

The Housing Forum is held annually and is designed to review the activity of the Housing Board over the last 12 months; as well as provide additional information regarding other important housing issues. This years Forum included a workshop that provided information to service organisations and agencies such as Housing Associations; as well as Councillors regarding Hampshire Home Choice. The feedback has been collated and is shown under the relevant questions shown below.

**Q. What do you think will be the most effective way to keep your clients informed of vacancies and encouraging them to bid i.e. will they make use of the technology?**

A. With regards to displaying the weekly advertising lists libraries, local offices, community centres, support services, meeting places, newsagents, Meon Valley News and mobile libraries were mentioned. Raising awareness could be achieved via doctor surgeries, support services and parish notice boards.

**Q. How would you like to be informed until the launch of Hampshire Home Choice in April 09 and would you like to receive training on behalf of your clients?**

A. The main methods of how stakeholders would like to be kept informed of Hampshire Home Choice until its launch in April 2009 were regular email updates, newsletters, FAQ's and Scheme User Guide. The idea of training sessions or interactive workshops on the new system, the banding system and any differences between the old and the new system was well received.

**Q. What challenges if any do you consider service users may face accessing and using the automated bidding system?**

A. The key challenges identified revolved around technical problems, fear of change, section 106 local connection, equal access, as well as applicants that are housebound, have mental health problems or are visually impaired.

**Q. What do you think is good practice from other organisations that you are aware of and are already using CBL?**

A. Issues raised were things like reporting, extra support, regular communication, equality impact assessment, full training and surgeries.

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We will be evaluating all your points raised. Thank you for your support!