



Coventry City Council

Council Meeting

20th March 2012

Booklet 2

Answers to Written Questions

1.

QUESTION SUBMITTED BY: Councillor Nellist**TO BE ANSWERED BY: Councillor Skipper, Cabinet Member
(Neighbourhood Action, Housing, Leisure and Culture)****TEXT OF QUESTION:****What are the latest numbers of those registered on Homefinder in total and by bands?**

The following table demonstrates the number of households registered in the range of bands on 12/03/2012

Band 1A	76
Band 1B	78
Band 2A	1,159
Band 2B	410
Band 2C	653
Band 3A	19,580
Band 3B	1,386
Total	23,342

2.

QUESTION SUBMITTED BY: Councillor Nellist**TO BE ANSWERED BY: Councillor Skipper, Cabinet Member
(Neighbourhood Action, Housing, Leisure and Culture)****TEXT OF QUESTION:****What is the average wait for someone on Homefinder before they obtain a property; and what is the average wait in each band?**

The average waiting time for households housed in 2011 was 790 days.

The table below details the average waiting time per band in Days

Band	Ave no. of days from registration to Housed CRM for those housed in 2011
Band 1A	690
Band 1B	733
Band 2A	745
Band 2B	396
Band 2C	520
Band 3A	1087
Band 3B	784

3.

QUESTION SUBMITTED BY: Councillor Nellist

**TO BE ANSWERED BY: Councillor Skipper, Cabinet Member
(Neighbourhood Action, Housing, Leisure and Culture)**

TEXT OF QUESTION:

How many staff are currently employed on Homefinder, and what are the plans for the next financial year?

Coventry Homefinder is based within the Housing Options Team. The Administration of this service including the assessment of priority need, responding to customer contacts and maintaining the system is currently undertaken by 4 Choice Based lettings Clerks and 1 Choice Based Lettings Officer.

The Fundamental Service Review has fundamentally changed the way the Homeless Service works including the transfer of all first time callers to the Contact Centre. In order to facilitate this, resources are being transferred to the Contact Centre equivalent to 3.73 FTEs. The transfer of calls will reduce the volume of calls to the Choice Based Lettings Team. In addition, the upgrade of the Abrisas System will reduce the amount of officer time required to operate the system and make it easier for customers to use.

4.

QUESTION SUBMITTED BY: Councillor Nellist

**TO BE ANSWERED BY: Councillor Skipper, Cabinet Member
(Neighbourhood Action, Housing, Leisure and Culture)**

TEXT OF QUESTION:

Whether he is satisfied with the range of powers at his disposal to tackle rogue landlords who fail in their responsibilities, or private letting agents who act on their behalf?

The Council has sufficient powers although some specific aspects of the powers do create issues. In the majority of cases, it is more successful to work informally with landlords to address standards and tenancy issues.