

# THE LOCATA HOUSING SYSTEM

<b>Committee name</b>	Residents' Services Select Committee
<b>Officer reporting</b>	Navdeep Babra - Housing Register, Allocations & Lettings Manager
<b>Papers with report</b>	N/A
<b>Ward</b>	All

## HEADLINES

For the Committee to build an understanding and awareness of the Locata system which is the Council's choice-based lettings system. A live presentation will be given on how residents interact with the system information, which will be of benefit to Councillors undertaking such ward casework.

## RECOMMENDATIONS

**That the Committee notes the content of the Locata Housing Services report and live demonstration and asks any clarification questions as necessary.**

## SUPPORTING INFORMATION

Locata is used for the purpose of social housing applications and has been in use for over 15 years to date. It has proven to be a sound system, not only for the organisation, but also for the benefit of the residents, providing a smart simple process from start to end.

Locata is the most used system amongst all local authorities and is currently used for social housing applicants. Most residents can use the system without the need for support.

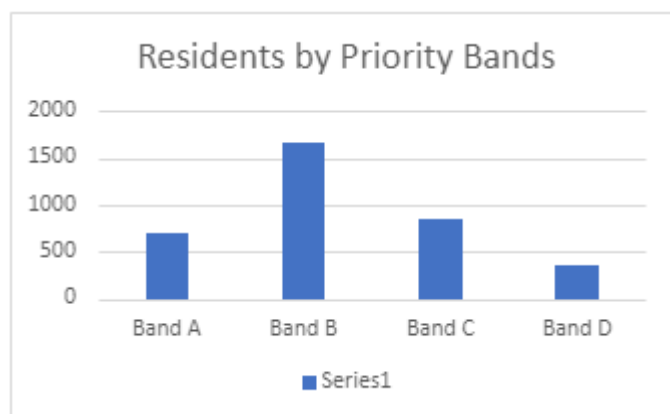
Locata provides residents with one system where all properties are advertised online that residents have access to bid for. For those who are unable to place bids themselves, there is scope in the system to place the bids on their behalf.

## PERFORMANCE DATA

Locata provides the following services to all residents that are currently registered on the Council's choice-based lettings system:

- Apply online
- Upload documents online & stored in one place
- Complete any change in circumstances in live time
- Place bids online

There are currently 3575 residents registered to place bids for social housing on Locata – these are separated into the following priority bands (with Band A being highest priority):



Band A	693
Band B	1667
Band C	850
Band D	365

Average waiting times for social housing properties by priority band are set out below:

Type / Size	No. of Lets	Shortest wait	Longest wait	Average wait
<b>Sheltered accomm.</b>	1798	3 days	37 years	11 months
<b>Studio general needs</b>	317	9 days	17 years	18 months
<b>1-bed general needs</b>	3656	1 day	35 years	14 months
<b>2-bed flat or maisonette</b>	2653	2 days	17 years	23 months
<b>2-bed house</b>	1253	3 days	13 years	25 months
<b>3-bed flat or maisonette</b>	236	6 days	12 years	3 years
<b>3-bed house</b>	1254	1 day	24 years	3 years
<b>4-bed</b>	247	10 days	13 years	3 years
<b>5-bed</b>	36	7 weeks	14 years	3 years

Any resident that is shortlisted for social housing will be offered a viewing; however, any offer of accommodation would be in line with their priority band and date, and subject to a verification check.

## RESIDENT BENEFIT

The system is currently used for residents who wish to register for social housing with the London Borough of Hillingdon and has proven to be a successful system to date.

Locata is not only computer friendly, but tablet and mobile phone adaptable, thus making it easily accessible for applicants.

Applicants have direct access to the system to check their applications at any given time. Once a Locata application is completed, it is fed into the Council's Civica system and a process to carry out the assessment is initiated. Applications feed directly into the Council's Northgate

system which caters for all the Council's housing needs to include applications, rents, tenancies and estates.

## **FINANCIAL IMPLICATIONS**

None at this stage.

## **LEGAL IMPLICATIONS**

None at this stage.

## **BACKGROUND PAPERS**

Nil.