

Housing Allocations Policy consultation

Version 1.2

Herefordshire Council Research Team

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If you need help to understand this document, or would like it in another format or language, please call the Research Team on 01432 383364 or e-mail researchteam@herefordshire.gov.uk

Introduction

A change in the law has given councils more freedom to decide how they manage their housing registers. The results of this survey will inform part of Herefordshire Council's review of the way affordable housing¹ is allocated to people across the county.

The views were sought on how requests for affordable housing should be prioritised from anyone over the age of 16 who lives or works in Herefordshire and of any organisations or professionals with an interest in this issue.

A questionnaire was made available in paper and online formats. They were distributed to 850 people selected randomly from the 5,000 currently on the housing waiting list; around a further 300 were either left at info centres or requested by phone. Questionnaires were also distributed through the Council's gypsy and traveller liaison officer and were also taken to two large farms in Herefordshire to target workers. A link to the questionnaire was displayed through the Registered Social Landlords websites, through the Homepoint website and through the Council's website.

In addition the survey was widely publicised to the general public through 2,500 leaflets, advertising both the workshops and the questionnaire, that were distributed to all info points and some council buildings; libraries; all HALO buildings; youth centres; community Halls; the Kindle Centre; Children's Centres and various other groups. It also went to all ward members and to all Parish councils. Furthermore, it was advertised in the Hereford Journal twice, with the second occasion including front page coverage.

The survey period ran from 3rd July 2012 until 1st October 2012. This report summarises the findings of the survey Top line report.

¹ Affordable housing is social rented, affordable rented and intermediate housing provided to eligible households whose needs are not met by the market.

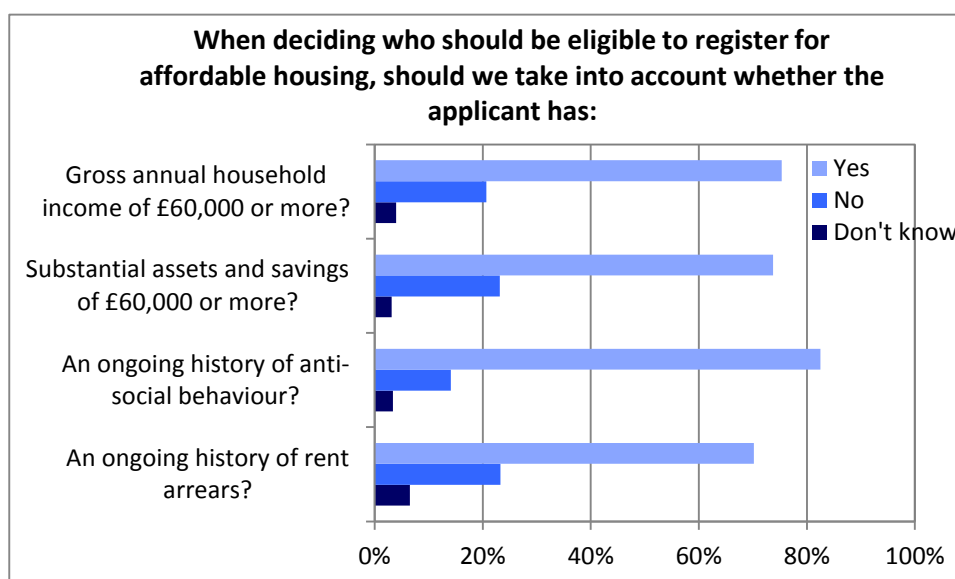
Results

In the tables and charts in this report, all the percentages are calculated as a proportion of the total number of responses to each question unless otherwise stated.

361 responses were received for the survey, of which 149 were the standard paper questionnaires and 212 were online responses.

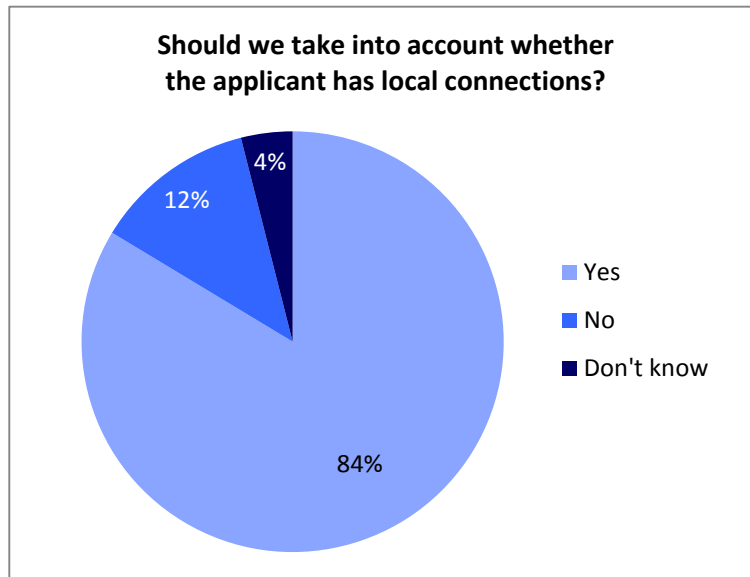
Q1. When deciding who should be eligible to register for affordable housing, should we take into account whether the applicant has:

	Gross annual household income of £60,000 or more?		Substantial assets and savings of £60,000 or more?		An ongoing history of anti-social behaviour?		An ongoing history of rent arrears?	
	No.	%	No.	%	No.	%	No.	%
Yes	266	75%	258	74%	293	83%	247	70%
No	73	21%	81	23%	50	14%	82	23%
Don't know	14	4%	11	3%	12	3%	23	7%
<i>Total responses</i>	<i>353</i>		<i>350</i>		<i>355</i>		<i>352</i>	
Not answered	8		11		6		9	



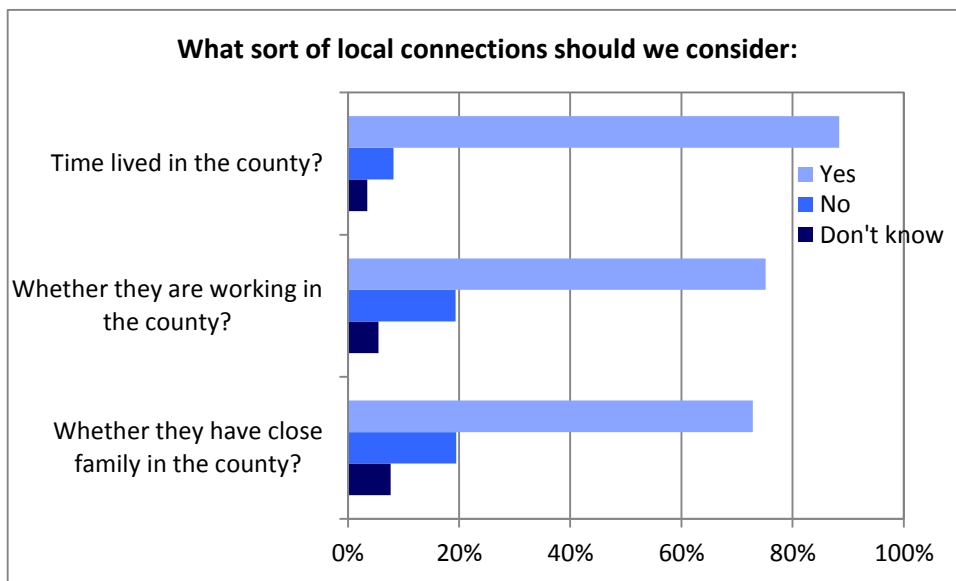
Q2. Should we take into account whether the applicant has local connections?

	No.	%
Yes	297	84%
No	44	12%
Don't know	14	4%
<i>Total responses</i>	<i>355</i>	
Not answered	6	



Q3. If we should take into account whether the applicant has local connections, what sort of local connections should we consider:

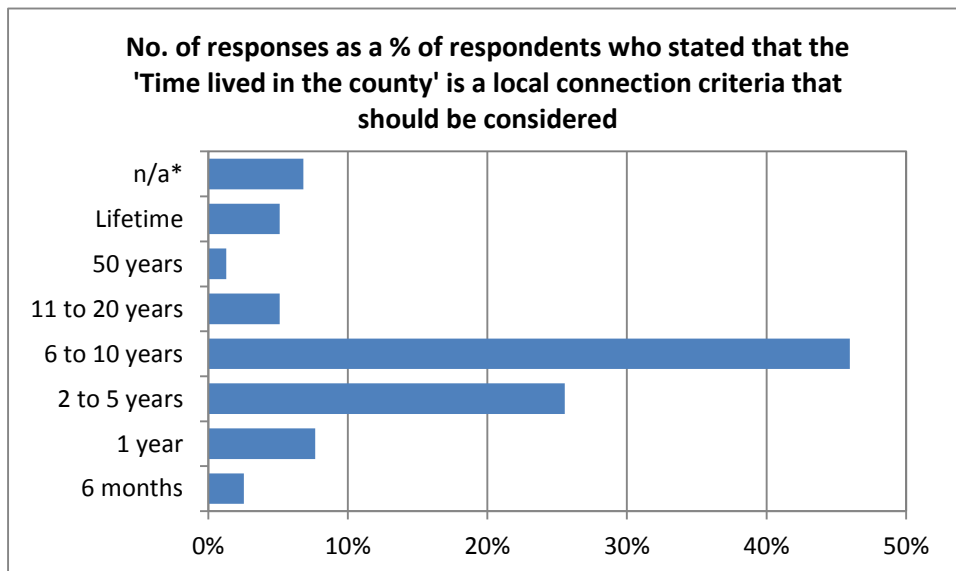
	Time lived in the county?		Whether they are working in the county?		Whether they have close family in the county?	
	No.	%	No.	%	No.	%
Yes	281	88%	233	75%	228	73%
No	26	8%	60	19%	61	19%
Don't know	11	3%	17	5%	24	8%
<i>Total responses</i>	<i>318</i>		<i>310</i>		<i>313</i>	
Not answered	43		51		48	



The length of time that a resident should have lived in the county as stated by those respondents who indicated that 'Time lived in the county' is a local connection that should be considered.

A minimum of...	No.	%
6 months	6	3%
1 year	18	8%
2 to 5 years	60	26%
6 to 10 years	108	46%
11 to 20 years	12	5%
50 years	3	1%
Lifetime	12	5%
n/a*	16	7%
Total responses	235	100%

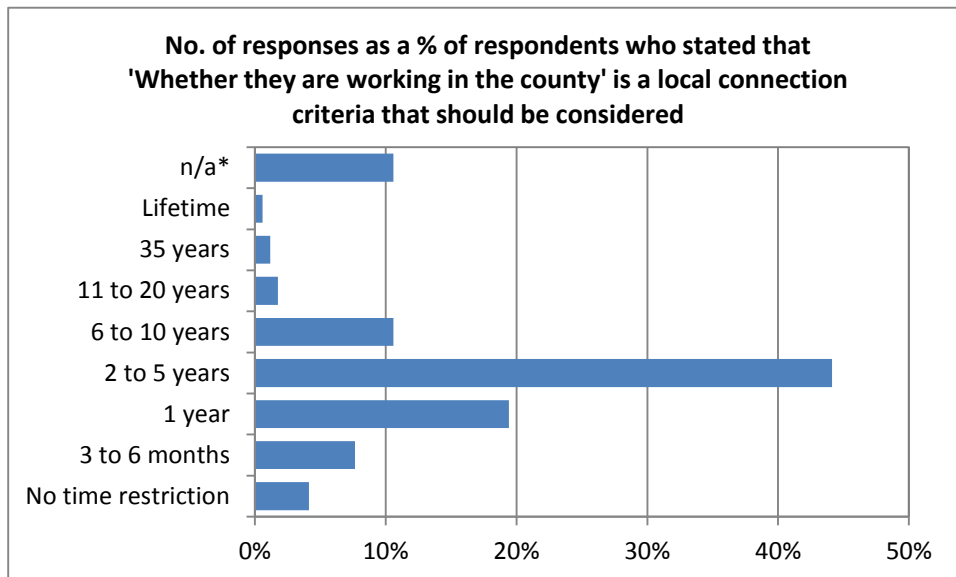
**Inapplicable, unclear or other responses (see Appendix A for a full list of these responses).*



The length of time that someone should have worked in the county as stated by those respondents who indicated that 'Whether they are working in the county' is a local connection that should be considered.

A minimum of...	No.	%
No time restriction	7	4%
3 to 6 months	13	8%
1 year	33	19%
2 to 5 years	75	44%
6 to 10 years	18	11%
11 to 20 years	3	2%
35 years	2	1%
Lifetime	1	1%
n/a*	18	11%
<i>Total responses</i>	<i>170</i>	<i>100%</i>

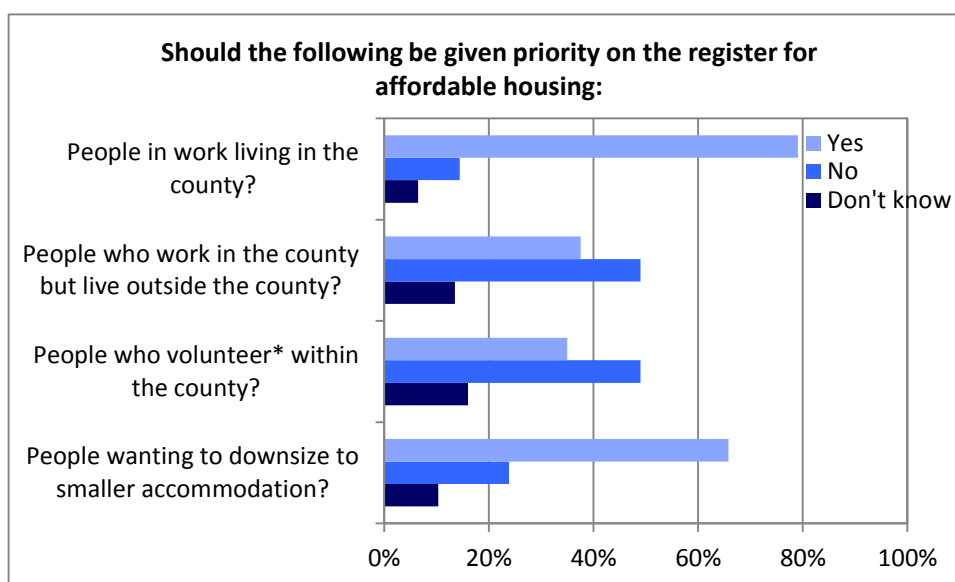
***Inapplicable, unclear or other responses (see Appendix A for a full list of these responses).*



Q4. Should the following be given priority on the register for affordable housing:

	People in work living in the county?		People who work in the county but live outside the county?		People who volunteer* within the county?		People wanting to downsize to smaller accommodation?	
	No.	%	No.	%	No.	%	No.	%
Yes	280	79%	128	38%	120	35%	229	66%
No	51	14%	167	49%	168	49%	83	24%
Don't know	23	6%	46	13%	55	16%	36	10%
<i>Total responses</i>	354		341		343		348	
Not answered	7		20		18		13	

**By volunteering we mean an activity that involves spending time, without payment, doing something that aims to benefit individuals (other than close relatives), groups or the environment.*



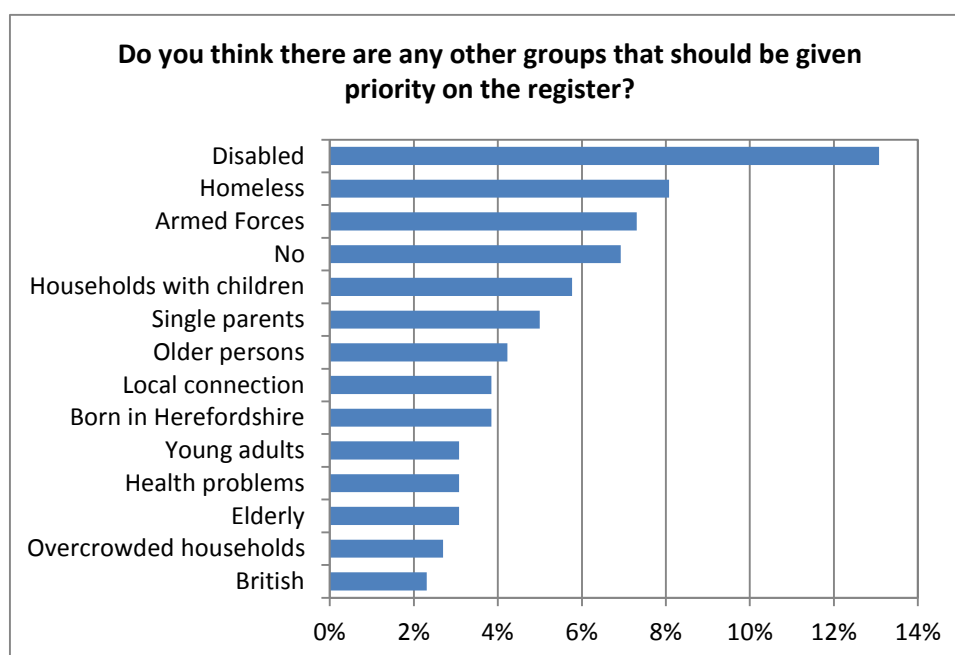
Do you think there are any other groups that should be given priority on the register?

There were 215 comments made, that incorporated a total of 260 suggested groups. The table and chart show the most commonly stated groups, see Appendix A for the full list. Percentages are shown as a proportion of the total number of groups stated.

	No.	%
Disabled	34	13%
Homeless	21	8%
Armed Forces	19	7%
No	18	7%
Households with children	15	6%
Single parents	13	5%
Older persons	11	4%
Born in Herefordshire	10	4%
Local connection	10	4%
Elderly	8	3%
Health problems	8	3%
Young adults	8	3%
Overcrowded households	7	3%
British	6	2%
Other groups	72	28%
<i>Total No. of groups stated*</i>	<i>260</i>	<i>100%</i>
<i>Total responses</i>	<i>215</i>	

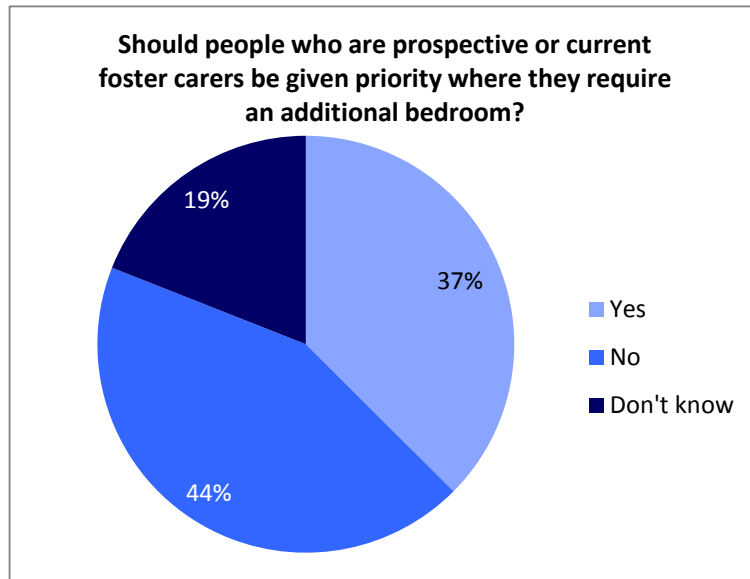
Note that these are broad groups and can represent a range of sub-groups; for example, 'Armed forces' can refer to people who are currently serving or retired from the armed forces, bereaved families of armed forces, etc.

**Respondents can state more than one group.*



Q5. Should people who are prospective or current foster carers be given priority where they require an additional bedroom?

	No.	%
Yes	130	37%
No	151	44%
Don't know	66	19%
<i>Total responses</i>	<i>347</i>	
Not answered	14	

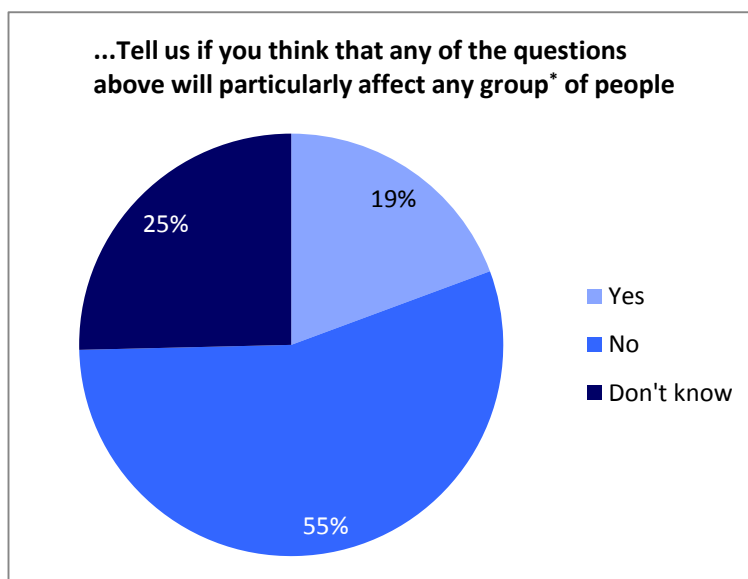


Q6. How do you think the questions above would affect members and ex-members of the armed forces wanting to register for affordable housing?

There were 253 comments made. Please see Appendix A for the full list.

Q7. We want to ensure that any changes made are fair to everyone. To help us do this, please tell us if you think that any of the questions above will particularly affect any group of people due, for example, to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

	No.	%
Yes	64	19%
No	183	55%
Don't know	84	25%
<i>Total responses</i>	<i>331</i>	
Not answered	30	



**For example, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.*

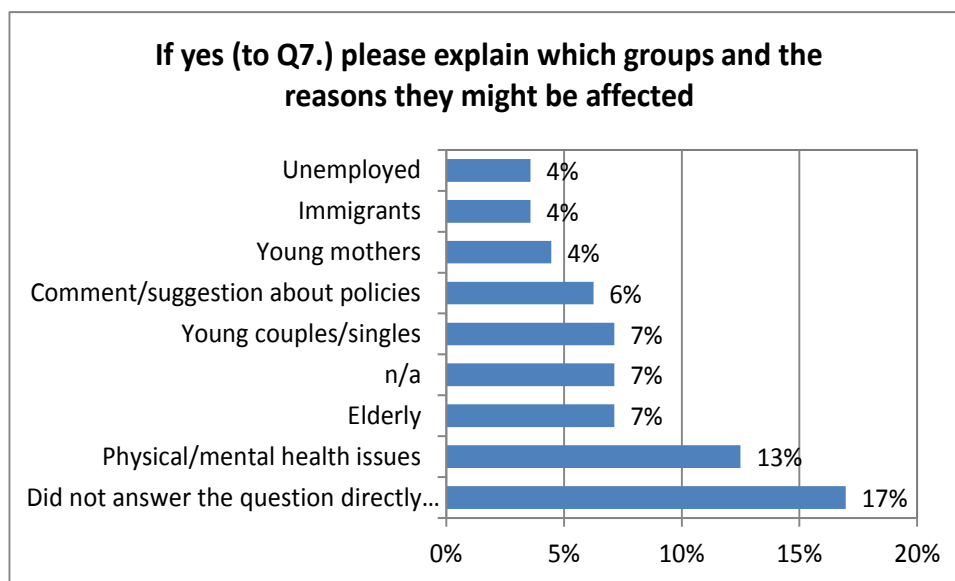
If yes (to Q7.) please explain which groups and the reasons they might be affected

There were 84 responses made, amounting to around 112 broad groups.

The table shows the number of groups stated for all broad groups. The chart shows the most commonly stated groups. Percentages are shown as a proportion of the total number of groups stated (112 groups). See Appendix A for the full list.

Note that reference to a stated group could be in either a positive or negative context; for example, respondents referring to a particular group could be in favour of that group being adversely affected.

Broad group code	Description	No.	%
1	Did not answer the question directly but stated at least 1 group that should not be prioritised	19	17%
2	Physical/mental health issues	14	13%
3	Elderly	8	7%
4	n/a	8	7%
5	Young couples/singles	8	7%
6	Comment/suggestion about policies	7	6%
7	Young mothers	5	4%
8	Immigrants	4	4%
9	Unemployed	4	4%
10	Gypsies & travellers	3	3%
11	Herefordians	3	3%
12	LGBT	3	3%
13	All should be treated equally	2	2%
14	Armed forces	2	2%
15	Assets > 60K	2	2%
16	British	2	2%
17	General comment	2	2%
18	No groups effected	2	2%
19	No local connection	2	2%
20	People on high incomes	2	2%
21	Vulnerable/abused	2	2%
22	Homeless	1	1%
23	Large households	1	1%
24	Low income	1	1%
25	Low priority band	1	1%
26	Non-specific group	1	1%
27	Overcrowded households	1	1%
28	Special needs	1	1%
29	Students	1	1%
	Total	112	100%



Q8. Are you responding on behalf of an organisation?

Note that this question was not included in the questionnaires sent to the 850 randomly selected households on the current housing waiting list.

	No.	%
Yes	11	5%
No	227	95%
<i>Total responses</i>	<i>238</i>	

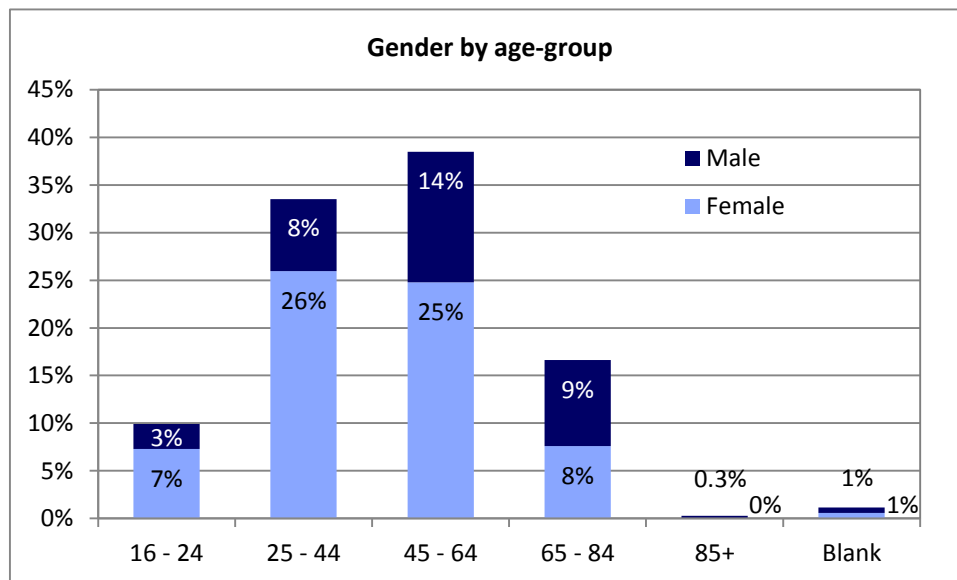
Of the 11 respondents who stated that they are responding on behalf of an organisation, 10 provided details of their organisation which are listed in the table. The table also contains the details from 1 respondent, who stated that they are *not* responding on behalf of an organisation, but specified Herefordshire and 1 further person who did not respond to Q8, but did state that they are a Herefordshire Councillor.

Are you responding on behalf of an organisation	Type of organisation	No.
Yes	Parish council	6
	Herefordshire Councillor	1
	Housing Association	1
	MOD Hereford in conjunction with the Armed Forces Covenant	1
	No response	1
	No	Herefordshire Council
No response	Herefordshire Councillor	1
<i>Total</i>		<i>12</i>

Q9. About you

Q9a. What is your gender? & Q9b. What is your age band?

Age-group	People		Female		Male	
	No.	%	No.	% of all people	No.	% of all people
16 - 24	34	10%	25	7%	9	3%
25 - 44	115	34%	89	26%	26	8%
45 - 64	132	38%	85	25%	47	14%
65 - 84	57	17%	26	8%	31	9%
85+	1	0.3%	0	0%	1	0%
Did not specify age-group	4	1%	2	1%	2	1%
<i>Total responses</i>	<i>343</i>	<i>100%</i>	<i>227</i>	<i>66%</i>	<i>116</i>	<i>34%</i>
Not answered	18					

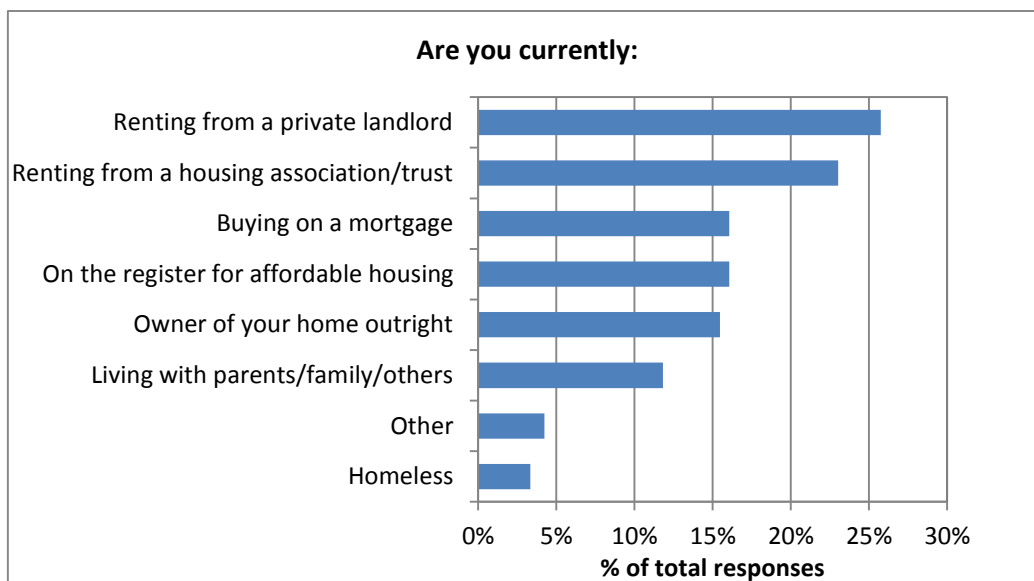


Q9c. Are you currently:

	No.	% of total responses
Renting from a private landlord	85	26%
Renting from a housing association/trust	76	23%
Buying on a mortgage	53	16%
On the register for affordable housing	53	16%
Owner of your home outright	51	15%
Living with parents/family/others	39	12%
Other*	14	4%
Homeless	11	3%
<i>Total No. of options selected**</i>	<i>382</i>	
<i>Total responses</i>	<i>330</i>	
Not answered	31	

*Other options are listed in Appendix A

**Respondents could select more than one option. (A table showing a breakdown for all option combinations is provided in Appendix A).



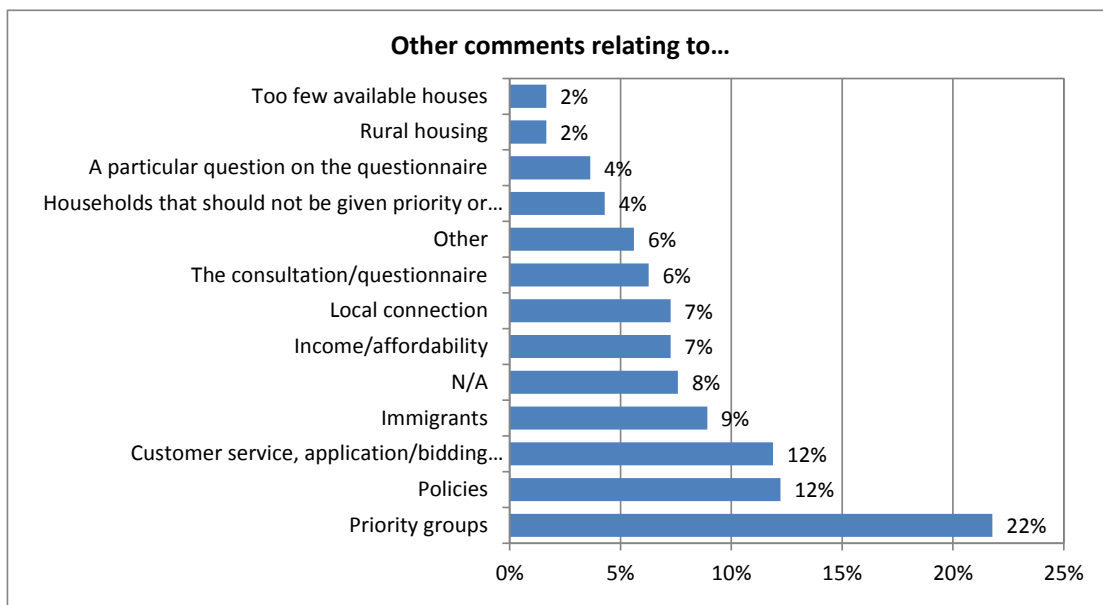
Additional comments on this questionnaire & Any other comments

The responses of the final two questions on the questionnaire have been combined.

There were 175 responses made, amounting to around 303 broad themes.

The table and chart show the broad themes that emerged from these comments, see Appendix A for the full list. Percentages are shown as a proportion of the total number of themes stated (303 themes).

Other comments relating to...	No.	%
Priority groups	66	22%
Policies	37	12%
Customer service, application/bidding procedure, Homepoint system, issues with banding etc	36	12%
Immigrants	27	9%
N/A	23	8%
Income/affordability	22	7%
Local connection	22	7%
The consultation/questionnaire	19	6%
Other	17	6%
Households that should not be given priority or considered for affordable accom.	13	4%
A particular question on the questionnaire	11	4%
Rural housing	5	2%
Too few available houses	5	2%
Total number of comments	303	100%



The following two tables provide a breakdown of the larger broad themes 'Priority groups' (i.e. suggested groups that should be given priority on the housing register) and 'Policies' (i.e. comments relating to current/proposed changes to specific allocation policies).

Note that reference to a stated group/theme could be in either a positive or negative context.

Broad theme: Priority groups	No.
Herefordians	19
People with Physical/mental health issues	10
British	5
Elderly people	5
Working people	4
Adults without children	3
Single men	3
Single people	3
Abused/vulnerable	2
Carers	2
Large families	2
Overcrowded households	2
People with children	2
LGBT	1
SEN	1
Time on waiting list	1
Working Single parents	1
Total	66

Broad theme: Policies	No.
Under-occupancy	17
Unfairness of system	6
Children sharing bedroom	4
Empty properties	3
Families with children	2
Policy changes	2
Affordable housing definition	1
General	1
Right to buy	1
Total	37

Appendix A: List of comments

Note: Where names have been provided these have been removed to preserve anonymity, however it is important to ensure that no individual can be identified from the comments provided before publication.

Respondents who answered n/a or not applicable have not been included in the lists.

Q3. If we should take into account whether the applicant has local connections, what sort of local connections should we consider:

The length of time that a resident should have lived in the county as stated by those respondents who indicated that 'Time lived in the county' is a local connection that should be considered: *Those responses classified as being either inapplicable, unclear or other responses.*

Comments
1999-2005 until sent to prison
7 yrs [or/&] 2 [?]
British people should definitely be considered first. People who haven't been here at least a year should [not]
Copies of bills etc. to be checked
family friends previously lived there before
Family and a job.
Family history a least 1 generation born in county.
Flats houses permanent.
From Hereford.
have British status
Longest time should be promoted to the top of the waiting list
preference to those born in county
Since birth with a 12 yr break living in [removed]
since they are born and bred in Herefordshire should come first
The people who have lived here the longest should get priority.
Years in childhood +

Q3 Cont. If we should take into account whether the applicant has local connections, what sort of local connections should we consider:

The length of time that someone should have worked in the county as stated by those respondents who indicated that 'Whether they are working in the county' is a local connection that should be considered: *Those responses classified as being either inapplicable, unclear or other responses.*

Comments
7 yrs & 2 [?]
All my life.
as above
Because finding employment at the moment is very hard.
Check pay slip or similar
Currently
currently permanently employed
Depends if job keeps them here / family.
good working history
If living in the county as well as working, will cut down on travel and carbon footprint
More than short term employment
More than short term employment.
No EU countries
Nobody from the E.U. countries.
NOT people from E.U. countries
on how long they have been here
This really depends on work availability
Working in Ross since leaving school.

Q4. Should the following be given priority on the register for affordable housing:

Do you think there are any other groups that should be given priority on the register?

Note that these comments have been sorted by broad group. Each broad group can represent a range of sub-groups; for example, 'Armed forces' can refer to people who are currently serving or retired from the armed forces, bereaved families of armed forces, etc. Each comment has been assigned a broad 'group code', a key for which is shown in the table below.

Broad group code	Description
1	Disabled
2	Homeless
3	Armed Forces
4	No
5	Households with children
6	Single parents
7	Older persons
8	Born in Herefordshire

9	Local connection
10	Elderly
11	Health problems
12	Young adults
13	Overcrowded households
14	British
15	Abused
16	Key workers
17	Mental health problems
18	Families
19	Other
20	People who want to be close to family
21	Vulnerable
22	Couples
23	Households that want to be closer to child's school
24	Low income
25	Evicted
26	Herefordians
27	Households with disabled children
28	Long term waiting list
29	n/a*
30	People who want to leave parents' home
31	Single adults
32	Unemployed
33	Young couples
34	Bereaved
35	Care home leavers
36	caring for family members
37	Common Law wives
38	Foster carers
39	Grandparents caring for grandchildren.
40	Households with children with special needs children
41	Learning difficulties
42	People leaving supported accomodation
43	People with no history of antisocial behaviour.
44	Public service workers
45	Work in area
46	young adults leaving care
47	Young Local connection

Broad group	Comments
-------------	----------

code	
1	Adults with disabilities who can live independently with support. Also families with children and those that meet above criteria e.g. work and currently living in Hereford.
1	Disabled
1	Disabled
1	Disabled over 55 yrs old.
1	Disabled People
1	disabled people, people who need to move back to the countryside where they used to live, people with children as they are our future
1	Disabled people with families to look after
1	Disabled people.
1	Disabled.
1	People born in Herefordshire.
1	people with disabilities and learning difficulties who want to be more independent
1	People with disabilities people who are or have children.
1	People with illness / disabilities come first.
1	Severe disability (dependant) where care is required from other house holders and disabled facilities are required on properties. These people can be at severe risk. Private rented properties not feasible
1	The disabled
1	Those whose families are affected by any disability
1	Those with a disability who cannot work or live at home
1	Those with disabled family members within the household who require 24 hour care
1	Yes disabled people in need.
2	Homeless
2	Homeless
2	Homeless
2	Homeless
2	Homeless
2	Homeless and broken down marriages.
2	Homeless and Health needs
2	Homeless or leaving an institution
2	Homeless people and pregnant single mothers
2	Homeless people, but you shouldn't have to get pregnant to be put in temp housing.
2	Homeless people.
2	Homeless should be thought about.
2	People who care for elderly family members
2	Those given priority need under the homeless act and those single homeless who cannot afford private rent
3	Anyone who has served their country and finds themselves without a job.
3	Armed Forces
3	Armed Forces
3	Armed forces families.
3	Armed Forces personnel, Veterans and their families, Military widows
3	Armed forces personnel.

3	Armed Forces, Reservists Veterans and Widows
3	army families and people who have recently left the army with families
3	Ex HM forces
3	Ex servicemen and women
3	H.M. Forces (time served) & widows of
3	Members of HM armed forces on discharge
3	Members of the armed forces and their families.
3	People leaving supported accommodation or long term hospital / rehab
3	People over 60 a team to deal with this age group
3	widow's who have been in ministry of defence housing.
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	No
4	no all should be treated equal.
4	no everyone should take there own turn
4	no group of people above should have priority
4	No.
4	No.
5	couples with children and children wanting to live near elderly parents and vice versa
5	families with children
5	Married couples with children
5	People with children - no matter how old the child is they need a home more than anyone !
5	People who were born in Hereford should always get priority even if they do not currently live here.
5	People with a baby or child still forced to live at home but not happy about people having babies in order to qualify for housing
5	people with children in education here
5	people with children of their own living with parents still
5	People with no history of antisocial behaviour.
5	Young families with children who work and live in the area with family in area, who can't afford private rent or to buy.
6	Fathers with children
6	Low income single parent families with strong local connections.
6	pregnant single mums
6	single parents

6	single parents
6	single parents who work but are still on a very low income - if you only have one income and you have to juggle the work you can do v looking after children it is hard and the old, ill and jobless
6	single parents who work but are unable to afford high costs of private renting
6	single parents with a young family
6	single parents with children
7	age over 55 - plus; criminality - minus; refusing to work - minus; drinking - minus; drug use - minus
7	Bungalow type accommodation RESERVED for elderly - as it used to be.
7	Elderly
7	Elderly and young adult disabled.
7	OAP's who want independence but need a bit of help.
7	Older people who want to downsize.
7	Over 55 years old
7	Over 55 years old.
8	Born and bred here.
8	Born or grown up in county.
8	I think people born here should have a priority
8	People born in county.
8	People that come to work in local hospitals
8	People who have lived in the country all their life and their family have, and they don't happen to tick some minority tick box on an equal opportunity list.
8	People who need to live their relation to get help
8	People with social/mental/physical health needs
8	we need to look after people who have been born and bred in the county first before we consider other groups
9	Local People
9	Long term people on the register who are local
9	Long term people on the register who are local
9	particularly in rural villages, direct connections to that village
9	people who have family in the city
9	People wanting to move into the area for work/jobs.
9	People who have become homeless, through no fault of their own regardless of status.
9	People with chronic serious illnesses.
9	Those meeting other criteria and who have also lived in the locality for extended period (the subject or adjoining parishes for more than 5yrs)
9	vulnerable families
10	Pensioners
10	Pensioners who come to live near relatives.
10	People on low incomes.
10	The elderly (over 55)
11	Health problems.
11	medical needs
11	People with Children, especially families with 3 or more children who do not have sufficient bedrooms to fit all the children.

12	the young who just cant get on housing ladder and who want to live independently but close to family or work
12	Young couples looking for a first home, homeless, university students, care leavers (16 +), pregnant couples.
12	Young families w/- children
12	Young people struggling to get there foot on the housing ladder due to money, jobs etc.
12	Young people who might otherwise be forced to leave the county
12	Youth / 20 - 30 year olds
13	Family's waiting for a home, or who do not have enough room where they are.
13	Overcrowding
13	People who are in their own and need to move for family
13	People who are over-crowded.
14	British people.
14	people who have lived and work in a village/town all there lives and start a family should be given the first chance from other areas who don't work and have NO connection to the village/town
14	UK born citizens
14	White British with at least 3 generations.
14	yes the indigenous people of this country
14	Yes, British people.
16	Key workers e.g. school staff, NHS staff, police etc.
16	People leaving the armed forces
16	People that are from Hereford if army moved away with work and now want to move back.
17	people with one child or more
17	Those with mental health issues
19	NOT Unmarried teenage females NOT foreigners who contributed nothing to Hereford C.C.
19	you haven't made yourself clear enough on this question
19	Working before benefits.
20	I live in Hereford and would like to be by family who all live in Ledbury
20	People who live in overcrowded conditions in the county, e.g. grandparents, parents, children of the same family in the same house. Also, people leaving care who live in or have close family the county
20	Recently moved to area to be near family/loved ones.
21	The most vulnerable
21	Villages will die if the grown children are unable to marry and live in their village. The "open country" planning has been a near fatal blow to village life.
21	vulnerable individuals - mental health, LD, fleeing DA,
22	Low income couples - not just those with children
22	Low income couples - not just those with children
23	families with children going to college in Hereford area but not living in the area but have family in the area
23	people trying to get out of family homes
23	People with children and elderly people
24	People moving into jobs in emergency services from outside.

24	Those with incomes below 20,000 but who are employed
24	yes working employed people on low incomes
25	people being evicted through no fault of their own
25	Yes people/families who through no fault of their own are informed by their private landlord that they have to vacate their home for the landlord to move back in.
26	Herefordian people
26	Herefordians (not EU countries).
27	families with children with disabilities
27	families with disabled children
28	people who are overcrowding as it releases there homes for others
28	Those who have been waiting a long time,
30	Make it easier for people who still live with parents who need to find their own accommodation
30	People that have lived in Herefordshire all there lives, whose family also live here.
31	single adults who want to get on housing ladder but cant afford large deposits .
31	single people
32	The unemployed, and those with little net income.
32	those who are unemployed losing their house due to not being able to pay their mortgage
33	Traditional young working locally born couples must have no 1 priority.
33	Young married couples; ex-services personnel
36	people who are waiting the longest
37	Common Law wives who are left with nothing al all and no where to live ! !
38	Foster carers
40	Families with Children with Special needs
42	people fleeing domestic violence - Hospital staff- ex military
43	People with learning disabilities.
44	Public service workers
45	People wanting to be nearer their children's chosen school. and first time pregnant women/couples.
47	I feel there is no housing for younger people who want to live in ross but cannot afford to buy. Seem to house drug people.
15, 1	Those fleeing domestic abuse, need rehousing due to disability or are the victims of harassment based on race/religion/sexual orientation/gender identity/disability etc.
15, 16	people disabled people with drs backing
1, 39	Disabled / grandparents caring for grandchildren.
1, 11	People with close PARISH links
1, 5	People with disabilities likely to affect their access to employment and housing
1, 41	People with disabilities and health problem should be a priority.
1, 17	Disabled and those with mental health problems. The elderly
1, 17	those with disabilities/mental health...that would help improve
11, 1	Health or Disability or emergency
11, 19	those with health problems. those who have had problems finding a secure tenancy and a decent landlord. I have had to move about 15 times in 10 years due to housing problems and bad landlords.
2, 10	Homeless, elderly.

5, 22	Families / couples earning unable to gain mortgages
5, 10	People with children
16, 3	Key workers (nurses, fire, ambulance and police workers) Forces
17, 15	vulnerable people
7, 1	Elderly/disabled.
7, 18	old people and couple with children who have lost their house through redundancy
7, 21	Herefordian OAP's and vulnerable youngsters
6, 15	Single parent families and people at risk from other members of the family/close local community.
12, 18	Young people and families.
3, 11, 15	Injured armed forces - abused victims - medical/disability
3, 1, 34	recent leavers from armed forces, disabled, bereaved
8, 10, 1	People born in Herefordshire and elderly and disabled people - I think they all get a raw deal from their own council.
1, 11, 2	Disabled/Health problems/homeless
2, 10, 1	homeless people and overcrowded homes and old people or people with disabilities if they cannot manage in their current homes
2, 18, 1	Homeless, families, people with disabilities.
2, 5, 13	yes homeless, families with children, families needing to upsize
5, 19, 6	Fam. with small children, clear housing history, single parents.
13, 6, 19	Overcrowding, parent separation where a parent with full or partial custody is dependent on having accommodation available for the child(ren), management transfers,
13, 35, 20	People who have lived in the county all of their lives but have unfortunately had their homes repossessed
6, 2, 12	Single parents, homeless and the young (Under 25)
18, 46, 1, 2	Low income families, young adults leaving care, disabled, homeless

Q6. How do you think the questions above would affect members and ex-members of the armed forces wanting to register for affordable housing?

There were 253 comments made.

Comments
A number of the armed forces returning from service are disabled or have mental health issues. The questions do not address this
add them to the priority list
Adversely - they should not be able to apply for housing
All [?] once a person has served a minimum of 5yrs service.
Although there is currently a lot of sympathy and respect for members of the armed forces, The same should equally apply to them as anyone else. Many of them understandably would prefer to settle in Herefordshire than some of the urban areas where many of them originate. This is hardly fair to local people on the waiting list.

Don't know.
Don't know. - they should not be treated any differently to other people born in the county
Don't know. but, in all fairness, pay is usually good in the armed forces and they could have saved to buy a property?
Don't know. Do not see relevance.
Don't mind ex service men/women having housing
Don't see how they would be affected !!
Don't think they would
Don't understand the question.
Doesn't affect
due to their present or previous employment, I would not consider them a target group.
Duration of postings may vary from 6 weeks to 6 years - they should be given high priority.
Even though they do a great job there are also other options available to them such as army houses etc. so they should be treated the same as every one else.
everyone is equal in the need for affordable housing
Everyone should get treated the same.
ex forces should get priority with preference to those on medical discharge.
Ex members of armed forces should be given priority
Ex members of Armed Forces wishing to return to Hereford SHOULD be given priority especially those with family.
exactly the same way as any other people.
Ex-members should have priority especially of disabled or single.
Family connections would be considered.
Feel these people should be helped especially when they come out of the forces.
For local people it won't
forces should not be given anything more than any other working people

Giving preference to those who live in the county could reduce their prospects.
Great disappointments refer to military charter. Entitlement to discharged personnel/vets/wounded.
Has long as they are indigenous then they should qualify
Having worked in armed forces = income would be above average for this area - could possibly afford own home.
Help i.e. me and my partner are both, we are from Hereford and I had to prove I have local connections, but I am from there. Due to medical discharge we want to come back needs most. Been working since Feb.
Helpful if meet criteria, but no reason to support armed forces above any other sector if don't meet the agreed criteria
Hopefully my answers have reflected their needs.
Hopefully in their favour.
I am concerned about that 'local connection' restrictions would disadvantage armed forces personnel for serving their country abroad and for this reason the armed forces should be given priority status.
I believe everyone should be treated the same whether in the forces or civilian.
I do believe if anyone leaves the armed forces and have or have had any connections with people in this county, they should be considered if they so wish to settle in Herefordshire.
I do not know.
I don't

I don't feel they should have priority just because of their job titles.
I don't know
I don't think it would affect them.
I don't think it would.
I don't think members of the armed forces should take any type of priority although ex- members if coming up to be homeless should be.
I don't think you should prioritise a certain employment sector or past employment. The armed forces are often housed in military accommodation whilst employed and shouldn't be given any weighting because of their job or after their job, unless they meet other assisted housing criteria. How would this work against say, ambulance staff, policemen etc. It should be based only upon inability to purchase or rent a house and the requirement for the person to live in a specific area.
I expect they would get to gold very quickly, However they should be treated the same as everyone else. Armed-forces are not necessarily a better or harder job that many other people have.
I feel they are in their own separate category and should be assessed as so. Whether they are in need and if they have local connections.
I guess the one where they work outside the county would affect them, maybe there could be a clause allowing them to have more points as they serve us and our country.
I have no idea since I don't know how applications from the armed forces are treated at present but I would hope they are treated as the same as anyone else and that people who live in Hereford are primarily prioritised on the basis of income and then on other criteria.
I have said no on the local connection questions above because they are too prescriptive. Ex service personnel should be able to register for housing if they have lived her previously or have established residence while serving. Apart from that their needs should be measured against others equally and not have preference solely because they have served.
I recon it would tick all boxes.
I think armed forces personnel should be given top priority if they wish to return to and area where they grew up.

I think armed forces should be given priority.
I think ex members of the armed forces should be given some priority if their situation is such that they are potentially living in the homes of family or friends
I think the allocations policy would need to consider single (ex) service men more
I think they would and should be treated equally along with others waiting for housing. Does choice of career entitle you to priority housing?
If armed forces members born in county they should not be affecting
if they are ex members and they are born in the county this should not be a problem.
If they are from this county there should be no problem.
if they are means tested it doesn't give them the ability to quickly buy their own property. if they have to work in the county it doesn't allow them to work abroad using their military skills. Many of them wont have local connections
If they are serving and family based here, no problem. Ex-members need to work or have family here.
If they have been based working in the county then they would be given priority.
If they have been posted to Hereford and want to stay after finishing in the forces they should be eligible
If they have just been/being discharged and have strong connections in the county then maybe prioritise higher but if discharged with a large pay out then NO same rules should apply.

if they have registered, then they should be treated the same as any other person paying taxes. Many other people are in positions on the list where they can't afford to rent privately but have no choice.
If they live in the county or decide to settle here after service they should be given the same priority as anyone else.
If they were based in Herefordshire they would get priority if working in the county was taken into account.
If they were born in Hereford it shouldn't make any difference, a Herefordian should always get priority even if they are living outside of the County.
If they were from Hereford and/or have family living here it should not affect them.
I'm not sure if they would be priority or not but I do feel they deserve to be as many have gave a lot for their country
I'm not sure that they would have any affect
interesting I had not thought about that in giving my answer two years before eligible for housing. I presume that they are based in Herefordshire so they should be entitled to the same i.e. if have spent two year in the armed forces and eligible for housing.
It think that specific information should be gained about if armed forces are on the front line or office based and a cut off line identified through a period of information.
it might exclude them - because Herefordians who have joined the armed forces have lived away from Hereford due to their work
It should be the people who live here and are waiting that should be first on the list, armed forces know when they will be requiring housing and should apply in advance.
It should depend on each individual's circumstances.
It should not affect them differently than anyone in other employment. In a garrison town this may be different.
It should not affect them as they have served for queen and country.
It should not have a huge impact.
It shouldn't affect them, they are giving their lives for all of our country.
It shouldn't make a difference - and anyway, surely the armed forces should be making provisions for ex-members?
It shouldn't matter if they are ex service - the criteria should be applied in the same way regardless of previous job.
it shouldn't, they should be given priority over people who don't work.
It should be included if meet local qualifications AND have to maintain local job etc. (Noted that local; units are allocated to persons from e.g. Coventry with no local ties!)
It shouldn't as the forces have plenty of M.O.D. properties to house them.
It will be disadvantageous. Members of the armed forces should be in a separate category and considered to be working in the county so they can register a local connection.
It would be a level playing field.
It would give those ex-members who fostered children or with little net income an advantage. Very large households with an income or assets over £60000 might be at a disadvantage.
it wouldn't if they have been in forces they should have been in forces accommodation and would have savings for deposit on private housing
I've indicated 'Don't know.' for some of the questions about priority above, because of the implications for e.g. armed forces etc.

like everyone else these people should go on the waiting list and wait I have knowledge of people born and bred in Hereford, who have been waiting years on the housing list, this is unacceptable.
Local connection could be an issue also if a medical pay-out was received due to injury this potentially could push savings above £60000, but technically speaking this are not savings and should be used for /and medical treatment and equipment.
Local connection should be relaxed for this group.
Local connections. Should be exempted from Q3
Locally born armed forces personnel could be made a special case and given priority when returning to live in Herefordshire.
make getting affordable housing difficult, there would have to be some help for them.
Member or ex members of HM Forces should be treated the same as other members of the community.
members and ex-members of the armed forces based in the county or who have family in the county should be excluded from the 3 year rule.
Members are given housing, non members should have priority
Most important criterion should be limited income = real necessary
no
No
No affect
no comment
no different.
no every one should be equal
No more than anyone else.
no not if local
Not affected
Not affected
Not at all
Not at all if they've been serving our country.

Not greatly. I'm ex service left 1957 would I count? Much hype is given to the over used term "Herd". Majority of discharged military are not front line troops Also consider first 18 years of life could have been a Herefordian thus satisfying "local connection to" criterion.
not sure
Not sure
Not sure but I do not think they should be given priority unless in forces for minimum of 5 years and only below the rank of sergeant or equivalent.
Not sure.
Only if they have local connections
Penalised until they have a job - unemployment is a real part of a lot of lives.
perhaps income and savings???
Personnel of the Armed Forces should, in my opinion, get a degree of priority. They have done the country a great duty and deserved to be housed if need be.
Priority should be given where due, not just to military.
Probably make it difficult for them.
Provided they meet the eligibility, they should be treated as any other individual, but they should not be excluded.

Providing they can show a need and do not earn more than £60K they should be given additional help.
Q's 2&3 should not apply as armed forces sometimes have to relocate.
Same as everyone else
Same requirements as everyone else.
Same as other people.
Should be able to apply.
should be considered as working people esp. if register prior to leaving forces
Should be given priority if they served in the county or have family connections or a job in the county.
Should be helped and have priority as the Services offer nothing.
Should be included as priority housing.
Should be on housing list like everyone else
should be the same for them
Should have priority.
Should not affect
Should not be a problem if they are Herefordian.
Should not make any difference.
Shouldn't make a difference.
Shouldn't matter we are all UK citizens at the end of the day and a democratic country also.
Some consideration would need to be given to those, maybe private rental arrangements to manage those properties.
Some consideration subject to Herefordshire being home base or family home base.
that it should also apply to widowed spouses.
The armed forces should be in a priority bracket, irrespective of previous earnings.
The question regarding an individual's annual income may affect some members or ex members of the armed forces. Also if they haven't lived or worked in the County for very long because they have come from another County or Country... This could affect their application...

The questions above are fair to the armed forces. Armed forces members who already have a family and a home of their own may not be interested in housing unless they should need it - perhaps it should be offered to their children. The armed forces serve our country, they should be treated accordingly when they need housing.
The same as any other members of the public. They chose to go into the armed forces, no one forced them to.
The same as the general public.
The same rules should apply to them as to any other person(s) on the waiting list.
The same rules should apply to them as to any other person(s) on the waiting list.
Their needs to live in the area may relate to extended family living in the area. If they are based in the area, housing should be provided through the armed forces, not local housing. If ex members, family needs should be considered as with other applicants
There should be a few extra points for these to give them some priority but not a massive benefit, unless the spouse of a seriously disabled or dead soldier with children to support.
There was no question about them but they should be given priority the people with illness disability should come close behind.
They also should have to meet the conditions above
they do a lot for our country so we should help them in any way we can.

They have the same rights as anyone; equal rights for all and not bases on the choice of job you made.
They may not have a record of living here but could still be helped because of family connections.
they need to have been working in the area for at least 5 years like everyone else
they should always be given priority especially over single teenage mums and foreigners
they should be a priority. they fight for this country and need a stable home to come back to
They should be able to afford private rent.
They should be able to register and get high priority if they have family or services they need in the County.
They should be allowed affordable housing after serving our country.
They should be assessed on an individual basis. I am ex-service so have lived everywhere.
They should be considered for affordable housing.
They should be even a house when they leave the arm forces straight away as part of army requirements when they leave.
They should be given priority.
They should be given some right to the houses, after laying their life on the line. for every British citizen.
they should be helped by the forces or SSAFFA
They should be housed by the forces. Legislate for them according to their circumstances particularly ex-members.
They should be made a special case .
They should be on a different register may be have a certain area or houses for them.
They should be treated like everyone else except, if they are one-parent and need family support.
They should get equal treatment as anyone else. If they were born here they should be treated as such.
They should get priority.
They should go on waiting list and be treated equally as others.
They should have priority.

They should have priority.
They should help.
They should meet the same criteria as everyone else.
they should not affect them
They should not be given priority just because they are armed forces.
They should not be given priority over Herefordians
They shouldn't be prioritised if they don't meet the above criteria.
they shouldn't but they should not be given priority as they are often housed in army accommodation thus giving them a step up because they should be able to save to get on the property ladder when leaving they don't have the same expenses as everyday people I have several friends who have successfully done this to prove the point and as this was their choice of career its not fair they moan when they cant get what they want they get paid the for their job
they wont
They would be employable so hopefully a homeowner or in private rented.

They would be treated the same as everyone else if they were born in this county. The SAS forces already buy their houses. if the Hereford people come first on the list there would be no problem. People coming here to work should rent private accommodation. Giving accommodation to people coming here without a job encourages more and puts a big strain on resources and local tax payers. Young people and young girls with babies should be at home with their parents, giving them accommodation cost the local tax payers and encourages more to do the same. There should be a policy as there used to be , that an applicant has to be 21yrs of age and just because they have had a baby does not entitle them to free accommodation. There are was of saving the county money and they are staring you in the face including the ones who are not paying their rents or rates.
They would go to the bottom of the waiting list as per normal!
they would have to wait like the rest of the bandings have to
Think they should be based on merit and family connection and suitability need to be taken into account.
This question should not affect people who leave the army.
Time lived inside the county should be reduced to 2 years from 5 years.
To be fair my own relatives who have been in the forces and come out have had good wages and been able to put a deposit down on their own property - which is feasible.
Treated the same as others
unknown
unless they are Herefordian they should go on housing list.
Wait years like everyone else.
Why is it always people of high ranks and job status are treated or expected to be treated differently.. like more priorities.. you should help people who have no home,.. overcrowding etc... people with an actual situation.
With a degree of flexibility towards forces people, I think the above questions are still reasonable and wouldn't have much effect. I think a local connection should still be a requirement.
With a degree of flexibility towards forces people, I think the above questions are still reasonable and wouldn't have much effect. I think a local connection should still be a requirement.
Would help them return to their home country.
Would presume they were in a financial bracket which would not qualify
wouldn't affect majority of them
Yes
yes
yes
yes
Yes would affect.

Q7. We want to ensure that any changes made are fair to everyone. To help us do this, please tell us if you think that any of the questions above will particularly affect any group of people due, for example, to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

If yes (to Q7.) please explain which groups and the reasons they might be affected

Note that these comments have been sorted by broad group. Each broad group can represent a range of sub-groups. Each comment has been assigned a broad 'group code', a key for which is shown in the table below. It should also be noted that in most cases, a respondent will identify a group that they believe would be unfairly treated by the changes, however this does *not* apply in all cases.

There were 84 comments made.

Broad group code	Description
1	Did not answer the question directly but stated at least 1 group that should not be prioritised
2	Physical/mental health issues
3	Elderly
4	n/a
5	Young couples/singles
6	Comment/suggestion about policies
7	Young mothers
8	Immigrants
9	Unemployed
10	Gypsies & travellers
11	Herefordians
12	LGBT
13	All should be treated equally
14	Armed forces
15	Assets > 60K
16	British
17	General comment
18	No groups effected
19	No local connection
20	People on high incomes
21	Vulnerable/abused
22	Homeless
23	Large households
24	Low income
25	Low priority band
26	Non-specific group
27	Overcrowded households

28	Special needs
29	Students

Broad group code	Comments
1	Everyone will be affected because priority goes to foreigners and families from Hell.
1	Immigrants should not come first they have never paid into our system yet take everything out of it.
1	It is not fair that unmarried teenage females and foreigners take priority over older people who have contributed to society and paid taxes all their working life.
1	Pregnancy - young girls get Pregnant to get a property.
1	Pregnancy and maternity of single mothers should not be given priority as soon as they are housed at taxpayers expense their partners move in.
1	Race and age. All foreigners are given a house before a born and bred Herefordian.
1	Should only be given to two parent families with dependant children. Single parents should not be given priority and should be housed in rooms or small flats.
1	To many young women who get pregnant get houses before the disabled and older people.
1	Disability groups are struggling for appropriate housing. Other groups could use private land lords
1	Disabled people I have been trying for 2 years with dr backing and cant get help
1	First and foremost and from experience I know that if you have an illness disability you don't get prioritised at all its taken me 3 years to get to gold and I've never come anywhere despite my disability.
1	Hereford housing should put people born in Hereford priority for homes
1	I believe that Q4 mainly relates to workers from outside the U.K. that find work in our county and that even though they or their families have ever contributed financially or historically to our culture can take any sort of priority over a British national.
2	Disability - as it is not always possible for people within this group to undertake full/part time employment.
2	Disability - unable to work and afford housing.
2	Disability age.
2	I think that if people are given priority because of work/volunteering this will disadvantage those people who cannot work because of ill health e.g. physical or mental health issues. Those that receive Disability Living Allowance do so because they cannot work
2	if we are giving priority to key workers and ex service people, those in employment those people unable to work will not be helped
2	It seems that any disabled person cannot get housing because currently their parents still housing them so they are low priority. This is not something the parents do out of choice !

2	Q4 would affect people with a disability, who may not work and who need people to help them.
3	Could affect our 55's wanting to move to county.
3	income questions may adversely affect the elderly?
3	Over 60 years and single do not seem to be able to apply for many properties.
3	The elderly are less likely to be in work and those over retirement age should have their local connections and employment history taken into account
4	Ask about disability
4	I have not answered questions in my own best interest. Just tried to be fair. When my turn comes I hope to assessed on need and my situation.
4	Impossible to say without an exhaustive impact assessment
4	Repetition of above comment
4	Local connections are important.
4	N/a
4	N/a has long has you are indigenous
4	Non availability
5	If priority is given to people wishing to downsize, it may become even harder than it already is for young single people to get priority on smaller properties.
5	Sex - a single male, sharing access to children can't have a separate bedroom for kids to stay - a woman can and does. Why the difference?
6	Able bodies single people are being allowed to move into bungalows/first floor flats advertised for disabled tenants.
6	Being older they might want to downsize
6	I think that some rules aren't as fair as others at the moment and there needs to be some changes made for ages etc
6	Sadly life is not fair - it is inevitable that some will lose. This is the wrong question. The question should focus on who will be responsible for a safety net that works rather than hides the problem of sofa surfers or those falling on hard times outside their control.
6	Some elements of discriminated groups are under represented in the work force/ability to volunteer etc. all of [?] we are giving priority to in the new system. We need to monitor to ensure no adverse effects are experienced
6	Those who currently own a property which has now become unsuitable for them for reasons such as disability or pregnancy should not be put at a disadvantage. They should be given the option to rent out their current property rather than sell it and potentially lose a lot of money in the current economic climate.
7	Rent arrears :- usually occur when a person is in financial Difficulties. Young mums with kids, so if need a bigger home wouldn't be able to get one till arrears paid, which causes more financial hardship.
7	The work question may effect who are pregnant.
8	Foreign persons that don't work here but have lots of children.
8	I would imagine that the need to demonstrate a local connection, depending on the precise detail, might potentially disproportionately disadvantage people from Eastern European countries that have recently settled in the county.
10	I'm not sure where The Travellers (Gypsies) fit into the Housing policy
10	Yes, it will hopefully stop the travelling community always having GOLD status and able to move from house to house every 2 years as happens now especially with marches

11	Every group of people should be treated fairly I think if any group of people is treated unfairly by Hereford council, it is the people of Hereford, Herefordians cannot get housing in their own city.
12	Indirectly yes and I think a degree of flexibility is required. I think it needs to be recognised with, say, gay people or people who have undergone gender reassignment that discrimination is an issue. In these cases, such people should not be penalised for not bidding on properties in certain areas whether a property is suitable or not.
12	sexual orientation bullying from another tenant could prevent there need being less important etc.
12	Thought ought to be given to allow gay men and women to live in a community.
13	Everybody should be taken into account under those circumstances.
13	Everyone is equal and all should be treated fairly.
14	members of the armed forces who come from Hereford but have lived away due to their postings
17	this opens a big can of worms to which I could be here all night typing down
17	Times are hard for all and I don't think anything else is possible in the current climate
18	But gender, marriage, civil partnerships, pregnancy, maternity, race, religion or sexual orientation (all above) shouldn't effect housing in anyway at all.
18	No but fairer to any of the above who have been born and bread in Hfdshire. This does not affect me personally as I have only lived here 43 years.
19	As an orphan I have no family connections anywhere as returning ex military who has served the country but never lived here where do I go ?
20	The wealthy, and multiple income families, who should not be in social housing.
26	Some disadvantaged groups that require additional multi-agency support / input
28	The criteria for housing appears to be very unclear and as a professional working with vulnerable families with children with special needs, this lifestyle was not their choice in a lot of cases. They do not need these added problems of finding a house suitable.
1, 1	Those in employment or with savings are able to find their own private property rental and should do so. Affordable housing should be prioritised for the vulnerable, unemployed and disabled who have been born or lived in Hereford(shire) long term.
1, 6	I believe that low income, pregnant, single parents, homeless, vulnerable and families needing upgrades should take priority I feel that as normal peoples opinion will not be taken in to consideration and the changes will be made regardless to suit the council. I have a one bed bungalow and a baby I have no space at all but I'm on silver I cant move because I'm in arrears with my rent by a month due to DWP cock ups if I was a priority or even gold I could move faster and my bungalow could be used for disabled or vulnerable people.
10, 15	Certain groups such as e.g. gypsy and traveller may face discrimination; I'm not sure how they might meet the criteria or be affected by them. Possession of assets above £60k might be result of eg compensation for injury, might be needed for lifelong support - should not exclude from affordable housing.
16, 5	UK nationals who are single divorced. Usually been living in the country all their life. Often worked all their life. Probably just don't happen to be gay or lesbian or ethnic minority or immigrants. The latter only get properties if they get a female pregnant. Definitely not single men who work for the council and have 2 children and have been on the waiting list for about 10 years on and off.

19, 25	those houses that don't have a 106 agreement on i.e. []. Local people don't stand a chance of a house there unless there gold band or are a priority!
2, 1	People with chronic health conditions including serious chronic mental health issues. Young women who currently get pregnant to obtain housing and avoid work.
2, 7	Disabled people don't always get a priority over single people looking for a home. People being given homes whilst pregnant allocated homes with more than 1 bedroom need before they have given birth.
22, 27	yes I think your very quick to "group" people, I think people with a home already of their own .i.e. they rent it should not b put above bronze ! anyone with a home of their own to rent and homeless people, and people living in squalor and overcrowding.. should be given better help and higher banding
23, 15	Those who fostered children or with little net income would have an advantage. Very large households with an income or assets over £60000 might be at a disadvantage.
5, 1	Liable to exclude young married couples in favour of eh young mothers & children etc. deemed to be in greater need as a result of ?careless relationships.
5, 1	Foreigners get priority over local British born people and get more help thus causing a lot of resentment also young couples are not considered for properties because they are treated as to young to be responsible or are side-lined especially when they want to stay in the area they were born or live usually for outsiders this happened to my daughter even when they have to have a local connection she was passed over for someone claiming local connection when they didn't local connections should be checked not assumed
5, 11	Single people are treated unfairly Herefordians need to be given priority over people outside E.U.
5, 29	In Hereford, it can be difficult for young adults, (16+) to find a full time job. At present there are many housing organisations in Herefordshire, sometimes including home point, that specifically say that a full time job is required to apply for a home. Perhaps it is time for a change - young couples who have jobs perhaps 20 hours or more, deserve a chance to live independently as well everyone else. There are also many university students who still live at home in Herefordshire and travel to the university, as it is often cheaper - students should be given some priority as well.
7, 2	Pregnancy, maternity, disability.
9, 2	it discriminates against the unemployed if you are giving more points to those in employment. we cant all work often due to health reasons, or because there are not enough jobs here, so don't prioritise those who are working as it discriminates against those who can't due to ill health and those who want to but cant find a job.
9, 20	The able unemployed. People on higher incomes than most pensioners.
9, 24	Unemployed or low income - some risk of social exclusion.
9, 8	I think that these questions will affect those who live in the county but are not in work, who desperately need to be rehoused. People coming into the county from abroad or from another county. There is still strong feeling from certain members of the community that despite whatever needs people have that "foreigners" should not be given priority over locals. The whole allocation process should be based on need and not if you are born in Hereford or how long you have lived here.
2, 3, 5	Disability those that have worked for many years then become ill over fifty also working young single accommodation
3, 2, 7	To age, disability, pregnancy and maternity.

3, 11, 21	Looks as though OAP's, Herefordians and vulnerable youngsters do not get any kind of priority over people who have moved from outside the area and have lived in Hereford for a short while.
16, 14, 2, 3	British people, ex forces, disabled and people over 55 - top priority.
21, 8, 2, 9	It may discriminate against those fleeing domestic violence. It will discriminate against immigrants. It may not take into account those in crisis for example someone may have rent arrears due to depression or dementia, there may be an issue with anti-social behaviour due to mental health issues/ drugs which may have responded to treatment. Also it could be hard on those who can't get a job because of recession or because it is hard for them to get to work e.g. transport

Q9. About you: Other options*.

Comments
agency
H.M.Forces Accommodation
Hereford housing
Herefordshire housing
I have no fixed address, I sleep where I can when I can.
I was on the register until Homepoint removed me without any consultation or reason.
In a military house over the time limit.
in prison
Living on a narrow boat.
Living with family due to home being repossessed
n/a
n/a group effort
our landlord has just served a eviction/repossession on us
owner with a mortgage (and a household income of under £60,000 with no other assets)
Owner, with a mortgage. Why isn't this a category?
Previous home-owner now private renting.
Registered when looking for rented accommodation. Continued on register for change in circs at any
Renting from a private-of the Council - do not know if this is in accordance with the law.
renting through the army
Residential care home.
RNC but go home in holidays.
sharing a room with 6 year old and 1 year old son at parents home unsuccessfully trying to be housed
Tied accommodation

**Note that only 14 respondents selected 'other' but 23 provided a comment.*

Q9. About you: Respondents could select more than one option. This table shows a breakdown of all combinations of the different options that were selected.

	No.	%
Buying on a mortgage	48	15%
Buying on a mortgage & Homeless	1	0%
Buying on a mortgage & Other	1	0%
Homeless	6	2%
Homeless & Other	1	0%
Living with parents/family/others	27	8%
Living with parents/family/others & Homeless	1	0%
Living with parents/family/others & Other	1	0%
On the register for affordable housing	12	4%
On the register for affordable housing & Buying on a mortgage	2	1%
On the register for affordable housing & Living with parents/family/others	9	3%
On the register for affordable housing & Other	2	1%
On the register for affordable housing & Owner of your home outright	1	0%
Owner of your home outright	50	15%
Renting from a housing association/trust	68	21%
Renting from a housing association/trust & Buying on a mortgage	1	0%
Renting from a housing association/trust & On the register for affordable housing	7	2%
Renting from a private landlord	60	18%
Renting from a private landlord & Homeless	2	1%
Renting from a private landlord & Living with parents/family/others	1	0%
Renting from a private landlord & On the register for affordable housing	20	6%
Renting from a private landlord & Other	2	1%
Other	7	2%
Total responses	330	
Not answered	31	

**Note that 9 people did not select an option but did provide a comment; these people are counted among the 'Not answered' group.*

Additional comments on this questionnaire & Any other comments

The responses of the final two questions on the questionnaire have been combined.

There were 175 responses made, amounting to around 303 comments.

Comments have been sorted by broad theme. Each broad theme can represent a range of sub-themes. Each comment has been assigned a 'broad theme code', a key for which is shown in the table below.

Other comments relating to...	Broad theme code
Priority groups	1
Policies	2
Customer service, application/bidding procedure, Homepoint system, issues with banding etc	3
Immigrants	4
N/A	5
Income/affordability	6
Local connection	7
The consultation/questionnaire	8
Other	9
Households that should not be given priority or considered for affordable accom.	10
A particular question on the questionnaire	11
Rural housing	12
Too few available houses	13

Broad theme code	Comments
1	Another group to be considered a priority are those requiring an extra bedroom for overnight carers - not just foster carers, etc.
1	As a gay man I would very much like to live amongst others of the same persuasion.
1	As a professional working with children with SEN I would like to see more ground work. It would be good to have someone who we could contact and liaise with. Someone who understands the issues around children with special needs. These families have not got themselves into these situations, but have been left to deal with unmanageable situations
1	As a widow having to rent from a private landlord I have not got peace of mind for the long term. I would love to be able to go for shared housing but because of my age would not be considered for a mortgage even though I am in receipt of a civil service pension which would more than cover the mortgage repayments and the ability to take out insurance to cover remaining mortgage payment in the event of my death.
1	Disabled families should be given help to.
1	for the future planning consideration for over fifties type housing this would enable people to stay in their own homes and ease burden in social care costs Rose garden type but affordable to all.
1	Having lived in Herefordshire all my life I find it unbelievable that I am still waiting for accommodation and people from outside of Herefordshire/UK appear to be prioritised.
1	Herefordshire is unfair on people born in it wanting to move back
1	Homeless very little availability for working single males that have always lived in county,
1	I also believe that young males are discriminated against. A hard working male in his mid twenties on a low income with no social problems no substance abuse and an upstanding member of the public will never get a dwelling through the council. Yet an offender or a pregnant single female will always take priority. If you think this is a fair and just system then you are the discriminators!

1	I am a desperate father looking for housing for myself and eldest son. I have been on the waiting list at Homepoint for 2 years with no success. I am in receipt of disability benefit which further inhibits me. Whilst I am not homeless I live in a war zone with three children and a wife who is mentally, physically and financially abusive towards me.
1	I am shocked no questions relate to elderly or disabled people needing homes which would improve their health and well-being.
1	I believe Hereford has become over populated and maybe if we keep our own housed first much respect of our city would be.
1	I cant believe after all ones time and with my disability how I'm after 3 years of bidding still on top floor flat every bungalow has slipped through my fingers and don't understand how week after week their is someone like 17 bids end up in front of me told by you their is no queue when clearly there is. It's disgraceful.
1	I don't think housing look at affordable housing for family's with disabled children seriously enough that can't get a housing officer or suitable housing that need to support and make life easier on these family's as life is hard enough without housing issues as well
1	I feel someone who works and has ties to the area should be more priority than those who don't.
1	I feel sometimes it unfair that people with big families don't get any where in getting a bigger house, I have six children 3 boys and 3 girls in a small house and don't seem to get anywhere, the children's school [?] and health visitor have all said that we did a bigger house. My husband works and people who don't work get places how is this fair also our younger child is in our room because there no room.
1	I feel that people without jobs or have children young are given priority over those who have worked since leaving school and have no children. It's unfair because I and many others don't want to rely on our parents/family/friends forever and want our own properties, this is becoming impossible in some cases as we don't fit the criteria.
1	I fully believe that if a person from Herefordshire, through not fault of their own are about to be made homeless then Homepoint should consider their circumstances e.g. they are a single parent - working full time and relying on relatives living close by for support in the event of illness etc. Homepoint should endeavour to help find a property as close as possible to relatives.
1	I strongly think that it is time people born and who have lived in Hereford all their lives. Should be priority, others should have been on the housing list for at least five years. single people of Hereford should be given priority. I think it is a disgrace that our own people are bottom of the pile, when it comes to housing.
1	I think people who are over-crowded need to be either on gold or priority.
1	I think priority has to be given to those people already in sustainable work or receiving a pension.
1	I would like to know I will be allocated a suitable place when I can no longer live on the boat and as I was born/bred in Herefordshire and all my family is here.
1	I'm currently pregnant and in need of a home but no where in your questions does this arise !!! Also I have family in the area who have been here since born but again most question are for outsiders not local people ! housing used to be about the local people of Hereford needing homing but over the last 5-10 years its about outsiders wanting to settle within Hereford I agree they need housing maybe but is before a Herefordian the right way I've been on the list for over 5 years and still haven't got any where !!!

1	It seems, to someone who has been on the waiting list for several years, that priority is given to anyone with small children, regardless of status or nationality. I think if you were born and lived in Hereford for longer than 10 years, you have made a contribution to the city, and should therefore be given priority. I object being in the position of lining a private landlords pocket and don't like the idea that when I retire, Hereford taxpayers will have to supplement my rent in the private sector.
1	It would help if the housing association would re-house the most needed British people only.
1	Let's get back to looking after our own first ... and more importantly fairly !
1	Me and my partner care for my elderly mother with mobility problems and have been on the list for approx. 6 yr's.
1	More emphasis needs to be placed on people who have lived in the county than those just wishing to move here.
1	More help should be given to families that have lived in Herefordshire all their lives who's family's have also done so. I think with the way society is changing and growing nowadays all areas need to be addressed and for changes to be made.
1	People born, working in Herefordshire or been on waiting list years should have priority.
1	People who work should be given priority as they are able to afford rent and bills.
1	people working should be highly considered, couples without children need help as well
1	Preference should be given to those with good housing records and not defaulters.
1	Priority given to people born in Herefordshire and in work.
1	Priority should always be given to people born in this country and have lived within Great Britain all there lives!!
1	Priority should be given to people born/bred in Herefordshire or have lived here a number of years.
1	Priority should be given to people in work and in need of housing especially ones with children and disabled problems.
1	Single
1	Support should be provided to those most vulnerable who need it as more often there are other issues than housing that these people face e.g. family support needs, parenting issues, employment issues etc.
1	Too often affordable housing is associated with and limited to the younger people in a community. Even their design & layout reflect this. There are increasing numbers of elderly people trapped in family sized housing who cannot afford to stay or move.
1	We must make a concerted effort to ensure that people who have been born and bred in Herefordshire are given priority to affordable housing. For too long now people from outside of the county have been given priority housing. It is time to give Herefordians priority for housing.
1	What housing have you got for disabled people who care for small children?
1	You need to work with over fifties to reduce burden on Social Care. ex Rose garden Type. accom. but affordable
2	Any changes above should be for new applicants.
2	Are there any Local Authorities with innovative, new and exemplary case studies regarding AH that we can use as guidance? Herefordshire needs to find different ways of creating and allocating AH and to recognise that the current single minded and all encompassing focus on AH in Herefordshire will cause long term issues unless other house types are also addressed. CIL will kill off developer 'gifted' AH and the danger of over allocation (in rural areas) esp. will damage the reputation and demand for social housing and its occupants.

2	Councils do not clearly differentiate between affordable housing & subsidised housing.
2	Couples / families are not encouraged to live together when woman can gain a home with rent & council tax paid by the council - seems to encourage couples to live apart rather than have a "normal" family home ! ! !
2	Every effort needs to be made to bring empty housing back into use.
2	Everyone should be assessed to their circumstances. i.e. if you have one person living in a three bedroomed house and you have a family of three, four or five waiting for a property, why doesn't the one person downsize to allow the family a decent accommodation, surely its common sense, there's too many properties the wrong people have got, that would help the shortage of properties.
2	I have a boy aged 7 and a girl aged 3 and a half. I am currently in a 2bed flat and have been on the housing register since my daughter was born. I have heard that you may be moving the age which 2 different sexes can share a room to 10. I hope this doesn't happen as I'm sure u realise children start the hormone stage at 10-11 and would be impossible for them to share a room. It wouldn't be suitable to wait for that long. It would mean I would have to buy a sofa bed and use my front room for a bedroom which in no case is suitable at all.
2	I have been on the list since 2007 & I go onto the website every week to hopefully find a suitable property. In 2007 I was being made homeless as the private property I was renting was sold by the owners. There were no suitable properties available through you so I took my 3 children to live with my mother in a 2 bedroom flat. We found another private property to rent at the cost of £805 per month which is totally unrealistic. I don't expect something for nothing but think the way the waiting list works is all wrong. The way it is at the moment, it seems I will never be a priority for affordable housing and will continue to get into debt through ridiculously high rental costs in the private market. Surely after 5 years on the list we should be somewhere near to getting a place. I understand there are needy families out there but surely the time being on the list with ongoing local connections should count for something & we should not be pushed down the list by people moving into the county or by people who are on benefits by choice.
2	I think a big problem with housing in Herefordshire is there are so many people out there that have a housing association house that even though they are entitled to it and have been in it for many years, is under occupancy. Even though you may have a right to house those people they should after a certain amount of time be asked to down size etc. which would then free up bigger houses for family's who need them or vice versa. I know a number of people that are on their own who are in 3 bedroom houses I even know a couple that are in a 4 bedroom house, with nobody else living there. To me this is ridiculous they could easily downsize to even 2 bedrooms which would free up that house for a larger family.
2	I think more provision should be made to entice older people to give up their LARGE properties - maybe make a certain number of smaller properties in the same vicinity available Just for elderly Tenants who have Downsized - small blocks of flats could be given a face lift with accessible entrances, bathrooms & kitchens & safety intercom entrance doors, & as all of the flats are for elderly/older people (40+) then they will feel safer But you have to offer something worthwhile to start with - Decorated? Carpets? Choice of bathroom/wet room etc. I'm sure the up take would be high!
2	I think people expect themselves to be rehoused just because they have more children. I do fully believe that if you cannot house those children you should not have them but there are many people in a position where perhaps they had not planned an extra child but now live in hardship in properties that are too small when there are single people living in properties that are far too big for their needs, many of whom would gratefully move to a more suitable abode. I think that is an issue that needs to be addressed.

2	I think that if you have been living in your house for a number of years that you should get the right to buy whether it is an association house or council. once you have lived in the property you should be able to after. 10 years. WHY DONT WE HAVE THE RIGHT TO BUY.
2	I think that the age of children of the opposite sex sharing a bedroom should be a priority as I feel their mental health and progression through life is affected the older they get while sharing with a sibling.
2	I think that the way it is at them moment is wrong I have lived in private bedsits/flats all my adult life and find it really hard 2 get a council place I bid every week but don't get anywhere there r people I know who have flats and don't live in them and there are some people who have flats with 1 child then within a year they get a house and I cant even get a flat so please tell me how that is fair.
2	It's made too easy for young single mums to get a property if pregnant & on benefits I am aware of 3- 4 woman in housing that have a 2 - 3 bedroom property & children have moved out this should constantly be checked "PROPERLY" as some people are in homes too small and they could easily swap / down or up size
2	its not fair to families living in temporary accommodation ,family of 4 in a 1bedroom. People living in 3bedroom houses when there is only 1 or a married couple living there, they should downsize.
2	older single and married couples living in 3 Bed + rented Herefordshire Housing should be obliged to down size, leaving the property to be let to a family counselling and practical help should be offered.
2	One of the greatest problems is under occupancy of the homes currently in social housing stock. No older couple living alone in a three bedroom home is going to even consider down sizing to a 1/2 bedroom flat in a block in Newton Farm (only used as an example)or elsewhere. Start providing homes where the older generation can move to and feel safe and that will free up larger under occupied homes.
2	There are a lot of people who can down grade but this isn't being looked at, people who are pregnant who are being given 2 bedroom accommodation before they have had a child (I wasn't able to have a property till after birth of my child). I have an elderly neighbour who now needs too much care for her to stay in her home as she sets off smoke alarm now on a daily basis. Recently a family of 2 persons swapped their 1 bed bungalow for a 3 bed house due to an elderly relative having a fall, why is this allowed.
2	There should be a register of adapted affordable housing properties so they can be properly assigned when 1 tenant leaves/dies. If the disabled tenant dies/leaves, other household members should be rehoused to free up stock. Elderly should re housed to smaller homes if they remain in large properties.
2	We have been with Homepoint register for nearly 5 years we bid nearly every week and have never once been offered a property we have 1 child and we are now expecting another we have been to see Homepoint to see where we stand with a property as the property we are currently residing at will be too small and we have been told if the baby and its sibling is same sex our banding will not change from bronze but if the children are different sexes then our banding will go to silver i find this slightly annoying as we have been bidding and bidding with no outcome and i know at least 3 people that are in properties with 1 child and were gold or priority banding
3	Banding - Does anyone know how this works? How many of the different bands get a tenancy. It appears that Priority seem to and no other. Are there % of tenancies available for each category of bands?
3	Current system is OK if you are computer literate. Older people waiting to downsize do not have this facility and are unable to bid.

3	Hereford Housing should help people more. I was told if I was having a baby I'd get housed quicker, but soon I'll be homeless as they are closing New Dawn and we have nowhere to go.
3	House exchange was in Admag but now it's on computer, not everyone has access to computers, so how do they exchange?
3	I am glad this issue is being addressed because at the moment people are still able to register with no realistic possibility of ever being allocated housing, which is a waste of their time and raises false expectations.
3	I do not have the internet or have an Admag delivered. So I would have to go to the Home-point every week, how many more people are like me. Once you would be on a waiting list, where you would be contacted. As someone over 60 this would be more social and caring as these views will only be on website that will count me out.
3	I think everyone should be equal apart from the people who haven't anywhere to live and are homeless. I don't agree with how people get put into their bands as when I first applied for home point I was put on gold as was living with a family member and needed to leave as they were down sizing, I had a letter written for me saying I need to leave but nothing was done or no help or advice was giving, I then had a letter re-wrote for me saying I needed to leave and because it was not up to your standards I was then put into bronze band, I think once you have been put in a band I think you should at least have a meeting once every so often to see how progress is going and if anything else can be done for you.
3	I think the way Homepoint works now is fair. everyone should just be patient and learn to wait for a home to become available. having said this maybe there should be a review every couple of years where people are put up a band if they have been on the waiting list for more than 2 to 3 years
3	I think there should be a return to the list system where you put your name down and once your name comes to the top you are given a place to live, alone or with your family if you have one. This is the fairest way to allocate anything. Priority should only be given to people born in Hereford so they can afford to live in their home city.
3	I will be homeless in October 12 and I am only silver band.
3	It should be checked out if people who are applying for social housing really are in the position they say they are.
3	Me, my husband, my daughter (husbands step daughter) who is 7 and our son who is 2 and half live in a small one bedroom flat and are currently on the waiting list and just don't understand the system how someone with the same kids boy and girl same age with a 2 bedroom house is on silver and we are on silver as well still waiting to be moved yet they have been moved already. we were all born in Hereford my husband was working for 2yrs until a couple of weeks ago when he was unfortunately laid off due to no work
3	Peoples circumstances vary, strong criteria needs to be in place which is clear and well advertised. The council should have verification of circumstances before considering anyone for social housing.
3	Personally i have been on the waiting list for about 6 years which i think is a ridiculous amount of time to have to wait for a home. I am sharing a bedroom with my younger sister. I work and live in Hereford and all my family is here, yet I feel that I have to apply for houses outside of Hereford, even though I don't want to, in order to stand a better chance of getting somewhere. Therefore I think the way in which people are prioritised should be adjusted to help people like me in similar circumstances.
3	Points system is unjust, appointments should be made by a board.

3	Tenants should not be allocated units that are in poor repair & decorative condition, with rubbish etc. - you would not like it yourself. every effort needs to be made to encourage tenants to have self respect and maintain their home in good order.
3	the banding should be scrapped. I've been on the Homepoint for 5/6 years and have been offered nothing even though I apply for something every week.
3	The local authority does not appear to look at the whole. Adapted properties are not re allocated to other disabled people, and often grants are re issued from a different area of the authority.
3	There are a lot of people registered who for one reason or another are not bidding or do not bid but should be. Housing Associations let some of their stock with local lettings policies which help some people get re-housed who wouldn't ordinarily have a chance off the register. There could be sub-sections of the register to take into account different sorts of applicants - for example current housing association tenants looking to move. The adverts could reflect more the applicant who is allowed to bid for a particular property to cut out unnecessary bids. properties could still run for a week, but could be viewable to bid for from any day.
3	Well we been on the waiting list for a bungalow for years and we haven't been offered one yet. Mr [name removed] has [removed] and a bungalow would be much better.
3	You do not review the register enough. You should do annual checks that are to be chased up by the applicant and not the council to see if someone is staying on the register or not.
4	Although I do understand that we are in the European community and that it works both ways, I cannot see why some immigrants working over here managed to get council premises whilst some British citizen with children finding themselves on hard times cannot get any! If people have a gross income of £60000 they can afford to rent privately Social housing should be to help people in difficulty.
4	Eastern Europeans and other migrants should be spread around the county to avoid ghetto areas developing. It is not fair on locally born youngsters to be in classes at school where a large percentage of children do not have English as a first language. Especially hard when the parents have no intention of learning English and speak to the children in their mother tongue as soon as they leave the school gates.
4	EU Persons should NOT be given housing. If they have lived and worked for a minimum of 5 years then they can go on the list and wait. It is very simple we should give the same housing and benefits etc. to all EU persons as we would get if we went and lived in there countries.
4	I believe if you were born in this country then priority should be given to them anyone coming from outside the UK should have to wait or prove they have a set income.
4	I have been on the housing list for what seems for ever. I am Herefordian and walk around areas to see which accommodation is empty, this is how desperate I am. I apply do not get it. only to go back to see that people from E.U. countries have been given this accommodation, this is happening time and time again. It is very wrong and I for one am very angry.
4	I know single people who have been on the waiting list for years and have no chance of getting housing as people from Poland and the EU get all the housing. This should stop and they should not be given the housing that the people who have lived here all there lives should have.

4	I was only able to buy my property through government low cost housing scheme - I was born in Hereford and have always worked. It makes me mad that people from outside the county can get housing here just because they choose not to work and to let others pay for the children they decide to have because it's a way of getting a house. Hereford Council need to get their act together and offer people a reason to stay here
4	I work hard and pay my taxes. All I and my fiancée want is a house to call home but all the government are worried about are making sure all foreigners have houses. Charity starts at home not abroad.
4	I'm aware from a family member who's a [removed] that houses in Hereford its self are "reserved" for the ever expanding community of Eastern Europeans; which to me says that the housing register is bias to migrants and unfair to British people who struggle to find accommodation.
4	Migrants who are moving to the county and have a planned to settle here do not have a close family so this could be a problem but HRT could be helpful in terms of that?
4	Our own people do not have a chance. E.U. countries are priority, we should not be doing this to our own people. Walk around the houses and E.U. countries out number our own people disgraceful !!!
4	People from EU countries should not be given our council accommodation. Not allowed on list Herefordians should come first. which we do not. I have been on list for over two years and am desperate for a home.
4	People from the E.U. i.e. Polish, Latvian, Romania, etc: should most definitely under no circumstances be allowed our council flats/houses. They should not be allowed to come into our country and be given priority. our own people must and should come first. we would not be given homes in the EU countries.
4	Stop giving houses to people not born in England
4	The influx of foreigners has increased waiting times. Lack of affordable housing needs addressing in these economic times.
4	Without being racist there is so much uproar of foreigners being allocated housing in this county over local's who have been on waiting list MUCH longer. This should be looked into (apart from professionals, doctors/dentists coming here).
5	I am 71 years of age still have my daughter living with me so need two bedroom, a bungalow would be good as enjoy gardening.
5	I am hoping to get my own business started in Leominster and may then be able to start employing people living in Leominster.
5	I have been on so for 2 year or more and really do need some where as I don't know how much more I can take of this.
5	I know good people have tussled with this. It will not be easy. I do hope if you cannot get it right that you do not get it wrong.
5	I live in a council flat in Hereford and would like to move to Ledbury to be by my by family. I have a learning difficulty and can not read.
5	I lived in Hereford for a number of years however moved to care for my dad in Birmingham until he died 3yrs 6months ago. Now I have got very depressed and can not live in the city any longer I need desperately to get back to the countryside and I love Herefordshire especially Leominster.
5	I would like to be considered for priority status when I finish at RNC and be able to live independently, I will need my own accommodation. I am registered severely blind after being attacked outside a nightclub 2yrs ago.

5	I've lived in Ross all my life, worked ever since leaving school and feel I should be considered for housing. I pay rent but cannot afford deposit to buy.
5	Repetition of above comment
5	No
5	No
5	No comments.
5	no one should jump the queue it should be fair for everyone
5	None
5	None
5	None thank you
5	On a positive note. There are much worse places in the world to live, but that does not mean we can not make it better here. I work in a school full time and this country is so expensive that even after a £500 top up from tax credit, I still have to claim housing benefit for my son and myself to survive. Something is not right with that.
5	Please allow animals in flats
5	Repetition of above comment
5	This is the response by Madley Parish Council.
5	We have moved back to Hereford because my husband left us in Jan 2012, I am disabled and my health and mobility is getting worse, my 12 yr old son has ADHD and its very hard almost impossible for my to give him 100% care and attention he needs as his dad has need very distant in his involvement with his son. So I have moved back to be close to my immediate family so they can be close to support and help us.
5	We were council tenants with this council some 28 years ago when through redundancy we lost our house. Married with 2 young children Without the help then we would have ended up god knows where. We were tenants for 10 years this is what it took us to get back on our feet but we did, we found work and sometimes took 2 jobs but got there. Everyone needs help at some point in their lives but as long as they do not abuse the system it is ok.
5	Repetition of above comment
6	Affordable housing should be for those who would otherwise have difficulty affording housing, irrespective of their origins. The affordability of housing depends on net income. This may be reduced by expenses arising from large family size, disability and age. It may also be reduced by unemployment or low income. If means-testing is not desirable, these factors should be used in selecting those eligible for affordable housing.
6	Cost of private rent - £800 per month - has forced me into debt. As I am employed and have a home I am not seen as a priority.
6	Herefordshire needs more affordable homes that people on low wages can use.
6	I can't afford any private rented property and housing association has let me down. where do you go if you work but don't earn enough for private rent and wen you do you get an overpayment of benefit and have to pay it back even though its their fault and its impossible to get a council house and even if you do there in places no-one wants and are so dated and old
6	I feel the gross family income of £60,000 is too high. At two thirds of that income they should be buying, not a burden on the taxpayers.
6	I think everyone deserves the right to social housing who work hard but are low paid like us. I think it wrong when people on benefits seem to get priority and regard it as their God given right.

6	People with assets/savings should have opportunity for affordable housing. It does not mean they cannot afford private rent and have got their money through hard work and use it to pay their way or for retirement.
6	Possibly some social housing needs to be available for problem families and those who have persistent arrears but they will then require support and guidance on a regular basis to earn their way to regular social housing. It must be persistent support for a period of at least six months.
6	Rent arrears - surely some kind of support from Stonham to sort this out and set up standing orders or direct payments. Some Clarification on what can do and what there remit is.
6	The questionnaire does not consider the possibility that some might deliberately make themselves more "needy", by getting pregnant for example, or that the fickle and idle who lose jobs or who are "unemployable" may acquire greater priority over the hard working but low paid reliable worker. The £60,000 figure quoted above is far too high. Reduce it to £25,000, the national average salary. End
6	think assets maybe set high as well as income
6	What provisions do you propose to make when those with the benefit of affordable housing cease to be eligible because for instance they acquire wealth or higher income? There will need to be a balance between ensuring that affordable housing is not seen as a benefit that once acquired becomes a life long right and the risk of penalising those who work hard and succeed by removing their affordable housing.
6	You do not allude to include change of circumstances during tenancy e.g. increase in personal wealth consider life-time tenancies or not.
7	Although it is recognised that everyone has a right to decent housing. If people who have not lived, or their families have not lived in the area, for a period of time, are thought to gain housing to the detriment of longer residing local people, it causes resentment amongst longer residing local people. This feeling of resentment is already very strong in Herefordshire and could eventually lead to more serious social problems.
7	Connections should be to parish not county.
7	Hereford is a county with severe housing issues- housing is too expensive for the meagre salaries available. Local people often have to seek to move away to more affordable areas with better job prospects as buying a house in the county is often not an option. There needs to be more affordable housing available to people that have grown up in the area and wish to stay not just give housing because of the amount of children they can produce! That encourages the wrong ethic
7	I feel strongly about affordable homes in villages being made available to those with a REAL FAMILY CONNECTION TO THE VILLAGE
7	local connection is a big joke where a sister in village is stronger than mother and father i.e. [address removed]
7	local' should be defined as people with connections with the immediate parish in allocating homes on 'exceptions' and quota sites
7	Most important facts to consider - employment in the county/studying in here
7	My concern living in a rural village is that people who are out of work are relocated or located to this village where there is no work and only public transport to towns at times which preclude work. you need a car to live and work here and if you don't have one you are ensuring people never get back on the work register. Recent relocations of people with substance abuse problems have also disturbed the locally raised youngsters. We would welcome affordable housing for local young adults who wish to stay in the village near their families.

7	My gripe with affordable housing is an increasing number in decent areas only open to existing tenants of HA's. I've a 3-bed family house and am trying to downsize but only get offered places in very unsuitable locations.
7	Priority needs to be given to those working in the area and with local family ties and commitments.
7	Scoring against criteria will be critical - In these difficult times, principle should be to benefit those with real need and definite local connections (more 'local' e.g. local parish scores higher) and who contribute/ have a history of contribution to the community (incl. work history and volunteering).
8	A very limited questionnaire which avoids some crucial questions on the subject of prioritisation such as nationality, social responsibility, and anti social behaviour.
8	Great piece of work.
8	I had to fight Hereford housing hand and tooth for a council property by got I got some real questions I would like answers to this survey really needs some thought put into it . And to be honest big wigs in the council department in my opinion don't understand the needs of everyday people so lets hope common sense prevails and someone with there feet on the ground will listen to people. And I think a rethink on the questionnaire would be a good start
8	I think it is a good idea to receive feed back from people on the Home Point List as they should and hope they give you there honest opinions.
8	I think that the questions posed do not offer a reflection of the complex issues that surround housing allocation and therefore do not offer an opportunity for an evidence based, balanced consultation. With this in mind, unless the consultation is re-designed, I do not feel that it is valid.
8	I think this is a valid questionnaire as the problem with scarce affordable housing and the way it is allocated has long been due for a rethink
8	It would have been useful to know the profile of the 5000 on the housing waiting list - ages, marital status, employment status, residence status, etc.
8	Its a hard issue to tackle and I wish you well
8	not enough questions in this questionnaire can't see how these few questions can sway any opinion in either party
8	Please see community covenant. There is a big gap in your questionnaire covering the military/veterans/widows detail.
8	Rather limited in scope. Its structure suggests that it is designed to confirm "what is currently practised" rather than explore better solutions.
8	Should have more questions on applicant's financial eligibility for subsidised and affordable housing.
8	Thank you for holding this consultation.
8	The question should have space for prioritising, 2-5. Also for some comments. [?] of children should be a factor one needs to know why people are in rent arrears and have antisocial behaviour
8	There are no questions regarding the needs of the people in housing e.g. Children, elderly, disabled. These factors surely affect the way housing is allocated especially with the current Banding system in place.

8	This consultation, while better than nothing, is of limited use. There's no information given about present policy, what the major problems are with this and the questionnaire steers some answers to what could well be a pre-determined point. For example, the first question ; who decided that the figure should be ?60,000 ? Why not ?70,000 or ?50,000 ? And it takes no account of the household situation ; a single person with a gross income of ?60,000 is totally different from a couple with some children, one of which might be disabled, etc.
8	This is a very thin questionnaire and I would suggest leading. The questions will no doubt produce a positive response but unless it is shown what the impact of such changes might be on others who currently may have priority the average respondent cannot properly judge.
8	To consider people ./c an annual income of £60,000 should not be considered very few people in this county would earn this amount.
8	You have a hard job as it is so why make it harder
9	A lot of unemployed people fear when they come off benefits because they have found work, that the rent charged by private landlords will be unaffordable. Employed/unemployed should be treated equally re housing allocation.
9	Changes to the amount of money people get for housing benefit directly affects those who live on their own in the county, most private rental properties are out of the reach of those people and a shortage of social housing means they have to move to towns.
9	I feel that people wanting subsidised homes should be able to prove that they can contribute to this privilege. After all it is at the Tax Payers expense in one way or the other.
9	I have been registered on home point now nearly 3 years with no offer of a property. I feel that because we are a working family we are punished for this by not being classed as a priority on the waiting list when at risk of being made homeless because the homelessness team only force you to sign up to the private sector hosing leaving you out of pocket paying extremely high rents. I am disgusted at the way I have been treated by home point and no doubt I will be waiting another 3 years if not longer on the waiting list.
9	I have been waiting for a property for 10 years and at present live at home with my two children. I am in silver band and don't seem to be getting anywhere with housing. the whole system stinks!
9	I have found myself homeless through relationship breakdown and have had to move to Hereford even though I work elsewhere in the county. My children are educated elsewhere too this has meant an hour bus ride just to be able to work/go to school.
9	I think there needs to be a review of private rental charges.
9	I've been excepted on Homepoint but as I have my own property I've been told if I sell and have money I don't stand a chance of council property and will be the same if I don't make myself homeless - I am only allowed a one bed property as well so why allow young girls with a baby to have two bed property? I have Ten grandchildren that take turns to stay with me why should they sleep with grandparents ?? It wouldn't be fair for either!! If my 3 bed was council no doubt I would of been offered a 2 bed so a family could have my 3 bed.
9	Should be a much wider survey, and should be accompanied by more facts and figures on the current housing crisis. More information would dispel a lot of the ignorance surrounding this often emotive subject.

9	The lack of housing is well documented (reports and research) as being the problem of the few owning most of the land and for what land that is available the negative effect of the planning system (causing the problem rather than helping solve it). The lack of building opportunity in rural areas causes rural shops, pubs, schools and other services to close.
9	There is a very real need to properly quantify and publicise the homelessness problem so viable solutions can be found.
10	I am fed up of seeing perfectly good affordable accommos being trashed, neglected and ruined by people who are drug addicts and are anti-social. We are too soft on these people when there are others registered who are more worthy.
10	If you or your children have a history of anti-social behaviour you should not qualify for social housing. You should only be offered one house, if that is not good enough for you then go back to the bottom of the priority and go to private renting, where you can choose exactly what house you want! The council should be tougher on those who don't pay their rent.
10	People whatever sex, gender, racer or colour should be treated the same. Teenagers who have children just to get a council home should be discouraged.
10	People with history of anti-social behaviours should not be on the list.
10	Stop making it easy for scroungers and layabouts to obtain accommodation. Take hard working people.
10	Where people are fit and working they should be encouraged towards private renting if they are not in a position to buy, leaving social housing available to the neediest. if there is a shortage of social housing, then it should definitely be means tested.
10	You should check from time to time - whether living in an apartment granted to whom it is granted. Why? Since many people renting a house with Council granted to other people for money.
11	(Q.1 on paper) Over 60yrs capped at £60,000. Alcohol abuse. [Additional comment] All applications should be given individual attention and individual circumstances taken into account NOT the general ticking of boxes
11	(Q1d on paper): allow to sort out arrears None
11	[Q.5] Because to be a foster carer you should have a stable life and home arrangements before even considering fostering. [Additional comment] The only priority should be cases involving children aged 0-16yrs. No matter the parent's background.
11	£60,000 is far too high a threshold and should be reduced to £5,000 or less. Those with savings should use them for housing before the state steps in. "Local" qualifications are unenforceable and should be abandoned as being divisive. Those with a genuine need should be housed but housing should be means tested, as should all benefits, regardless of the expense.
11	An exp[lanation] of my answer to question 4: - This group find it very very difficult to get a mortgage especially one for the amount (100%) required for property in this area. I have a daughter who is 20 years old and lord knows when she will afford to move out of home and remain in the area as she wishes to.
11	Q.4: Downsize - yes for the elderly other group given priority - disabled unable to work. Q.1: The gross annual income ceiling is set too high. People on £60k+ gross income and / or £60k + assets do not need to take up valuable and limited housing.
11	Question 1 is leading and not definitive so sets no parameters about the criteria for consideration. e.g. If you have assets worth more than X you are not eligible. Question 4 iv, only yes if already living in the County for 3 years, not those wishing to move into the County. Question 7 is irrelevant if equality and diversity is being applied to all applications

	equally.
11	Question 3 does not highlight the importance of local connection at the level of the parish or group parish. Those with close links to the parish must have priority before housing is made available to the county. Parish groups with priority are: 1. Born or resident in parish or group parish. 2. Long term residents of parish or group parish. 3. Elderly residents who have spent their lives locally. For local applications priority should be for those in work with the exception of retired people.
11	While council is obliged to house the homeless, the allocation of subsidised housing should be a reward (for effort to be independent of state assistance, as sound tenant), not a right (see Q1).
12	A big problem is lack of affordable homes to rent/buy in villages forcing younger generation to move out to seek accommodation and work.
12	I have lived in the County for 26 years with connections going back a further 50 years with my family. I now live on my own for the last 6 years in a private rented accommodation with the threat of possible being homeless if my landlord wants to use my home for holiday purposes. I have lived in a rural area for over 30 years, I work full time and always have done, yet on my salary alone I could not afford a high mortgage. If affordable housing was accessible to me and in my range, I would seriously take it up. Kind regards
12	Local parish councils should be closely involved in allocations in their parish, including maintaining local housing lists for affordable housing. The steering group should include representatives from the parishes.
13	I note "steering group recommend changes" I trust not just aiming to reduce the roll of applicants by seeing who may be excluded. I believe such exercise has been conducted in recent years I do hope one of the worthies on steering group will answer the description of "common man/person" who will see that the problem is not too many applicants but too few houses.
13	No where near enough housing in county needs a rule of 35% new builds allocated to affordable housing and also discount should e given to foster families to encourage this to happen.
1, 10	Put Hereford people first after all it is their county. If they were born here and are still here then they want to stay here. You can not afford to give accommodation to too many unemployed and homeless people, why are there no hostels for the homeless and girls with babies?.
1, 2	Local people or people in work or broken families should be given priority. Single people should not be allowed to live in a 2 or 3 bedroom property especially if not working.

1, 2	<p>priority should be given to those fleeing domestic abuse and domestic violence. people with health problems should have those medical needs taken into account even if they do not yet have a diagnosis (it took 5 years for me to get diagnosed) people with 2 children of the same sex should be able to bid on 3 beds if one or both kids has health problems (again whether diagnosed yet or not)e.g. I myself have a son with a sleep disorder, still trying to get a diagnosis. there is no way he can share a room with his brother (who snores) as this would worsen his problem considerably.(also it would disturb his brother as he is up a lot in the night) if we were to get social housing then my partner and I would have to sleep in the living room as we currently are eligible for 2 bedrooms. the one house we have been offered, well the 2nd bedroom was tiny, too small for them to share (they are teens-too big for bunk beds) or for me and my partner to use (too small for a double bed) so we had to turn the house down as it was not suitable for our needs. I doubt we will be offered another place for a long time. also we need more places in the city for those who cannot drive or access public transport due to disability. they should get more points if they have this problem as they are at a distinct disadvantage.</p>
1, 4	<p>Local people should be considered before those from other countries. I've been on the list 35 years and never had an offer. Something is very wrong.</p>
1, 4	<p>Myself and family live in wales, my partner worked and travelled 6 days a week at 80 miles per day, for several years, I also have close family in Hereford and Leominster, we have been on the waiting list since 2003, we have been unable to get housed anywhere in Herefordshire. Which I think is very unfair when all the polish are getting housed almost immediately.. not at all fair to the British people..</p>
1, 4	<p>The whole housing strategy needs changing. I was told twelve months ago that there were 46 people in front of me, but here I am years down the line and I am still waiting. There is no loyalty to our own people. We - should be the ones having our houses in our city. not foreign people.</p>
1, 4	<p>Vulnerable people come in all shapes and sizes and I believe each should be looked on as individual cases. this is one of the worst places for men over 25 to get housed. People from outside the UK get priority over british/ English who have lived here all there lives that is also wrong if they come to our country they have fought and travelled that far they should not be given priority or gold they should not be housed before our own people</p>
1, 6	<p>I think a priority should be given to families on a low income with more children rather than to family's with fewer children of different sex.</p>
1, 6	<p>Please let's go back to basics with the allocation of housing. Young working couples need help urgently. Local wages made it very hard for them to afford private rental property.</p>
1, 7	<p>local people should be given priority not ignored i.e. where I live we had a new development built out of the 14 houses only 4 were local with connections the others were all allocated to outsiders when there were more than enough local interest to of filled them people should also be listened to over concerns raised not ignored because the housing officer has a dislike of that person thus leaving residents feeling ignored and alone there should also be more consideration when developing new sites to what the local area needs</p>
10, 3	<p>Housing should be for really "poor" people, not those with an income of £60,000 or savings of £60,000. £25,000 would be a better limit. There is no explanation of the point system and banding - this would be useful.</p>
12, 7	<p>The homeless problem is county wide, but is magnified in our smaller villages. These communities are dependant on the proper demographics so that children can care for their parents, and for their aunts and uncles who were sometimes actually related to their parents! Your housing allocation policy will be v.important if "The Big Society" is ever to be</p>

	reborn in our villages.
13, 1	It seems that the council has no where near enough affordable housing for those who need it. It also [?] not enough accommodation for those who are disabled and will never be independent. These people will become a critical problem once their parents died. The council needs to plan ahead.
13, 2	Maybe because off the shortage off housing new affordable housing should be built or old houses that are empty should be done up.
2, 1	The allocation if housing needs to be carefully considered e.g. not allowing families with young children live where transport is limited and/or in areas where there are high levels or anti-social behaviour. The same for adults with disabilities both learning and physical disabilities should be housed some and nowhere appropriate
2, 10	Tenants should be required to downsize when they no longer need the size of house they have. Alternative means of accommodating young, single, teenage mums should be explored. For example, hostels with support from qualified staff.
2, 3	I think that the present allocations policy is restrictive because at the moment you categorise people into bands of bronze, silver, gold and those that are an urgent priority, but because of the lack of properties and the demand for them it means that people who are in silver and bronze often do not even get considered. This to me seems unfair! I personally think that you should allocate on length of time people have been waiting, or move them up the categories after they have been waiting a certain length of time, so that they move up the bands and be treated fairly, not just ignored!
2, 3	Why can't people who want to down size do it I have a friend who was told she couldn't as she was a good tenant but she only lives on the ground floor off a 3 bed house what a waste. Also an 80yr old gentle who wanted a quite 1 bed flat were no noise kids he lives in a 4 bed but also they were both told to bid on home point. What 80yr old would do that week after week please sot this out as so many families need homes and would benefit and people would be happy .
3, 1	House availability should be put back in the Admag as not everyone has a computer or can ring up during working hours. Please make it easier for single people to find housing.
3, 1	I want housing lot the elderly, i.e. past working age, to be means tested. British by origin, first in the queue. And no, I don't read the daily mail ! Just lets be fair. Stay happy and healthy all of you ! Cheers. [removed].
3, 1	I work within the council, part of my role is to support families through the housing process and to liaise with Herefordshire Housing/Homepoint. The current system does not seem to work. a family I work with who have six children the eldest being 12 the youngest being 2, have been trying to get a bigger house (Currently 3 Bedroom),despite being over the number of "units" for the size of the current property, but have been told that all 4 bed properties have been "frozen". They were also informed by an employee of HH that to alleviate the cramped conditions they could put a bed in the kitchen, to anyone this spells potential disaster, with 8 people in the household to have a bed in a room that offers a myriad of accidents is unbelievable. If it makes any difference the father of the family is seldom at home as he works (in Hereford), to support the family and all members of the family have been born and raised in Herefordshire. The family in question have Silver banding with Homepoint in my experience any band other than Gold will not get you a house despite the needs of the family.

3, 1	It is increasingly hard for anyone wanting to gain independence and move out from a family home. Even though being on the register for several years at a bronze level, it is obviously clear that this banding will never change, therefore making it so much harder to be consider for a place. Affordable housing is seen to be difficult to gain for anyone that has a full time job, no children and over a certain age.
3, 2	Lettings should be time limited and subject to regular review (change of circumstances or income especially). People living in houses after families leave home must be moved to smaller accommodation. As an owner I will have to downsize so why shouldn't a council tenant.
3, 2	Living in my home with a baby on the way has made me very ill and it looks like for the next two years I will be living in the same place trying to clear a months worth of rent at £14 a month I cant put a cot up or have draws there is no space for any baby equipment but Homepoint won't move me because of the arrears which I could continue to pay from a new address. also places outside of town that need a local connection to bid come before people on priority which is not fair if you come from Hereford you should be able to move anywhere in Herefordshire why should properties be saved for those who have a local connection letting homeless stay homeless because they don't know anyone or the area. Also if someone has had a home before and has been evicted on anti social behaviour grounds they should not be priority or gold they have made people lives hell. I have first hand experience of this if they had to wait and fight a bit longer they may appreciate the home when they get one.
3, 2	The council need to ensure that any major housing development includes a proportion of social housing (not affordable housing). Private & affordable housing is still quite often outside of the income bracket of a large number of people. I would also suggest looking at the large number of empty areas above shops etc. and setting up a low cost home improvement loan to enable owners to turn them into rentable accommodation with the loan being paid back through any rent received.
3, 6	I wasn't sure how these proposals would impact of the Council's obligations to provide emergency housing for vulnerable people, if at all? Also, I'm not sure how much impact in practice excluding people with incomes or assets over £60,000 is actually going to have - I would imagine virtually everyone on the affordable housing register at the moment has nothing like these amounts of capital - if they did have why would they be on the affordable housing register? In which case, I'm not convinced these two proposals would have any meaningful impact. Is it acceptable to penalise people with a history of rent arrears per se? Surely, these are the sorts of disadvantaged people that affordable housing is supposed to be there to help protect. I'd be happier if this restriction was applied only to those who have wilfully refused to pay the rent when they could afford it, rather than persecuting all people who have struggled financially in the past. Of course the difficulty is how to differentiate between the two in practice. Finally, trying to prove who had undertaken volunteering in the county sounds like a recipe for an expensive administrative nightmare.
3, 7	People are not being properly vetted properly, people are being moved into areas that don't suit them. city people (born and grown up in the city) being moved into small villages not by choice but because nothing else is available or being told that they have to then 6 months down the road they being moved back into the city, some of these are people on full benefits so the council have to pick up the bill for moving them and having the house prepared for the next families.
3, 7	People who live out of the county who have to travel to work full time have no hope of getting a house because of the current banding system

4, 2	Current system is archaic people who lie threatening to throw children & grandchildren out get housed and Eastern Europeans are housed over people born and bred here its a disgrace - but you know what this survey will not make one iota of difference and I bet my daughter & grandchildren will still be waiting for a home (marriage break up from violent relationship)12 months from now because I am not prepared to lie and say I'm throwing them out because that's dishonest! Sadly honesty no longer pays.
4, 6	I think its unfair that people from other countries who have not lived and worked here are being giving 'priority status' over people who have been born here and need a house. Also, I don't think it's fair that social housing should be available for anyone on any income. Why should people on larger incomes get a low rent house when they could afford private accommodation.
6, 2	I hope that at some point the Council will look into building or resourcing some more homes in Hereford. I also think that the necessity for people to live in affordable housing should be reviewed on the basis of income. There are obviously some well off people living in affordable housing and also sometimes there is one person living in a three bedroom family home.
6, 4	There seems to be no consideration or help for people in mortgaged property that can no longer afford to live this way. From experience they are ignored and offered no chance of council property; foreigners are given priority before any British and it's wrong as British families are in more need than foreigners. They choose to come here.
6, 7	I think that affordable housing should be allocated on the basis of income. Poverty limits choice. Poverty can be driven by a variety of issues - single parenthood, physical or mental illness, disability, unemployment. This is partly speaking from my own situation. I am a single parent of two children through a marriage breakdown. I currently pay a private monthly rent of 650. I earn 589 a month. I am a qualified nurse but I am unable to work as such because the children are too young to be left whilst I do shift work. Thus I do a low paid part time job and my income is heavily subsidised by various benefits which have recently been decreased again by 60. Last winter I had to choose between heating or food. Because I don't drive (apart from a moped) and probably could not afford to run a car everything has to be co-ordinated with the local bus service which requires walking along a road with no lighting and with no pavement. Since I work in Hereford and one of my children goes to school in Hereford our life would be much improved by living in Hereford. However it would be a pointless exercise bidding for a home in Hereford so I will continue to try to make ends meet whilst I bid for properties bus timetable in hand trying to juggle work, the children and paying the bills.
6, 7	I think these houses should be given to people like myself and my wife. Who both work, but can't afford to rent private, but have to, and I have lived in my town all my life.
7, 10	When local connection is required it should be just that someone who has a connection and people who cause trouble should be dealt with better people with special needs should not be allowed to move into a brand new development only to cause extra expense to housing by having bathrooms ripped out for shower rooms and stair lifts fitted within a few weeks of moving in - this happened in our new development angering locals as they were without local connection and outsiders and have also had other work done at extra cost people like this should not be allowed to do this.
7, 6	Please consider circumstances where someone may need to move to the county without local connections - fleeing Domestic Abuse. How would Home Point establish history of ASB & how would income levels/savings be verified? income questions need to take account of age and reasons for moving (elderly)
9, 13	More opportunity to rent in the private sector at affordable levels would provide more opportunities as affordability to buy even "affordable housing" is very limited

2, 4, 10,	<p>I feel that priority should be higher for those already housed in flats when it comes to the type of housing as you have many families living in flats and have been on the register for long periods of time for a house....new starter tenants should be housed in flats...feel that it is unfair that families who are already housed in flats are left in flats whilst the younger generation tend to apply for housing when they are pregnant and get housed in a house straight away. I also feel that priority should be given to those who work and pay their rent instead of relying on benefits to pay for their housing. I understand there is a minority who genuinely cant find work to pay the rent however there is a lot more that rely on housing benefit to pay for it. I also feel that those with a history of nuisance/anti social behaviour should have less priority than those that don't, I believe that they should also be prohibited for a length of time from being provided with affordable housing. I also believe that 'foreigners' should be only offered temporary housing until they have been living here for a period of years before they are offered permanent affordable housing. I do not believe they should have priority over UK citizens due to their seasonal work. I understand that we cannot be prejudice or racist however I feel that due to this fact that they are given priority over others. I feel that those people who are in homes too big for them should be suitably rehoused by the authorities, I understand that this may cause upset to those who have lived in these homes for many years and hope that this new 'room tax' will aid this. I feel that everyone should be vetted and people with a history of drug abuse/violence etc. should be vetted properly and not be housed in quiet cul de sacs causing disruption and nuisance to others. i feel that those that are not working should not be housed in rural areas as it makes it harder for them to find work that they can travel to without high travel costs.</p>
3, 2, 4	<p>Perhaps if we started building affordable homes, thousands of them. There would be places for everyone to live. Perhaps we would make work for 16 to 25 year olds. Perhaps they would be building and maintenance jobs after. Perhaps if we made bedsits or flats available to young people they would stop getting pregnant to get council properties. Perhaps we could stop all the greedy private landlords overcharging rent to make their purses fatter and pay off their mortgages and make their portfolios bigger. Perhaps if private landlords were taxed on every penny they charged over the fair rent amount, private housing could be more affordable. I had a gold banding for 6 months last year and I never got anywhere near the top of the priorities list. Whilst I am proud of our nations stance on immigration allowing troubled people to come here. Stop allowing immigration when there are not enough jobs or housing in this country for the people here already.</p>
3, 7, 4	<p>I am a landlord and feel the present system of social housing is very easy to manipulate and no apparent checks are made, especially where there are 106 agreements in place. Also bungalows have historically been seen as suitable for the elderly but now, recent overseas people can have them straight away most unfair and divisive.</p>
7, 2, 4	<p>I think every where should have local connection, I also think people should be made to down size not give them money if u should pay anyone it should be for people who are stuck in 2 bed room properties or put extensions on. The trouble with housing is you're letting our properties be sold so why not buy them back and stop giving um to people who belong in different countries.</p>

11, 9, 10	Affordable housing policies need a radical and wholesale reappraisal. It should be called social or assisted housing as 'affordable' does not represent the category appropriately. 60,000 income would allow most people to raise a mortgage of 150-200,000 which would enable them to buy or part purchase a home in Herefordshire. The 35% allocation for new development is also ridiculous and has proven to be a disincentive to developers. I am now hearing of some areas having too many 'affordable' homes which are then filled with outsiders or those with undesirable placements which causes friction and taints the ethos of social housing. I have also heard of families demanding certain types of property in specific areas and yet they purchase new vehicles, caravans and holiday homes.
12, 7, 2	There are many problems with both the creation, procurement and distribution of Affordable Housing (which should be termed 'Assisted/Social Housing' if allocated by the council or a HA. There will be an over supply in rural areas if the 35% allocation is upheld regardless of Community Led Plans/Neighbourhood Plans etc. Many people allocated housing have incomes and assets above £60,000 per annum. Many have no local connections - both problems which cause bad feeling and tarnish the theory of Social Housing. Likewise some single people and couples live in three/four bed HA homes. The standard of design of new AH in Herefordshire is also really terrible (for example Leintwardine) and more emphasis should go to helping young local couples build their own homes with restricted values. In rural areas it is very important that affordable housing is not over supplied and goes to local people. What about asking some of our local architects and building companies to design and build affordable housing which they get the Parish Councils to fill for subsidised rents, following general HA /council guidance. Why aren't HA purchasing (and remodelling/renovating) existing properties now that prices are low?

Comment extracted from the above table due to length.

The questionnaire does not consider the possibility that some might deliberately make themselves more "needy", by getting pregnant for example, or that the fickle and idle who lose jobs or who are "unemployable" may acquire greater priority over the hard working but low paid reliable worker. The £60,000 figure quoted above is far too high. Reduce it to £25,000, the national average salary. Whatever HCC says on the matter, affordable housing is associated with the young. The public may be wrong on that but if it holds those views it is a matter of poor communication rather than a perceptual error on the public's part. These comments should be read in that light. The current local connection rules are unworkable and therefore unfair on all parties, including tax payers. They are far too vague making affordable housing available to almost everyone but, if properly applied, they become tribal and divisive. Abandon the "local" qualification. Why should the tax payer subsidise the ? demand ? part purchase of housing, or anything for that matter? State aided housing should be for rent only, in perpetuity. A lifetime's secure tenancy is the maximum the state should offer and then only when the tenant is a good one. The housing should always remain in the ownership of the state (through housing trusts). High priority should be given to those who are trading down and so releasing under-occupied accommodation. This is particularly relevant to the elderly. Home ownership is not the be all and end all that the younger generation think it is. Security from a decent job and long tenancy agreements can be much more valuable. The welfare state is meant to be a safety net, not a nest liner. In addition, renting is more flexible and so more suitable to the young just starting out and who might move from job to job until they are settled in a decent one, or have to move to get promotion. I am not convinced that there is a genuine need for such large numbers of affordable housing,

especially in the rural areas. The figure of 5,000 is probably exaggerated because if a tenant in privately rented accommodation is asked if they would like affordable housing the answer is likely to be Yes even though they are adequately housed and possibly claiming housing benefit. If you check the occupancy of the [address removed] development in [removed] you will find that four of the shared ownership units remain empty as does one of the units for rent. Many of the others are occupied by residents from outside the county, some from way outside the county, or who were already adequately housed very near by in either privately or publicly owned housing. What has been achieved by that? I do not believe that any of the [address removed] residents demonstrate the desperate need that underwrites the affordable homes policy. To the best of my knowledge none has come from an overcrowded multi generation occupied home, none was homeless, only one is a young person trying to get on the housing ladder (the other occupied shared ownership unit is occupied by an older person) and, as previously explained, at least three families have vacated very local, adequate housing to take up an affordable unit. Why wouldn't they - brand new house, a secure tenancy and very low rents? If you build them they will come, but do we really need to build them? The housing survey for Border Group Parish Council shows beyond doubt that there is no real, genuine need for rural affordable housing. A need is distinct from a desire. There may be a stronger case in the more urban areas and that would be supported by the greater likelihood of a job to go with it. In the rural areas jobs are hard to find, low paid and distant from schools and services so generating a need for a car or two as well - additional expenses on the low paid! A ready supply of rural affordable housing does not encourage the younger generation to seek the better paid jobs in other areas. It does not encourage the spirit of adventure; of geographic or social mobility. This combination is likely to condemn generations to the margins; a combination of low paid employment and discouragement, or at least non-encouragement, of aspirations. The demographic profile shows that there is a trend for locals to return to the county having become established elsewhere. By this route they and the county benefit from better training, better pay and less dependency on the welfare state. If this has the side effect of putting home ownership beyond the means of low paid, static locals perhaps the static should follow the example! Thousands of previous generations have followed that route. Why should the present younger generation be any different? What is the origin of the idea that people must necessarily remain in the area in which they were born? I believe it in part arises from the selfish motives of the propagandised, older generation who are constantly being told they need the young to look after them but that the young are leaving the county because there is no housing. There is evidently plenty of housing in the rural areas and the needs of the older generation should not impinge on the needs of the younger. These long standing myths should be dispelled. Publicly owned housing for rent and perpetual public ownership combined with better paid jobs, yes ?" romantic ideas that good old country peasants must remain so and the tax payer must assist such a dream, no. An added benefit of encouraging the rural young to seek their fortunes where the fortunes are to be made is that those who remain will be fewer and the scarcity of labour will force up wages. This has to go with greater control of international immigration and migrant seasonal working - of course. The do something for nothing culture promoted by affordable housing and other excesses will eventually be the undoing of the welfare state. That would be a shame.

Appendix B: Response from Herefordshire Association of Local Councils (HALC)

Herefordshire Council Housing Allocation Policy consultation

Response from HALC

The lack of supporting information prevents a fuller response to this consultation. However, given these limitations we would make the following observations.

Q1.

The imposition of income limits is an arbitrary tool as it takes no account of the individual circumstances e.g. the numbers of children or having caring responsibilities.

Equally on the next option, how are 'assets' defined? Equally savings is also difficult e.g. does this include retirement savings and are we looking only at realisable savings excluding investments?

What is meant by 'ongoing'. Two episodes of anti- social behaviour or rent arrears or three or more? Episodes of rent arrears may disproportionately affect women for a range of reasons e.g. domestic abuse.

The setting of arbitrary rules cuts across the principle of providing for need and assessing the merits of an individual application. It would inevitably lead to more disputes and litigation unless the discretion is enabled.

The question is about REGISTRATION. Is there a strategy for dealing with existing tenants who suddenly acquire large assets e.g. inheritance

Q2

Yes

Q3

We agree that local connections might be taken into account but they can be only one factor and again must be used with discretion along with other factors in determining a household's eligibility.

Therefore, to set a length of time is again arbitrary and therefore potentially problematic, e.g. two years so one year and 11 months is no but two years is yes. Also, would 'time lived in county' be continuous?

Regarding close family, yes, this could be a factor to take into account.

Q4.

The current debate about giving priority to those in work is a backward step to allocation systems prior to 1970. We are talking not about who will get housed but as this question is phrased priority on the housing register on which they may sit for many years. At the time of registration they may be in work and therefore be given a high place on the register but with no likely offer of a home for many

months or years. Shortly after registering they are made redundant. Do they then slip down the Register, a double whammy' only to go back up if they find work. What would be the case if the work they find is casual or moving from one short term contract to another with periods of unemployment in between?

We need to take account of the casualisation of the work force and increasing self employment often disguising under employment.

The second category, people working in the county but living elsewhere begs a definition of 'working'.

The third category, 'volunteering within the county' implies that social housing embraces a 'reward' system that belies its fundamental purpose which is meeting need.

However, the Government appears concerned to get families with a history of living off long term benefits in preference to working, jobs. By doing voluntary work, people might well see and enjoy the benefits of working thus leading them to seek paid employment. If some preference is given to people who are prepared to give something back to society and helps their status on the housing list, it could be a positive step.

Other questions might be what proportion of time spent in voluntary work would qualify someone and would there be categories of voluntary work, i.e some more worthy than others?

It should also be noted that DWP rules prohibit volunteering by some benefit groups.

The fourth category, downsizing, could be a possibility providing it would meet a requirement that the property released by downsizing is available to those on the Register in need of affordable housing. With this condition it could be a tool to achieve more efficient use of housing stock.

Q5

We would suggest adding Carers of elderly and/or sick family members. At present an adult couple only qualify for one bedroom, despite the fact that in some circumstances they may require a room each e.g. a partner with chronic illness

Q6

We find it impossible to answer this without supporting information. Ex forces personnel through Section 189 of the Housing Act 1996, have a priority need for rehousing. Consequently, their right to go on the Register should follow as should their right to register prior to discharge.

Also does 'ex members' mean immediately prior to application or at any time in the past?
Beyond that it is impossible to say how other measure would affect them.

Q7

In part, this is answered in responses to other questions. But to ensure that unintended discrimination does not occur it is vital, as we argued, that there is

discretion on eligibility rather than the arbitrary criterion these proposals seek to impose.

Additional comments

We would have like to have seen a broader questionnaire with more background information to enable a fuller debate about how we allocate a diminishing resource.

Appendix C: Questionnaire

Housing Allocations Policy consultation

A change in the law has given councils more freedom to decide how they manage their housing registers. Herefordshire Council is therefore reviewing the way affordable housing* is allocated to people across the county.

Anyone can apply for affordable housing, but demand is very high: there are nearly 5,000 people on the register with approximately 19 properties available each week. The council has to decide how to prioritise who can access affordable housing in a way that is fair to everyone. At the same time, we have to make sure vulnerable people and those in most need have somewhere safe and affordable to live. We would like to ask your views on how we do this.

*Affordable housing is social rented, affordable rented and intermediate housing provided to eligible households whose needs are not met by the market.

How things work at the moment

Home Point is a partnership formed by the council and housing providers to manage a common housing register. Home Point operates from Franklin House in Hereford plus 13 partner offices across the county and also advertises properties via a website.

To apply for a home with one of the county's registered housing providers, you need to register with Home Point by filling out an application form which asks for information about you and your household. The application is assessed by Home Point and the applicant is allocated into one of the following bands:

Priority status
Gold band
Silver band
Bronze band

Properties that become available for letting are advertised through Home Point and people who have registered can bid for them. Home Point creates a shortlist based upon the guidance laid out in the Allocations Policy. An applicant's position on the shortlist is determined by their banding and the time they have been waiting on the register.

With so many people on the register we need to ensure affordable housing is allocated to people in a fair way. This may mean being realistic with people on their prospects of being allocated an affordable housing property. Where there is little chance of securing a property through Home Point we will continue to ensure that advice and support is available on alternative options.

How we'd like to change things

We want to know how you think we should prioritise housing requests. You can do this by completing and returning this questionnaire. It is completely anonymous and the information you provide will only be used to help us determine our Allocations Policy. Any comments you provide may be included in the published findings, but you will remain anonymous.

Who can take part?

We would welcome the view of anyone over the age of 16 who lives or works in Herefordshire and of any organisations or professionals with an interest in this issue.

Who do I contact if I want more information about this consultation, need help completing the questionnaire, or require it in another format or language?

Laura Tyler at Herefordshire Council on ltyler@herefordshire.gov.uk or 01432 260641.

When does this consultation end?

The deadline for responses is 1st October 2012.

What will happen next?

We will publish your views on our website. A steering group made up of people from a number of organisations will go through your views and recommend changes to the Allocations Policy.

The council's cabinet will be asked to consider these recommendations prior to a reviewed Allocations Policy being published in March 2013.

Questionnaire

Please note that there is space at the end of the questionnaire for any additional comments you want to make.

Q1 When deciding who should be eligible to register for affordable housing, should we take into account whether the applicant has:

	Yes	No	Don't know
Gross annual household income of £60,000 or more?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substantial assets or savings of £60,000 or more?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An ongoing history of anti-social behaviour?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An ongoing history of rent arrears?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 Should we take into account whether the applicant has local connections?

Yes No Don't know

Q3 If yes, what sort of local connections should we consider:

	Yes	No	Don't know
Time lived in the county?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, please specify for how long:			<input type="text"/>

	Yes	No	Don't know
Whether they are working in the county?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, please specify for how long:			<input type="text"/>

	Yes	No	Don't know
Whether they have close family in the county?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Should the following be given priority on the register for affordable housing:

	Yes	No	Don't know
People in work living in the county ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People who work in the county but live outside the county?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People who volunteer within the county*?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People wanting to downsize to smaller accommodation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*By volunteering we mean an activity that involves spending time, without payment, doing something that aims to benefit individuals (other than close relatives), groups or the environment.

Do you think there are any other groups that should be given priority on the register?

Q5 Should people who are prospective or current foster carers be given priority where they require an additional bedroom?

Yes No Don't know

Q6 How do you think the questions above would affect members and ex-members of the armed forces wanting to register for affordable housing?

Q7 We want to ensure that any changes made are fair to everyone. To help us do this, please tell us if you think that any of the questions above will particularly affect any group of people due, for example, to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Yes No Don't know

If yes, please explain which groups and the reasons they might be affected:

Q8 Are you responding on behalf of an organisation? Yes No

If yes, please give the name of the organisation:

If no, please answer questions 9a-9c overleaf.

About you

Q9a What is your gender?

Male

Female

Q9b What is your age band?

16 - 24

25 - 44

45 - 64

65 - 84

85+

Q9c Are you currently: *(please tick all that apply)*

Renting from a private landlord?

Renting from a housing association/trust?

On the register for affordable housing?

Buying on a mortgage?

Owner of your home outright?

Living with parents/family/others?

Homeless?

Other? Please specify:

Please use the space below to make any additional comments on this questionnaire:

Any other comments:

Please return this questionnaire to the address below by 1st October 2012 (no stamp required).

Herefordshire Council Research Team
Freepost SWC4816
PO Box 4
HEREFORD
HR4 0BR

Thank you for taking the time to complete this questionnaire