



## Choice Based Lettings

The Government's housing policy places considerable emphasis on the themes of choice and responsibility. This led to the introduction of Choice Based Lettings – the concept of providing choice to applicants seeking social housing.

Moving away from traditional points based lettings systems and changing the methods by which households access social housing has resulted in applicants playing a greater role in the process of selecting their home.

The Government has set challenging targets for the introduction of the scheme – by 2010 it expects 100% of local authorities to have adopted a Choice Based Lettings system. Academy Housing offers the opportunity to help meet these targets by implementing a fully integrated Choice Based Lettings system. Academy Housing enables vacant properties to be advertised online and provides facilities to match applicants to properties, produce shortlists, offer and allocate properties.

### Summary of Features

#### Working with Housing Partners

Academy Choice Based Lettings can be run in conjunction with Common Housing Register Partners. Properties owned by partner organisations can be created and details used for advertising and shortlisting. Expressions of interest are forwarded directly to private landlords.

#### Create and upload advertising lists

Lists of available properties are created and used for advertising online and in publications. Property details can include user-defined information and pictures.

#### Shortlisting

An ordered shortlist is created, detailing the applicants who have expressed an interest in a property. The order is user-defined and can reflect the different policies of partner organisations. Historic shortlists can be reconstructed to answer queries.

#### Register interest

Applicants can register their interest (or bid) for a property on the Internet, by telephone, SMS messaging or in person. Eligibility criteria can be applied to applications to ensure that applicants only bid for properties for which they are eligible. This feature is optional.

#### Feedback

Feedback is provided to applicants on previously let properties via the website. Applicants will be able to see the number of current bids broken down into priority bands, and the date and priority band of the last successful bid on a similar property.

#### Management

Details of bids on properties can be viewed online. Academy Choice Based Lettings is fully integrated within the Allocations module, providing a seamless process from advertising properties through to shortlisting, offer and if required, creation of tenancy.

Academy Choice Based Lettings is fully supported by the Academy Decision Support reporting tool.

#### Benefits

- Vacant properties can be advertised online
- Assists in proactively marketing homes
- Helps customers make informed choices
- Fully integrated with Academy Housing
- Fully supported by ADS reporting tool