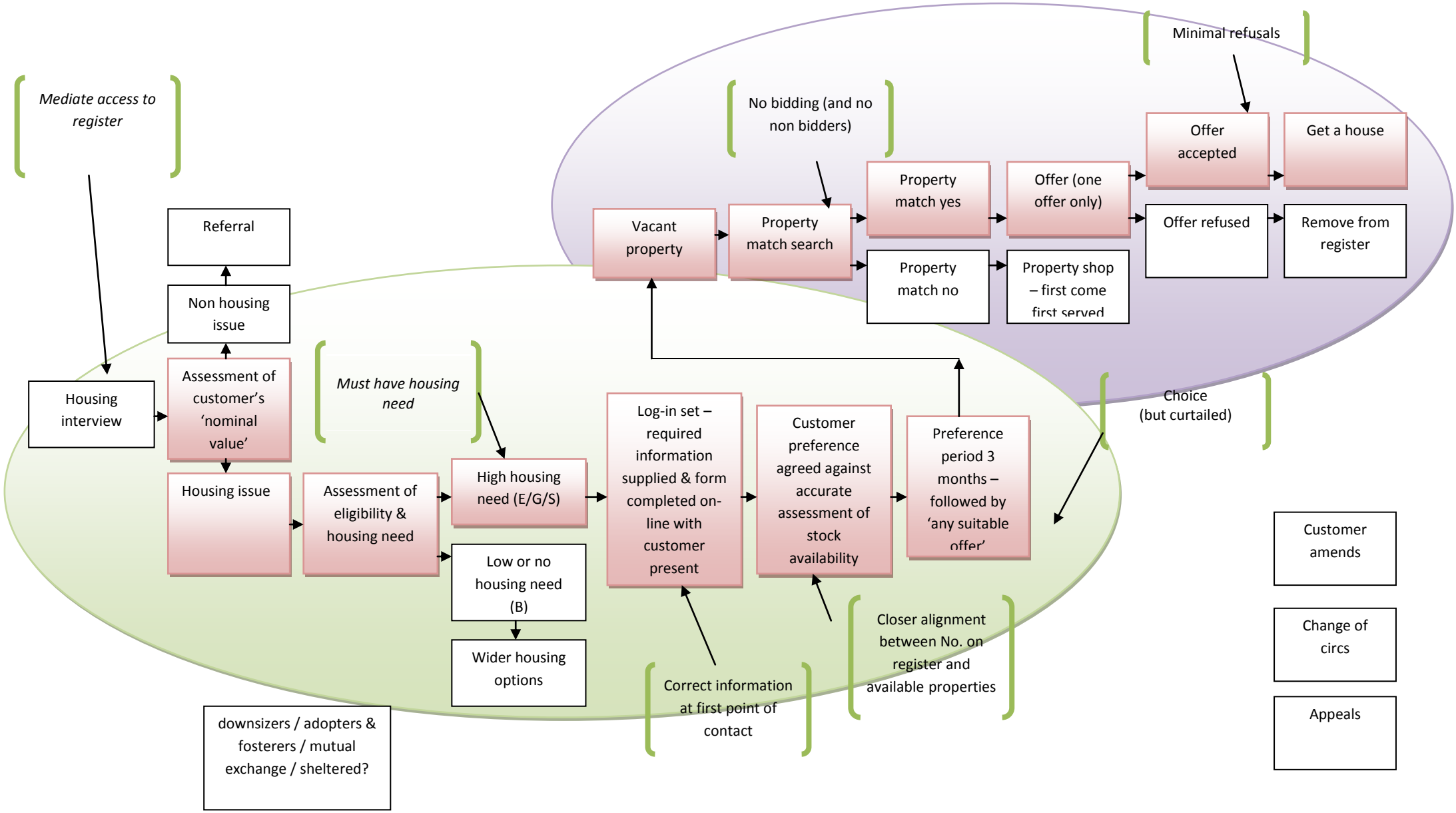
Annex D


Mediate access to register
Housing interview
Assessment of customer's 'nominal value'
Non housing issue
Referral
Housing issue
Assessment of eligibility & housing need
Must have housing need
High housing need (E/G/S)
Low or no housing need (B)
Wider housing options
downsizers / adopters & fosterers / mutual exchange / sheltered?
Log-in set – required information supplied & form completed on-line with customer present
Correct information at first point of contact
Customer preference agreed against accurate assessment of stock availability
Closer alignment between No. on register and available properties
Preference period 3 months – followed by 'any suitable offer'
Choice (but curtailed)
Vacant property
Property match search
No bidding (and no non bidders)
Property match yes
Property match no
Offer (one offer only)
Property shop – first come first served
Minimal refusals
Offer accepted
Offer refused
Get a house
Remove from register
Customer amends
Change of circs
Appeals