

## Choice Based Lettings Customer Survey

We are surveying customers who want to be rehoused through the choice based lettings scheme on their views of how we let properties at the Kensington and Chelsea TMO.

We advertise our available properties each week on the Home Connections website. You will receive adverts in the post and can look at vacancies on the website on the internet ([www.rbkc.gov.uk/HomeConnections](http://www.rbkc.gov.uk/HomeConnections)) Customers are asked to make an expression of interest in available homes each week.

Thank you for taking the time to complete this survey – your views are important for us in order to continuously improve service.

A prepaid envelope will be provided for you at the viewing. If you have downloaded this survey please return to either your local office or to:

TMO Allocations Team, Charles House, 375 Kensington High Street, London W14 8QH

### ***Please Tick One Answer to Each Question***

#### **1. Are you aware of the Home Connections Choice Based Lettings scheme?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

#### **2. If you are aware of the scheme, how did you first hear about it?**

Allocations and TMO Staff	<input type="checkbox"/>
A visit to your local housing office or Housing Advice Centre	<input type="checkbox"/>
A Support worker or other agency	<input type="checkbox"/>
From family/friends	<input type="checkbox"/>
Other	<input type="checkbox"/>

#### **3. Do you understand how Choice Based Lettings (CBL) works?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

(If no please explain)

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**4. Do you feel Choice Based Lettings is a fair system of letting properties?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

(If no please explain)

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**5. Do you know how to express an interest(bid) in advertised homes?**

Yes (please go to question 6)	<input type="checkbox"/>
No (Please go to question 8)	<input type="checkbox"/>

**6. Have you expressed an interest (bid) in available homes?**

Yes (please go to question 8)	<input type="checkbox"/>
No (Please go to question 7)	<input type="checkbox"/>

**7. Why have you not made expressions of interest (bids) in available homes?**

Not aware of the scheme	<input type="checkbox"/>
Unable to access the website	<input type="checkbox"/>
Want help with placing a bid	<input type="checkbox"/>
No suitable properties advertised on the website	<input type="checkbox"/>
Other	<input type="checkbox"/>

If other, please state \_\_\_\_\_

**8. If you showed an interest in a property, how did you contact us?**

By personal visit to Housing Office/Housing Advice Centre	<input type="checkbox"/>
By telephone	<input type="checkbox"/>
By e-mail	<input type="checkbox"/>
A representative such as a social worker, contacted us on your behalf	<input type="checkbox"/>

If other, please state \_\_\_\_\_

**9. How easy do you find it to contact us?**

Very easy	<input type="checkbox"/>
Easy	<input type="checkbox"/>
Fairly difficult	<input type="checkbox"/>
Very difficult	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

**10. How often do you place bids for properties?**

Every Week	<input type="checkbox"/>
Three times a month	<input type="checkbox"/>
Twice a month	<input type="checkbox"/>
Once a month	<input type="checkbox"/>
Less than once a month	<input type="checkbox"/>

**11. Do you have access to the internet?** (This could be at home, at a friends, at a library or community centre etc).

Yes (please go to question 12)	<input type="checkbox"/>
No (Please go to question 13)	<input type="checkbox"/>

**12. Have you visited the Home Connections internet site?** ([www.rbkc.gov.uk/homeconnections](http://www.rbkc.gov.uk/homeconnections))

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**13. Why do you feel that you have not been successful to date?**

Choosing a popular or high demand area	<input type="checkbox"/>
Insufficient priority	<input type="checkbox"/>
The advertised properties are unsuitable for your needs	<input type="checkbox"/>
Not making expressions of interest in available homes	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Not enough information to help you make choices before bidding	<input type="checkbox"/>
Other	<input type="checkbox"/>

If other, please state \_\_\_\_\_

**14. How would you like to make a bid for a vacancy?**

Visit a local office for assistance	<input type="checkbox"/>
Via the Internet at home	<input type="checkbox"/>
Text Messaging	<input type="checkbox"/>
By Telephone	<input type="checkbox"/>
Other	<input type="checkbox"/>

If other, please state \_\_\_\_\_

**15. Can you think of any changes that could be made to make bidding easier?**

\_\_\_\_\_

If you know your application reference number, please state it here: \_\_\_\_\_



16. Below are some statements about CBL. Please indicate your view with a tick

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Choice Based Lettings gives me realistic information about what properties are available in Kensington and Chelsea					
B. Due to Choice Based Lettings, I understand how long it will take me to be rehoused in my preferred areas.					
C. I understand the TMO's lettings policy					
D. I am prepared to be flexible in areas where I am making expressions of interest to speed up the rehousing process					
E. I have specific areas of choice and am not prepared to consider other areas of Kensington and Chelsea					
F. I am provided with a lot of information to help my decisions when making expressions of interest in property					
G. I have expressed interest in homes that I would not have ideally considered					

17. How would you rate your overall experience of the service you have received from us?

Very Good	
Good	
Fair	
Poor	
Very Poor	

18. If you have any other comments on the Home Connections CBL scheme, please let us know (please continue on an additional page if necessary)

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Finally, in order to help us to interpret the results of this questionnaire, it would be helpful if you could answer the following questions about yourself:

**19. Are you:**

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

**20. What is your age?**

Under 18	<input type="checkbox"/>
18 - 29	<input type="checkbox"/>
30 - 39	<input type="checkbox"/>
40 - 49	<input type="checkbox"/>
50 - 59	<input type="checkbox"/>
60 or over	<input type="checkbox"/>

**21. How would you best describe your ethnic origin?**

<b>White</b>	<b>Black or Black British</b>	
British	Caribbean	<input type="checkbox"/>
Irish	African	<input type="checkbox"/>
Other European	Somali	<input type="checkbox"/>
Any other White background	Any other Black background	<input type="checkbox"/>
<b>Asian or Asian British</b>	<b>Mixed</b>	
African Indian	White & Black Caribbean	<input type="checkbox"/>
Indian	White & Black African	<input type="checkbox"/>
Pakistani	White & Asian	<input type="checkbox"/>
Bangladeshi	Any other Mixed background	<input type="checkbox"/>
Any other Asian background		<input type="checkbox"/>
<b>Any other group</b>		
Moroccan Arab		
Other Arab		
Chinese		
Filipino		
Any other ethnic background		



The TMO aims to build better neighbourhoods and deliver excellent customer service. To do this we need to find from you how we are doing and how you would like us to improve. One of the ways we will do this is through a Resident's Panel. Panel members will take part in activities such as focus groups, telephone surveys and mystery shopping.

If you are a TMO tenant and interested in helping us to help you please contact the Residents' Involvement team on 020 7605 6500

<b>Name</b>
<b>Address</b>
<b>Telephone Number</b>
<b>E-mail Address</b>

**Thank you for taking the time to complete this survey.**