

Customer Issues with The Compass Choice Based Lettings scheme between April 17 - March 18

Important Issues

How long is the application form?

17 pages



How many applicants abandoned the system over the year?

4,214

How many nominations do the local authorities get?

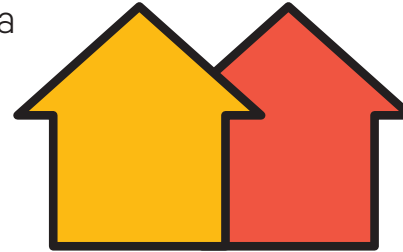
35%

What's the percentage of homes that go to people in need (Band 1) not just those wanting a move?

22%

What's the average time people wait to get a property?

356 days



Bid Count

Average bids against property types:

Middlesbrough 15,715

Stockton 15,981

Hartlepool 15,629

Average bids per advert:

Middlesbrough 7

Stockton 8

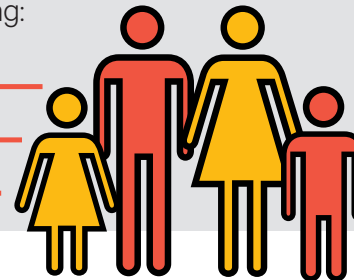
Hartlepool 9

Number of people bidding:

Middlesbrough 2,255

Stockton 2,551

Hartlepool 1,534



Customer Feedback

“ Takes too long to complete ”

“ Given up and gone on to secure a private let ”

“ It's confusing ”

