the greatest concerns from service users when moving forward with the policy. Therefore, special attention should be paid to these points when communicating them to the public.

**A full copy of the survey results with associated comments is available upon request.**