

GOOD PRACTICE NOTE

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# Choice Based Lettings

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## BACKGROUND

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This Good Practice Note is about the ways that housing associations can respond to Choice Based Lettings (CBL). It also clarifies the Housing Corporation's expectations around CBL, acknowledging the challenges and opportunities which choice provides, and pointing the way to other sources of published good practice.

The Government's agenda for social housing places great emphasis on customer choice. Key to this is achieving change in the way that residents and applicants gain access to housing. Until recently, all social housing was let through bureaucratic allocations systems, in which housing officers matched those in need of a home to available properties, on the basis of established criteria. Many of these matches were successful but the process itself was inadequate: it was not responsive to applicants' preferences or aspirations, decisions were not transparent, and it did not encourage resident commitment to the neighbourhood.

In April 2001, Government provided funding of £13m to support 27 local authority-led pilots, which aimed to find out the effectiveness of a new approach to lettings, CBL, where properties were advertised and those in need of a home were invited to bid for what was on offer.

When the evaluation of the pilots was completed in May 2004, it brought to light a number of interesting outcomes:

- The number of households registered for social housing had increased in almost all the pilot areas;
- Consumer feedback showed that those in search of housing regarded CBL as far more open and transparent;
- Most customers felt that the additional effort of actively bidding for properties was worthwhile, given the benefits of the new approach;
- CBL systems could be made to work for BME communities and vulnerable and marginalised groups;
- Landlords saw improvements in void periods and refusal rates.

Since the pilot phase, Government commitment to CBL has strengthened. Targets have been published, for 25% of local authorities to have CBL systems by the end of 2005, and for 100% local authority involvement by 2010. London's Regional Housing Board is encouraging London boroughs and their partner housing associations to work towards a date of March 2008 for participation in CBL schemes. The Government is also keen to achieve the benefits of CBL more widely. It wants to see housing associations and the private rented sector engaging with CBL schemes and adopting a choice based approach. The Office of the Deputy Prime Minister (ODPM) has made a commitment to work towards a nationwide system of choice by 2010.

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Housing associations have been involved in CBL since the earliest, experimental schemes in England. The first district-wide scheme, Harborough Home Search, was launched in April 2000 and was a partnership between Harborough District Council and three associations, De Montfort Housing Society, East Midlands Housing Association, and Leicester Housing Association (also known as LHA). Since that time associations have been active across the country, with local authority partners and working together, to deliver effective CBL schemes in high and low demand areas. This note aims to show how associations can learn from these experiences, to help increase choice and enable mobility.

### **Our Regulatory Approach**

The Regulatory Code says that housing associations must seek to offer a choice of home, while giving reasonable preference to those in priority need. Associations should also give reasonable assistance to local authorities, and be able to demonstrate their co-operation in the delivery of local authorities' homelessness functions.

The Corporation supports wider choice in lettings, and works closely with the ODPM to promote CBL and to help landlords find effective ways to achieve choice. We are also active in monitoring the commitment which associations make to CBL. The Continuous Recording of Lettings (CORE) system records lettings made through CBL schemes, and we have made changes to the Regulatory and Statistical Return (RSR) so that, in future years, we will have far more robust data on the location and type of homes which associations are placing in CBL arrangements. We will map this, using our Geographic Information System (GIS) capability, to produce a national picture of involvement in CBL.

### **Housing Inspection**

The Audit Commission, when inspecting housing associations, may ask questions about the outcomes of CBL schemes for their customers – both applicants and residents – in its Key Lines of Enquiry about Access and Customer Care, Diversity, and Value for Money as well as focusing in some inspections on Lettings and Allocations. Associations should make sure that they can demonstrate that they have consulted residents about the use of CBL and that applicants and new residents are satisfied with the service they receive from the scheme; that they have taken account of the diversity of the communities in which they work, and are offering value for money in the service which they provide.

## GETTING STARTED

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### The Basics

There is no one model of CBL, but there are aspects which most models share:

- Schemes include all types of homes, cover the whole of a landlord's stock, and often include transfers as well as new applicants;
- Properties are advertised in a variety of ways, to ensure an inclusive approach;
- Advertisements contain photographs of properties and have meaningful information: location, rent, neighbourhood facilities;
- There are simple rules for bidding which are clearly explained;
- There are various ways to bid: for example, post, telephone, text messaging or website. Customer feedback is used to establish the best method for different groups;
- Published feedback is clear and transparent, showing how the successful bidder met the property criteria.

### Good Practice Point

Home Connections is a partnership working across London and the Midlands. It is developing virtual tours technology on its website, to allow homeseekers to view properties before they bid. The virtual tour shows access to the property, and views of each room, as well as giving descriptions of the rooms and information on heating and lighting. Links to detailed location maps are also provided.

### Good Practice Point

Manchester Homefinder publishes detailed area guides on its website, with maps, press releases about new developments, and links to the Manchester Schoolfinder service, and adult and community learning opportunities.

### Good Practice Point

The recent lettings feedback on the B-with-us website (Blackburn-with-Darwen) links location and property type to the successful bidder's date of membership and priority status, to give bidders information about how long they might have to wait for the type of property they want.

It is important not to confuse the model of CBL scheme with the processes for achieving policy outcomes. There are characteristics which are common to all models of scheme, but the way that schemes work will vary, to reflect the policy objectives in each case.

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## Business Case

Housing associations have to consider why they want to move to a choice approach. While there are clear arguments in terms of providing a fair, transparent system and meeting need better, associations will need a robust business case, to demonstrate which route to choice is best suited to their aims and circumstances. To support development of the business case, associations should carry out an assessment of existing allocations systems, including consulting residents and applicants on design of the CBL scheme.

CBL provides a positive response to a number of key agendas. It helps to make services more responsive and efficient, by moving resources from back office functions, such as making allocations and managing the waiting list, to the point of service delivery, helping customers to express their choices. CBL has the potential to support cross-borough working, helping landlords to break down artificial geographical barriers which residents find frustrating, and to make better use of the national social housing stock.

The business case will be driven by a willingness to meet these challenges, and may be influenced by external factors, in particular by partner local authorities and other social landlords moving to CBL. While associations have to demonstrate their independence, they cannot allow themselves to be isolated from these developments, as there will be business costs in pursuing a markedly different course to other landlords. Associations will also need to consider governance and probity issues, in relation to scheme design.

For most associations, cost will be a key factor when planning the move to choice. Data about costs is not yet as definitive as

landlords would wish, when faced with such a significant business decision. Heriot Watt University is undertaking research for ODPM on the longer term impacts of CBL and this will include an analysis of cost effectiveness. It might be assumed that as CBL becomes more widespread and standardised, set up costs will reduce, and clearly it will be cheaper for individual landlords to join an existing scheme.

For set up, costs will be determined by, among other things:

- the number of partners;
- what the scheme aims to achieve;
- the level of complexity of the ICT solution;
- consultancy and staff costs;
- and how much of existing systems and procedures can be adapted or reused.

The costs of involvement in schemes elsewhere may also have an impact. There will undoubtedly be some upfront expenditure where returns may be limited in the short term.

Some argue that CBL is expensive. This has to be seen in the context that few cost comparators for allocations systems are available. Design choices help to determine cost, and there may be a trade off between capital and revenue. For example, a largely automated bidding process may be cheaper than a staff-intensive allocations system. But the regular costs of paper-based advertising, widely reported as significant, may lessen the savings potential. Allowance must be made for accessible systems, and associations should explore ways, for example, to deliver printed advertising at best value.

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Ongoing costs can be managed in a number of ways. The rapid spread of CBL means that there is now considerable processing capacity available, and some schemes contain their ICT costs by buying-in processing from other schemes. The East London Lettings Company and Locata are among the providers who offer processing services to CBL schemes elsewhere.

A particular concern for associations will be the effects of a move to CBL on meeting the efficiency agenda. As well as expenditure on set-up, training, and ICT, associations will also be concerned about any potential loss of operating efficiency, through longer relet periods or higher void rates. In fact, evaluation of the ODPM funded pilots found that, on balance, the impact of CBL on relet times was broadly positive. Scheme design can help contribute to efficient management. For example, advertising more frequently will be expensive, but can provide payback through faster turnaround and relet times.

Evidence on relet times requires careful scrutiny, to allow for the effect of different property types and where properties are kept available for planned decants. The Centre for Comparative Housing Research's evaluation of the first three years of Harborough Home Search showed a mean relet time in 2002/03 of 77 days, compared with 110 days the previous year.

Figures produced by the Association of London Government show that, for local authority housing, average relet times in London have fallen from 45 days in 2001/02 to 39 days in 2003/04. This is a period during which most London local authorities have been consolidating their CBL schemes. One of the drivers of CBL is to make best use of social housing stock, and the

Corporation expects to see continuing improvement in relet times as a result.

Savings can be made by releasing staff from time-consuming allocations functions into support for customers. Research in the early phase of CBL suggested that, in allocations systems, a single lettings decision could take one and a half days of staff time. There are clear advantages to unlocking this time, to enable support for customers to gain access to the system, and this could feed through to efficiency gains.

A wide view should be taken of costs and benefits. Some schemes have suggested that choice leads to lower costs in dealing with Anti Social Behaviour, and lower rent arrears. It may be that savings are not always readily visible because of accounting methods: extra expenditure in the lettings function may be balanced by savings in maintenance, but the accounts may not make the link clear. Heriot Watt University is undertaking research for ODPM on the impact of CBL on housing management and cost effectiveness. The project is due to report in spring 2006.

### **Partners and Markets**

To achieve its full potential, CBL should be undertaken in partnership with local authorities and other landlords. Partnership working is essential to deliver an inclusive scheme that meets local requirements. In some schemes, a single organisation will take the lead. This will usually be a local authority, to reflect its strategic role in housing and to provide effective collaboration, for example in regeneration initiatives and with social services. Larger, sub-regional schemes may set up a central body, owned jointly by partners in the scheme, to operate as the public interface and brand identity.

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The range of partners should be drawn as widely as possible, to reflect local, sub-regional and regional circumstances. This should certainly include all local authorities and social housing providers in the area. The partnership should be inclusive with regard to local housing markets. This means that smaller and more specialist providers should be included, as well as those serving rural areas.

The principal issue for many associations will be which scheme or schemes to join. This means that associations have to consider their areas of operation now, and whether these are likely to change in the foreseeable future. National associations will need a strategy for membership of a range of regional and sub-regional schemes.

### **Managing Change**

For many landlords, the introduction of CBL will mean a major business process change. It means cultural changes too, alongside the introduction of new ICT and ways of working.

Associations have to think about the ICT they want, and what they want it to do. For the pilot schemes, getting the right ICT was the factor which most frequently delayed the rollout of the project. If the design of the scheme itself is not right, then the ICT solution is quite likely to magnify any flaws. In a partnership, these decisions should be for all the partners: the ICT solution should not be driven by what works best for the lead partner. A considerable advantage of the partnership approach is the scope offered to maximise procurement expertise. This is especially helpful when scrutinising the marketplace to see if the packages available will do what is required. There is now a stock of good practice around ICT procurement which can be shared among landlords, but it is

important to recognise that what works for one scheme may not work for another. The ICT solution must be able to deliver the scheme as designed, and the partnership should have, or have bought-in, sufficient and appropriate expertise to make sure that it does. Do not forget that ICT suppliers will need to understand the scheme, to deliver what you want, and that some element of future-proofing should be included, so that the system can adapt and grow.

Although there is now a great deal of expertise in the sector, it is unlikely that the switch to CBL can be accomplished quickly. Landlords should plan for at least 18 months of change, and manage resources and communications accordingly. At a very early stage, the partners building a CBL scheme need to consider whether they have the skills to make it happen, individually and collectively, what skills and resources they can share, and what may need to be bought in.

Some of the pilots found internal change management the hardest process to tackle, and a balance needs to be found between necessary retraining of staff in the longer term, and buying-in immediate expertise to get the project moving. It is not wise in the long run, as some pilots found, to build CBL as an entirely new culture, separate from existing housing management teams and procedures. It would seem more productive to aim for staff buy-in from the proposal stage.

Significant changes will also be visible at the customer end. Many CBL schemes make extensive use of websites, for advertising, taking responses, and feedback. There is early evidence that a web-based approach is popular with applicants and may offer cost savings over other approaches. One

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advantage for customers of a web-based approach is that it can simplify access to the scheme. Policy and process complexities are off-putting: a web-based solution, which matches bidders to homes in a clear and easily-understood way can potentially do much to enhance the value of choice, although proper regard should always be given to non-web-based access. Unlike former systems, CBL can show applicants where they are in the queue, and demonstrate how the queue moves.

#### **Good Practice Point**

Locata makes comprehensive use of bidding software. As bids are received, they are registered against the advertised property. When the bidding cycle closes, a prioritised shortlist of eligible bids is created for each advertisement. The order of the list is determined by the banding and priority date. Locata then notifies landlords that the shortlists are ready to offer. As the process progresses, a full history of rejections, acceptances and refusals relating to each property is created.

## **MANAGING CBL AND ACCESS**

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### **Choice and Need**

Selection criteria will be needed to prioritise bidders. There are several ways to do this. Some schemes express housing need as a number of points, rather like traditional systems. Other schemes use banding, establishing a number of bands to reflect different levels of need. Properties might be advertised as indicating that priority will be given to those in a particular band. Three or four bands is a typical model. Further prioritisation may be required within bands, to sift those with comparable levels of need.

#### **Good Practice Point**

Four bands are used in Cornwall's Homefinder Direct scheme (typical criteria shown here):

**Gold Band:** for those owed a statutory duty; suffering harassment; in private rented accommodation assessed as in a high state of disrepair; high medical priority; or those underoccupying by at least one bedroom;

**Silver Band:** for those threatened with eviction but not owed a statutory duty; those unable to live with their partner or children, but would like to; medium medical priority; those suffering relationship breakdown; or those who have been offered a full-time job in the Homefinder Direct area;

**Bronze Band:** for those whose current home meets their needs now; homeowners, whose home is worth more than £45,000; private rented accommodation assessed as low state of disrepair; low medical priority;

**Emergency Card:** urgent move needed because of illness or danger.

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### **Good Practice Point**

In the Sheffield Homes scheme, if a property cannot be let through the bidding system, it is offered on a First Come First Served basis, to the first person who meets the letting criteria, regardless of waiting time or priority.

### **Good Practice Point**

Liverpool City Council, which leads the PropertyPool scheme including nine housing association partners, states explicitly in its allocations policy how it will aim to balance choice and need, including the use of targeted offers for some applicants, alongside wider choice.

### **Good Practice Point**

The East London Lettings Company, which works with more than a dozen associations, publishes detailed tables on its website of average waiting times, by property size, by type, to provide bidders with clear information about how long they might need to wait.

## **Describing and Marketing Properties**

Choice is a mechanism for letting, it does not replace the lettings policies which stand behind the scheme. These policies are made effective through the ways in which properties are labelled when they are advertised. At its simplest, labelling will tell bidders who the landlord is. Labelling will include the criteria which are applied to properties of a certain type. For example, a property might be labelled as 'particularly suited to older people' or 'unsuitable for young children'. Adapted properties, extra care schemes, and local lettings policies are indicated through labelling.

### **Good Practice Point**

Vale Homechoice, provided by Vale Housing Association and Vale of White Horse District Council, publishes its lettings policy on its CBL website. This includes identifying local lettings schemes, to support and sustain rural communities.

Some housing associations, which have a particular affinity with certain sections of the community, may wish to indicate this in the way they advertise their properties. How this is done may depend on an individual landlord's governing instrument and objectives. Some housing associations have specific objects, which means that they can let homes predominantly to defined groups. Others may have a more general connection to certain parts of the community. This could be conveyed through advertising, for example, with a landlord's homes grouped or presented in a certain way, or through the use of landlord logos with community languages.

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### **Good Practice Point**

When properties are advertised in the Home Connections scheme, operating across seven London boroughs, landlords can state that they have particular skills and capabilities, to support a given community. Specialist landlords can use wording such as The landlord is X Housing Association who can provide support, assistance and culturally sensitive services to members of the X community, thereby encouraging positive bidding responses from X community.

Partners in CBL schemes must bear in mind that race equality legislation contains general responsibilities for housing organisations, and places particular duties on public bodies, such as local authorities and the Housing Corporation. The Corporation is working with stakeholders to clarify its position on the use of restricted objects for lettings purposes. Landlords are strongly advised to seek legal advice, where there are equality implications to their lettings policies or practice, or to the way they advertise or describe their homes.

### **Managing Inclusion**

From inception, a project should address how the whole community will engage with CBL. This means thinking about who might be marginalised or vulnerable, and in what ways. Landlords should be sensitive to the distinctions between: groups where all members will need help with bidding, because of their specific support needs; groups of people who do not generally require support, but will need help in relation to CBL; and groups where individuals may need support, of varying degrees.

CBL puts the onus on homeseekers to be active in looking for a home, in complete contrast to bureaucratic allocations systems. This means that, from the earliest stage, CBL schemes must take a wide perspective on how people will gain access to the service. There are two interconnected approaches to pursue. One is to make the system design as generally accessible as possible; the other is to seek the cooperation of a network of statutory and voluntary organisations, to help those they work with to exercise choice. While the number of homeseekers who cannot engage with CBL at all without intensive assistance is probably relatively small, a larger population of applicants will need help and encouragement to bid. Landlords need to watch for the danger of people being excluded simply because the process has not been explained in a clear or appropriate way.

### **Good Practice Point**

Locata in west London provides scheme information in a wide range of community languages, as both text and audio files. The scheme also provides a learning difficulties user guide, which makes use of British Sign Language and Makaton to explain the scheme and how it works.

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CBL must not reinforce inequalities. Reliance on text-based information can disadvantage those with literacy difficulties, visual impairment, or for whom English is not a first language. Dependence on ICT, without proper alternatives, may exclude those who do not have access to technology, or do not yet feel confident to use it, or simply do not want to. Locata, one of the most technologically adept partnerships, records 20% of bids through paper coupons. But conversely, a scheme which places an emphasis on property shops and face to face contact may disadvantage those with mobility difficulties.

All media, including websites, need to be fully compliant with the principles of disability discrimination legislation. There are accessibility accreditation schemes for suppliers of web design services, and details are available from the Disability Rights Commission (DRC). The Commission for Racial Equality (CRE) advises that it is unlawful for housing organisations to have policies and procedures that are indirectly discriminatory or operate in such a way that persons of a particular racial group are unable, or find it disproportionately difficult, to obtain access to housing. All landlords should be mindful of this, and of their responsibility to monitor successful and unsuccessful bids, and non-bidders. However good the approach to ICT, a scheme is not meeting need if it does not offer a range of ways to bid or make contact.

Building strong links with other agencies means that advice and support can be targeted to specific groups. This should be a two-way process, as the success of any CBL depends not only on developing channels to provide information, but on using those channels to gain feedback on what customers want. It is also important that landlords do not overestimate the capacity or willingness of voluntary bodies to help. As Shelter made clear in its report *A Question of Choice*, the perception that voluntary bodies will be able to assist is not necessarily shared by those bodies, where no extra funding or training is available to help customers realise their housing preferences. Shelter advises, rightly, that landlords should not simply assume that help is available for applicants elsewhere. Good practice to address this is for landlords to work together, to contract with voluntary agencies for the provision of support and advice.

### **Homeless Applicants**

There is no reason why homeless applicants should not participate fully in CBL. Evidence from the pilots is that homeless households tend to bid less frequently. Associations need to understand who does not bid and why, to ensure that information is being targeted in the right ways.

Applicants who are owed a statutory duty by local authorities are generally given a head-start in the bidding process, for example by the use of a priority bidding card, or by being placed in a high priority band. Associations should be aware of how priority to those owed a statutory duty is managed in CBL schemes, and should work with local authorities to help meet statutory duties.

In the light of these duties, and Government targets to reduce the use of temporary

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accommodation, CBL partnerships might seek to treat homeless applicants differently. It is certainly the case that appropriate advice and assistance should be targeted to homeless households, and some schemes manage this through support for CBL bidding as part of more general support for those in temporary accommodation. Particular difficulties might occur where authorities use temporary accommodation outside the district, as, for example, some London boroughs do. It is important that these households are not overlooked in provision of support and communications.

### **Monitoring and Evaluation**

Data collection is an important function of a scheme. Data should be collected and monitored regularly, and particular care should be given to data collection around participation and outcomes for vulnerable and marginalised groups. It is good practice to involve residents in the design of the review process. Monitoring is a tool to demonstrate compliance with statutory and good practice requirements, and to measure performance against those factors which are critical to the success of the scheme. Associations should make use of regulatory performance indicators, and should develop scheme PIs, to enable robust assessment of progress towards these objectives.

Landlords should be able to demonstrate how they are using the evaluation of their scheme to drive policy development, and the outputs from monitoring should be available to residents, using the same standards of accessibility as the scheme itself.

Landlords should also ensure that lettings made through CBL schemes are accurately recorded on CORE logs. At present, question 16 in the CORE lettings log asks for the source of referral. The question seeks to find out how the household came to the attention of the landlord for this letting and the CORE manual offers detailed advice on completing the question.

In a CBL scheme, where lettings involve the landlord's existing tenants transferring within its stock these should be classified as internal transfers (question 16, option 1) except lettings to statutorily homeless households moving from temporary accommodation provided by your organisation. Where applicants are taken from a CBL scheme, and they meet the local authority's prioritisation criteria (or common criteria where a common allocations policy is in force) they should be classified as nominated by local housing authority (question 16, option 3).

Current question 25 asks whether the vacancy was let through a CBL approach. This question should be answered Yes or No; it should not be left blank.

## WORKING IN PARTNERSHIP

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CBL schemes should pursue a housing options approach. This means giving information to applicants about all the housing options available to them, not just properties available through the scheme.

A housing options approach is likely to involve:

- Promoting a wider range of housing options (Low Cost Home Ownership, private rented sector, mobility and exchange schemes);
- Making more and better information available about other related housing services (Care and Repair / staying put initiatives and adaptation services);
- One-stop shops; advice centres;
- Marketing properties and neighbourhoods in low demand areas including targeting new groups of potential customers.

### Good Practice Point

Homesforyou in Bolton provides a mutual exchange forum on its website. Once registered, details and a photograph of the home to be swapped are uploaded. There is also a searchable mutual exchange database.

### Good Practice Point

The Housing Options gateway website is a one-stop shop for affordable housing in east and south east London. A partnership of leading housing associations, including Circle 33, Metropolitan Home Ownership, Southern Housing, and Tower, and local authority landlords, the site provides comprehensive information and online application for a range of low cost home ownership and rental options. The site has both a standard and an accessible version.

For many schemes, promoting mobility will be a key objective, and a housing options approach, with links to initiatives such as moveUK supports this. CBL can work particularly to enable cross-boundary moves through improved co-operation between landlords. There is a clear link here to the sub-regional agenda, and to the importance of a seamless approach to lettings in larger schemes.

Government is now actively promoting a sub-regional approach, expanding the concept of CBL towards systems which operate across regional and sub-regional housing markets. There is a clear intention that these enhanced systems will involve a partnership of all local authorities and housing associations across the area, and will support the Government's targets for the rollout of choice.

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For housing associations, there are distinct advantages to a sub-regional approach. One of the biggest challenges facing larger associations, who work with perhaps up to 100 local authorities, is the scale and diversity of CBL schemes which they might be expected to join. A sub-regional approach allows greater sharing of ICT and advertising costs, and reduces the number of schemes associations have to join. In areas of very high demand, sub-regional schemes can provide additional opportunities for bidders who might otherwise not find the home they are looking for.

There are a number of ways to manage choice sub-regionally, and the Government has announced the Fund for the Development of Regional and Sub-regional Choice Based Lettings Schemes to support landlords to develop new schemes, to reflect local needs and markets. The key message is that a sub-regional approach delivers increased benefits to residents and landlords, and especially supports more diverse landlords, by reducing the number of different schemes they operate in.

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## FUTURE ACTION

It is our intention to update this Note in late 2006, to take account of outputs from changes to the RSR; the Heriot Watt research on long-term sustainability; and the first year of the sub-regional development fund.

## FURTHER READING

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### ODPM Evaluation and Guidance

*Piloting Choice Based Lettings: An Evaluation* (ODPM, May 2004)  
Download from [www.odpm.gov.uk](http://www.odpm.gov.uk)

*Applicants' Perspectives on Choice Based Lettings* (ODPM, May 2004)  
Download from [www.odpm.gov.uk](http://www.odpm.gov.uk)

*Implementing and Developing Choice Based Lettings: A Guide to the Key Issues (the CCHR guidance)* (Centre for Comparative Housing Research, for ODPM, March 2005)  
Download from [www.odpm.gov.uk](http://www.odpm.gov.uk)

### Other Evaluation and Good Practice

*A Question of Choice*  
(Catherine Grannum, Shelter, June 2005)  
Download from [www.shelter.org.uk](http://www.shelter.org.uk) or £7.50 for printed copy from Shelter, 88 Old Street, London EC1V 9HU

*Choice in Public Services*  
(Audit Commission, September 2004)  
Download from [www.audit-commission.gov.uk](http://www.audit-commission.gov.uk)

### Online Guidance

Commission for Racial Equality *Rented Housing Code of Practice* [www.cre.gov.uk](http://www.cre.gov.uk)

Disability Rights Commission  
*The Web: Access and Inclusion for Disabled People* [www.drc.org.uk](http://www.drc.org.uk)

[www.choicemoves.org.uk](http://www.choicemoves.org.uk) provided jointly by ODPM and the Centre for Comparative Housing Research contains an archive of choicemoves e-zines, a topical issues and noticeboard page, a directory of products and service suppliers, and links to hundreds of online references about CBL

Centre for Comparative Housing Research website [www.cchr.net](http://www.cchr.net) includes studies by Dr Tim Brown and others on need and choice

### Housing Corporation

The following are all available at [www.housingcorp.gov.uk](http://www.housingcorp.gov.uk)

Sector Studies: 24a: *Changing places: housing association policy and practice on nominations and lettings*; 24b: *Rehousing outcomes in the housing association sector*; 24c: *Housing associations, nominations and homelessness*; 24d: *The impact of stock transfer on access to social housing*; 24e: *Rehousing eligibility rules operated by housing associations*; 24f: *Housing association lettings policies: independence and common allocation policies* (all March 2003).

*Regulatory Circular 02/03: Local Authority Nominations* (February 2003)

*Choice in Lettings* (Nicola Winn, The Bridge Group, September 2001)

