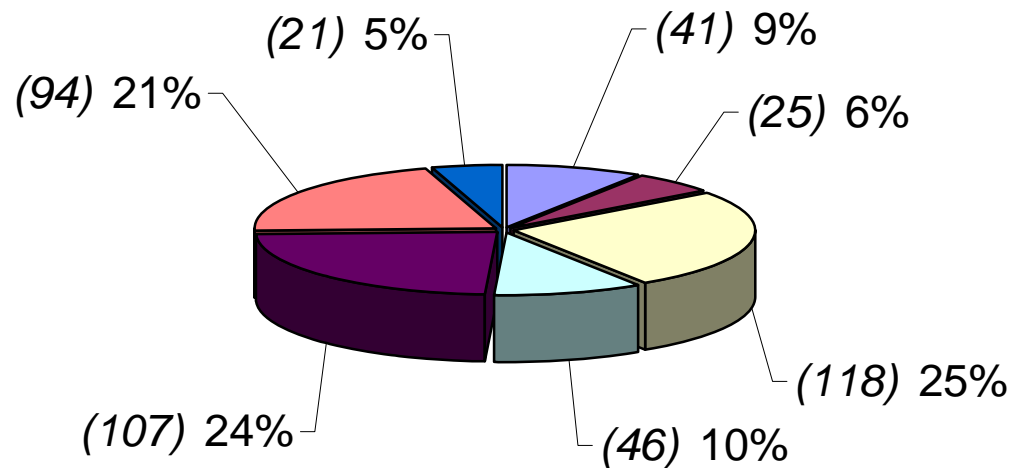


## Choice Based Lettings - Extra Help

On 3rd August 2009, a total of 1500 questionnaires were sent to customers who had never bid using the new Choice Based Letting system. Customers were also offered the opportunity to attend a short training session on bidding during August. As well as actively helping those customers who were unsure about how to bid with personalised training, we have written to customers who were unable to attend the training offering alternative ways of getting support to bid. Those customers who told us they could not afford to move have been given information on how they could obtain financial support.

As a result of this exercise we received useful information on the current circumstances of our customers who have chosen not to bid. Detailed below are the findings from the recent questionnaire.



- 19th August 9.30am-12.30pm
- 20th August 2pm-4.30pm
- I am unsure how to bid but cannot attend either training session
- I have not placed a bid because I am concerned about the cost of moving
- No suitable properties for me have been advertised since December
- I do not wish to move at the moment
- I no longer wish to move

