



Housing Overview and Scrutiny Committee

Thursday, 19 June 2025

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Does the report contain any exempt or confidential information not for publication?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 financial implications associated with this report.

Completed by: David Scott – Assistant Director of Finance (Deputy s151 officer)

Legal and Governance

1.2 This is a progress update and therefore for noting.

Completed by: James Welbourn, Democratic Services Manager

2. Background to the Report

- 2.1. As the Committee is aware, Choice Based Lettings (CBL) was launched 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 the assessed housing need. The system is now fully implemented and has provided a successful way of managing our housing register and allocations.

3. Key Considerations

- 3.1. Please see below the latest statistics as of 3rd June 2025 to demonstrate the volume of applications received and assessed

3.2.

	March 2025	April 2025	May 2025
Applications received	331	400	354
Applicants who have applied and do not qualify/closed applications	54	81	59
Applications incomplete (waiting further info)	106	129	139
Applications pending assessment	131	133	178
Active applications	1166	1138	1115
Of these: Band 1:	193	178	175
Band 2	348	352	332
Band 3:	505	491	493
Band 4:	120	117	115
Housed:	39	73	47
Of these: Band 1	29	44	27
Band 2	8	17	15
Band 3:	2	8	4
Band 4:	0	4	1

- 3.3. There were a high number of lets in April 2025 as several new build properties from Housing Associations were advertised on the system.
- 3.4. A key priority since implementing this system is to ensure the Council are assessing applications in a timely manner. The oldest application pending assessment is 20th March 2025. So, the Council is currently working on a 10-week lead time for housing register assessments.
- 3.5. Overall, general feedback from customers through phone calls into the service remains positive and applicants have a good understanding of how to use the system. The team receive queries from customers regarding their position in the shortlist for properties as it is assumed it will improve for each property. This is not necessarily the case as positioning can be impacted by the number of applicants bidding for a property, the band the applicants are in and how long they have been on the Housing Register. This can therefore result in positioning varying from one property to another.
- 3.6. The Choice Based Lettings (CBL) system has been live for 18 months, so a comprehensive review of the Housing Allocations Policy will be undertaken to ensure it aligns with current priorities, meets local housing needs, and reflects the functionality of the updated system. A revised policy will be brought to the Committee for consideration later this year.

4. Other Options Considered

4.1 This report is for noting

5. Reasons for the Recommendations

5.1. This report is for noting