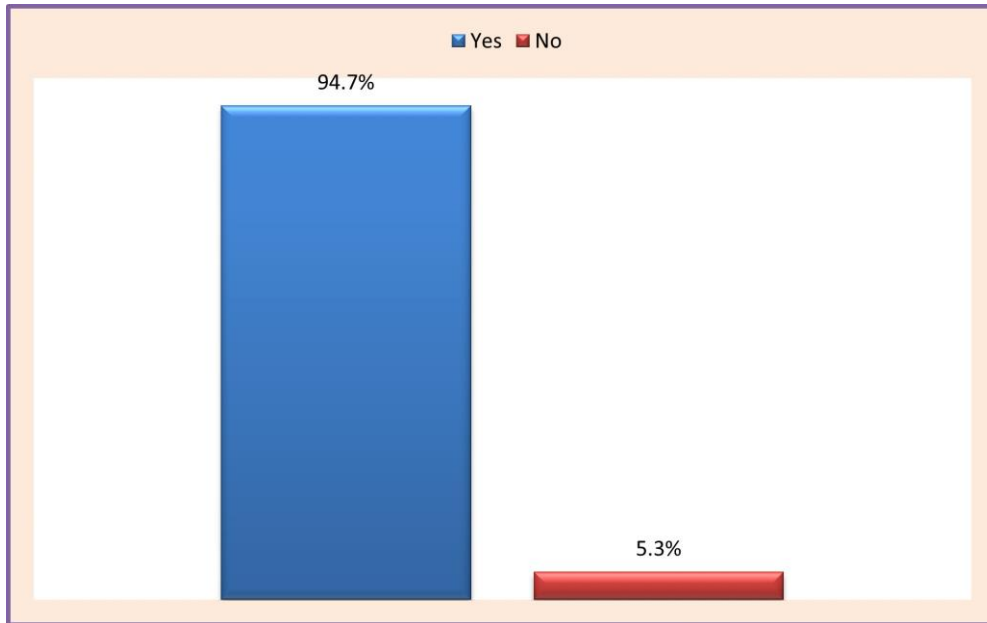


Summary of Allocations Review 2024 – tenant consultation

The consultation was sent by email and hard copy to tenants on our Register of Interested Tenants, Tenant Panel, and a sample of recent applicants from the past three months. A total of 421 emails and 31 hard copies were sent. We received 22 responses in total giving a response rate of **4.9%** overall.

The consultation took the form of five questions, the results of which have been summarised below.

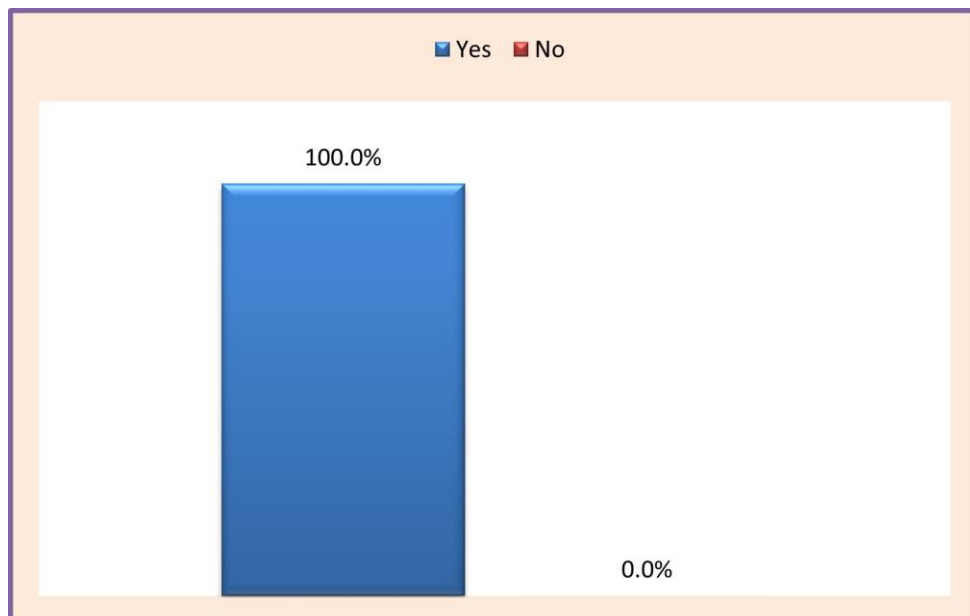
Q1 Are you happy with the changes we have made to our Allocations Policy?



If you have any other comments please leave them here:

Thank you for your comments and suggestions; these have been reviewed internally.

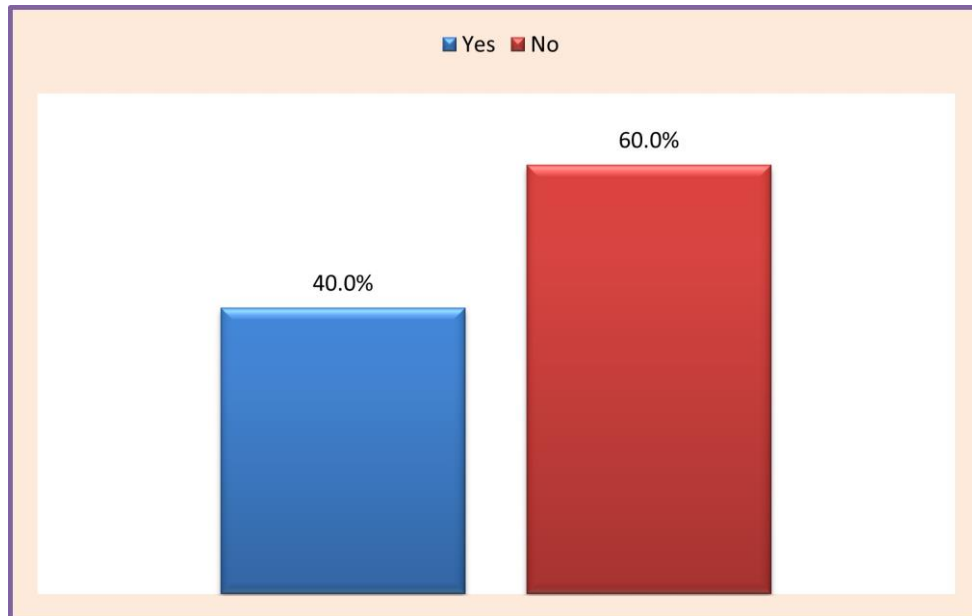
Q2 Are you happy with the additional categories which have been added into our Points Policy?



If you have any other comments please leave them here:

Thank you for your comments and suggestions; these have been reviewed internally.

Q3 Do you feel there is anything missing from our Allocations Policy?



If you answered yes, please provide further information here:

Thank you for your comments and suggestions; these have been reviewed internally.

Q4 How do you think we could improve the way we allocate our properties?

Responses:

Thank you for your comments and suggestions; these have been reviewed internally.

Q5 Please leave your name and contact details if you would like to be included in the next review of our Allocations Policy.

The privacy of all those who responded has been protected.

Summary

The majority of respondents were happy with the changes made to the allocations policy with 95% stating yes, however there was some confusion over what exactly the changes consisted of. Question two asked about changes to the points policy with 100% answering yes, they were happy with the proposed changes. Although there was still confusion as what specific changes were being reviewed.

Question three asked for feedback on anything people thought was missing from the policy with 40% answering yes and 60% answering no. To back up their 'yes' response there were a number of responses regarding, disabilities, relocating, providing properties for local authority nominations, carers, and mental health.

Question four asked for suggestions on improving how we allocate our homes. Responses included, increased communication, review of applicants backgrounds and priority for disabled applicants.

Question five asked for contact details to be provided if respondents were interested in being involved in a further review in 12 months. We received 15 responses, and those people will receive an invitation to be involved in the follow up review next year.

Action taken

The tenant feedback we have received will be used to finalise the allocation policy and points policy before they are passed for final approval by our Board of Management.