

# HomeOption Non Users Survey

**Q1 Are you aware of HomeOption, our choice based lettings scheme?**  
*Tick one box only*  
 Yes ..... 490  
 No ..... 220

**Q2 Have you received and kept your HomeOption scheme user guide?**  
 Yes ..... 373  
 No ..... 330

**Q3 Do you know your housing application registration number?**  
 Yes ..... 476  
 No ..... 231

**Q4 Have you seen one of the HomeOption freesheets?**  
 Yes ..... 215  
 No ..... 490

**Q5 Have you looked at the HomeOption website?**  
 Yes ..... 150  
 No ..... 560

If you have not expressed an interest in a vacant property, please tell us why.

**Q6 I have not expressed an interest in any vacant properties because:**  
*Tick all the boxes that apply*  
 None of the properties were suitable... 147  
 I can't get to a pick-up point to collect a freesheet ..... 189  
 I have no access to the internet..... 330  
 I have no mobile phone..... 98  
 I don't know how to send text on my mobile phone..... 109  
 I can't understand the instructions in the user guide ..... 112  
 Other reasons, please specify  
 397

Please tell us what would help you to express an interest in available properties.

**Q7 I would like the following help:**  
 More postal coupons..... 198  
 Another HomeOption scheme user guide..... 296  
 Help from a member of staff ..... 180  
 Other  
 99

**Q8 Do you want your application to stay on the Housing Register?**  
 Yes ..... 69  
 6  
 No ..... 12

If you don't want to stay on the Housing Register, please give us your contact details on the back of this form

Epping Forest District Council undertakes that it will treat any personal information (that is data from which you can be identified, such as your name, address, email address) that you provide to us, or that we obtain from you, in accordance with the requirements of the Data Protection Act 1998.

Housing is gathering information from homeseekers in order to review the HomeOption choice based lettings scheme. Any personal information you give will not be shared with a third party and will only be used by the Housing Options Team at Epping Forest District Council.

By giving personal information you are giving the Council consent to process this data.

## Background information

Your answers to these questions will help us to see if there are differences between the views of different tenants

**Your Age**  
 Up to 25..... 78  
 26 - 34 ..... 95  
 35 - 44 ..... 112  
 45 - 54 ..... 115  
 55 - 64 ..... 112  
 65 - 74 ..... 113  
 75+ ..... 82  
 Please enter your home postcode  
 592

**Is English your first language?**  
 Yes ..... 66  
 5  
 No ..... 23  
 If no, please specify  
 28

**Your gender**  
 Male..... 283  
 Female ..... 372

**Do you consider yourself to have an impairment or to be disabled?**

Prefer not to say.....	22
No disability.....	254
I am blind or visually impaired .....	16
I have a learning difficulty .....	27
I use a walking stick or wheelchair .....	89
I use a hearing aid or communicate using BSL.....	17
I have experience of mental health distress.....	62

**Other impairment or disability, please specify**

168

Optional information. Please give your contact details if you have asked for help from a member of staff, or if you want your application to be removed from the Housing Register. Otherwise there is no need to give us this information.

**Name** 28

**Housing reference number** 68

**Address:**  
**House or flat number and street name** 24

**Town or village** 23

**Contact telephone number** 20

**Other phone number (mobile)** 8

**Email address** 8

Thank you for your help. Please return this questionnaire in the envelope provided.