

Table illustrating the advantages and disadvantages of choice based lettings

CBL - Advantages	CBL – Disadvantages	Nominations - Advantages	Nominations - Disadvantages
Transparency			
Status quo – no change management required	Additional software costs and costs for other means of advertising where customers do not have internet access	Minimal software costs No advertising costs	Change management costs: advertisement of new scheme, consultation with customers etc.
All available properties in the district with the main RP's are advertised in one location and includes mutual exchange as well as new applicants. Promoting tenant mobility via mutual exchanges	Reliant on RP's to provide information and/or update the system on outcomes of properties let.	Direct offer to applicant without advertising reduces officer administration time/costs. Ability for LDC to prioritise applicants in temporary accommodation for nominations. Reducing length of stay in unsuitable accommodation for customers and temporary accommodation costs for LDC	Customers will need to register on multiple RP websites in order to access 100% of the social housing stock in Lichfield district – would incur additional support costs Customers will have to register on national schemes for mutual exchanges –would incur associated support costs

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<p>Properties advertised on a cycle gives routine to customers and they have a longer period to express an interest.</p> <p>Auto bidding could save officer time and support for vulnerable applicants.</p>	<p>Auto bidding can be unreliable resulting in erroneous bids, potential for increased officer involvement and associated costs.</p> <p>Properties advertised on a cycle - slower turnaround.</p> <p>Can highlight undesirable areas by low number of expressions of interest, may result in applicants withdrawing expressions of interest. Empty shortlists increase void time and void loss.</p>	<p>Direct matching removes possibility of erroneous expressions of interest, reducing officer costs.</p> <p>Able to immediately allocate when fit for let. No delay in waiting for an advertising cycle reducing void time and loss.</p>	<p>More complicated agreements with RP's. May need to revise allocations scheme with additional consultation. Increased interaction between LDC and RP's impact on administration and officer time</p>
Can express interest on three properties a week.	Verification of all applicants, monitoring of shortlists impact on administration time, officer numbers and costs.		
	Difficulty to clearly define an offer of accommodation and discharge statutory duty. Can also result in applicants receiving multiple offers of accommodation or refusing properties in the belief they will be offered an alternative more attractive property. Resulting in additional void times, officer involvement and costs.	Ability to clearly define an offer of accommodation and discharge statutory duty thus reducing officer time, possibly reduce temporary accommodation costs and length of stay and reducing administration time/costs.	
		Ability to restrict access to register could lead to fewer customers on register. Reducing administration time and officer requirement.	Fewer customers may mean we are unable to supply a nominee to an RP
	Increased customer enquiries	Increased homeless applications mean potentially more preventions and reliefs, which may equate to more funding	Increased customer enquiries and homeless applications potential for higher staff levels due to increased administration and applicants

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Ability to advertise private rented sector properties, potential to generate future income.		Can direct match private rented sector properties ensuring only suitable applicants are put forward thus creating successful tenancies and increasing access to PRS	
Intelligence – reporting functionality			
<p>Reports for all providers in one place e.g. bidding history, shortlists, popularity of areas. We will obtain valuable information on need and demand for housing across the district, including property types, size, location. Information is used to develop the housing strategy and include in the local authority housing statistics (LAHS) government return. Also use it for planning consultations responses and in developing local planning policies.</p>	<p>Reliant on RP's to update the system in timely manner, so some data will be unreliable.</p>	<p>Data for nominations held in house and is immediately accessible.</p>	<p>Only able to access data on properties we have nominated to. Reliant on RP's to provide data on the percentage of properties not under the nominations agreement. No data available on need and demand that we would have with CBL.</p>

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Customer Choice/Sustainable tenancies			
The initiative to apply for a property is taken by the customer rather than being the passive recipient of the offer of a property	Reliant on customers to express interest.	Not reliant on customers to express interest to be matched to a home as the council carries out the matching process.	Customer choice is removed.
Transparent shortlist highlights popularity of areas and likelihood of receiving an offer. The outcome of the process is published to show the level of demand for the property and the priority of the successful applicant. Encouraging applicants to widen area of choice & property type.	Encourages applicants to be selective, raises unrealistic expectations in high demand areas & introduce inefficiencies in low demand areas. Applicants may be encouraged to wait longer for an ideal property as opposed to expressing interest on a property they have a high likelihood of being awarded. Results in extended void times and increased void loss and increases officer work load, monitoring expressions of interest, placing expressions of interest on behalf of customers.	Properties are allocated directly to applicants who are best matched alleviating these issues and reducing officer involvement and administration time monitoring expressions of interest.	

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<p>The information provided gives more detail about property features such as central heating, energy efficiency, location, schools, garden etc and offers ‘real choice’ as in the private sector. Puts the onus on customers to seek out suitable properties – rather than the landlord targeting potential tenants – and in doing so encourages and rewards pro-active engagement; creating sustainable communities by letting housing to people who have chosen and want to live in them.</p>		<p>Manages customer expectations by highlighting lack of social accommodation available. One offer only of a suitable property. Reduces officer administration and involvement and associated costs.</p>	<p>Neither customer nor LDC aware of what the property looks like: minimal information provided by RP, no advert, no customer involvement/choice. Properties chosen for nominations by RP, could result in properties in less desirable areas always being offered for nomination. Could contribute to social, economic and demographic imbalances that affect levels of demand. Likely rise in request for reviews of suitability of offer of accommodation.</p>

