

CBL – Customer Feedback

Since the introduction of the CBL process/system, officers have been asked to note any user stories that might illustrate the benefits to the customer. There are just over 70 of these user stories recorded on the system. The following five examples hopefully illustrate the experiences of some different client groups:

1. Couple with two children and another child on the way, currently been renting without a tenancy agreement and no way of getting references and no security in the property. Since the introduction of CBL, staff have had the time to work intensively with the family, liaise with Housing Associations and provide holistic support. The family have been extremely happy with the service provided to secure their property and wrote a letter of thanks to the Housing Manager.
2. A family who have been on the waiting list for many years and not been in priority have, since the introduction of Choice Base Lettings, realised that there are available new properties in a different area which they would previously not have considered. Seeing the property has enabled them to make the choice that they would bid outside Witney. They are now accommodated in Chipping Norton, have settled their children into local schools and are very happy with their home. They would not have received a property for many more years in Witney as they were not of priority need but by seeing the new property they made a difficult choice but successfully bid on a property.
3. A mother in a three bedroom property with only one child left at home (originally had three children) looked at 2 bedroom properties and bid for one successfully and therefore was able to bid on ones that she liked the look of. She was not interested in moving prior to CBL but saw the property details, photographs, locality maps and description of local facilities and then bid - successfully. She is "over the moon" with the property and financially this is better for her. This also freed up a three bedroom property for us to use in Witney.
4. A couple with mental health issues were not immediate priority need as they did not keep their records up to date with us under the points system and we were too busy to chase people. But since in the introduction of CBL officers have had the time to work with disengaged customers (who are clearly identifiable through the Homeseeker Plus system) and they have helped the couple get out of expensive private rented accommodation and into a social sector home near to family. The couple are very happy with the move and this is not something we could have easily done prior to CBL.
5. A traveller family did not want to move into a new home as they were not used to living in non-traveller communities; despite rapidly deteriorating health issues were making a move urgent. When they were registered on CBL they were able to view properties and saw a small bungalow in a very quiet village (not a town centre) which made them decide that the time was right to move. CBL enabled them to see the opportunities available to them. They are very happy in their new accommodation and health issues are improving as a result.