



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

Housing Overview and Scrutiny Committee

Monday, 8 June 2026

Report of Councillor Virginia Moran
Cabinet Member for Housing

Choice based Lettings Update

Report Author

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Purpose of Report

The purpose of this report is to give an update on the progress of the Choice Based Lettings Allocations System.

Recommendations

The Committee is recommended to note the update on the Choice Based Lettings Allocations System

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	All

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

1.1 There are no direct financial implications arising from this report.

Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.

Legal and Governance

1.2 This report is presented to the committee for noting and oversight purposes only; accordingly there are no direct substantive legal and governance implications arising.

1.3 The Council's Choice Based Lettings and allocations functions are exercised in accordance with the Council's Housing Allocation Scheme and relevant housing legislation.

1.4 Any allocation decisions must be taken in accordance with the Council's published policy, statutory guidance and public law principles, including fairness and reasonableness.

1.5 Any processing or sharing of applicant information undertaken as part of the Choice Based Lettings process must comply with the Council's data protection obligations.

Completed by: Graham Kitchen, Director of Law and Governance (Monitoring Officer)

2. Background to the Report

1.1. As the Committee are aware, the Council launched the Choice Based Lettings (CBL), Huume, in October 2023 following a full registration process.

2.2 The system ensures that social housing is allocated fairly and transparently. Applicants on the housing register can express interest ('bid') on available properties via an online platform. Allocations are made in line with the Council's Housing Allocation Policy, which is designed to ensure priority is given based on assessed housing need. The system has been a successful way of managing our housing register and allocations.

3. Key Considerations

- 1.1. The following table provides the latest data as of 22 May 2026 to demonstrate the volume of applications received and assessed

	February 2026	March 2026	April 2026	May 2026
Applications received	354	356	336	257
Applicants who have applied and do not qualify/closed applications	0	0	0	21
Applications incomplete (waiting further info)	3	0	41	76
Applications pending assessment	304	318	167	171
Active applications	892	893	975	992
Of these: Band 1:	57	56	72	76
Band 2	236	238	253	260
Band 3:	465	465	503	511
Band 4:	134	134	147	145
Housed:	56	59	50	29
Of these: Band 1	24	18	19	11
Band 2	19	26	25	15
Band 3:	10	15	6	3
Band 4:	3	0	0	0

- 1.2. Please note the information for May 2026 relates to 1 May to 22 May 2026.
- 1.3. A key priority since implementing this system is to ensure that the Council are assessing applications in a timely manner.
- 1.4. The oldest application pending assessment is 7 April 2026 (as of 22nd May 2026). So, the team are currently working on a 6-week lead time for housing register assessments.
- 1.5. On average the Council receives approximately 300-350 applications per month which equates to the team needing to assess around 18 applications a day to keep pace with the volume of work. The number of applications waiting assessment has dropped over the last 4 months to 171.

- 1.6. This will be monitored over the coming months to ensure that the workload is manageable. Currently, the team working on application assessments consists of 5 Housing Options assistants, plus 1 agency housing register officer, as well as the 2 allocations officers, if workload permits. There is a rota system in place to ensure the housing options assistant's workload is split equally across the housing options service, which includes homelessness.
- 1.7. Overall, general feedback from customers through phone calls into the department remains positive and understanding of the system seems to be good. We have had a few customers query the positioning in shortlists of properties as they assume their position will improve for each property. This is not necessarily the case, and it is important to remember that each property holds its own shortlist and therefore positioning can vary from one property to another.

How the Council work with Registered Social Landlords

- 1.8. Registered Social Landlords (RSL) also advertise their properties on the Choice Based Lettings system, the following table shows the split of properties advertised over the last 4 months between RSLs and SKDC.

Properties advertised	Feb 2026	March 2026	April 2026	May2026
SK	29	32	38	14
RSL	34	16	32	27
Total	63	48	70	41

- 3.9 The Allocations Team Leader and Planning Policy Officer (affordable housing) have regular meetings with RSL partners and developers to ensure Section 106 (planning) allocation meets the needs of applicants on the housing register.
- 3.10 The Allocations Team Leader is in the process of setting up quarterly meetings with the RSL lettings teams to support with further developing positive working relationships between the SKDC allocations team and RSL partners.
- 3.11 RSL's have limited access to the Huume system, they are able to create their own adverts for properties, which are approved for publishing by a member of the Allocations Team, at the end of an advert the Allocations Team will review the matching list and nominate applicants to the RSL. The RSL is provided with access to that nominees' information to enable them to review the nomination.
- 3.12 The Allocations Team Leader provides support and assistant to RSL's which includes training their staff to use the Huume system.

4. Other Options Considered

4.1 None as this report is for noting.

5. Reasons for the Recommendations

5.1 This is for noting