

APPENDIX 4
Progress Report – Choice Based Lettings

No.	Recommendation	Responsibility	Date	Evidence of progress Presented to Committee 30 June 2016	Assessment of progress Categories 1-4	Evidence of progress Presented to Committee 19 December 2016 and 19 June 2017	Assessment of progress Categories 1-4
2	that the Compass Partnership Steering Group should continually review the website and marketing of the Compass scheme, and in particular:						
c)	to ensure the bidding system remains user friendly and in line with customer needs and expectations	Compass	On going	Thirteen is committed to improving the bidding system for customers. Customers can Bid on the website, within customer offices, by telephone and in kiosks. Thirteen's customer scrutiny panel have made a number of recommendations for the improvement to service access and marketing. These are being introduced as part of the operational group work within the sub-regional steering group and individually within Thirteen landlord partners. On going	2- Ongoing	Thirteen is continuing the work presented to Committee in June.	1 Complete

APPENDIX 4
Progress Report – Choice Based Lettings

No.	Recommendation	Responsibility	Date	Evidence of progress Presented to Committee 30 June 2016	Assessment of progress Categories 1-4	Evidence of progress Presented to Committee 19 December 2016 and 19 June 2017	Assessment of progress Categories 1-4
3	that Thirteen Group as a key housing partner, continue to work to improve the attractiveness of the social housing offer. This should involve ensuring potential customers are aware of possible packages of support prior to bidding (for example, furniture or decoration incentives)	Thirteen Group	On going	The property advertises promote when additional incentives are available, this is labelled on the property description on the marketing text and can be white goods, floor coverings, additional decoration or financial assistance for people on welfare benefits that are impacted by the under occupation charge (dependent on location). This is discussed within the, shortlisting and viewing of the property with the customer. This work is on-going.	2- Ongoing	Continuation of work presented to committee in June.	1 Complete

- 1 – Fully Achieved**
- 2 – On Track**
- 3 – Slipped**
- 4 – Not Achieved**