

## **17. REVIEW OF HOUSING ALLOCATIONS POLICY TO ACCEPT ANY PROPOSED CHANGES TO THE HOUSING ALLOCATIONS POLICY AS A RESULT OF A REVIEW AND CONSULTATION**

The Housing Strategy and Systems Team Manager presented the report.

In response to a question about the rate of people migrating to the area seeking housing, the Housing Strategy and Systems Team Manager advised Members on the qualifying categories which include residence, length thereof, and employment in the district.

A Member noted concerns constituents had with the choice based letting system. The Housing Strategy and Systems Team Manager advised that the authority could not take new applications for a period due to software change and the new system had also seen some teething problems; but an improvement could now be seen.

In response to the Chair's concern that some people may be unable to register online, the Housing Strategy and Systems Team Manager advised that in this case officers were able to help, but it was a question of balancing needs and officers time. Where appropriate people were encouraged to help themselves so officers could spend more time processing cases.

The Chair asked if local charities and partners could help and the Housing Strategy and Systems Team Manager advised that yes, people are directed to them.

The Chair asked when a good time for a review of this would be. The Housing Strategy and Systems Team Manager suggested at least six months of letting data was realistically needed to track any changes and suggested a return to the Community Scrutiny Committee in a year.

The Portfolio Holder noted that this is a tricky issue as demand was high and the situation was complex. He hoped the policy produced was felt to be fair and equitable and he thanked Members for their contributions to that process.

The Chair thanked Members for their comments which would be presented to Cabinet when they considered the report on 12 December.