

Homefinder Somerset Quarterly Monitoring Report April 2020

Introduction

This report provides the latest key information from Homefinder Somerset, and covers the year from 1 April 2019 to 31 March 2020.

Households registered with Homefinder Somerset

The number of households registered with Homefinder Somerset increased by 11% (1,026 households) between 31 March 2019 and 1 April 2020, from 9,209 to 10,235.

The proportion of households in Gold Band on 1 April 2020 varied from 6% in Mendip to 9% in South Somerset. It can be seen that the proportion of households in the Silver and Bronze Bands were very similar in 3 of the 4 local authorities (35% or 36% in Silver and 55% to 58% in Bronze), whilst Mendip had a higher proportion of households in Silver (46%) and a lower proportion in Bronze (48%).

Table 1: Number of households registered with Homefinder Somerset by local authority and Band as at 1 April 2020

| | Emergency | | Gold | | Silver | | Bronze | | Total | |
|-------------------------|-----------|-----------|------------|-----------|--------------|------------|--------------|------------|---------------|-------------|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Mendip | 4 | 0% | 86 | 6% | 712 | 46% | 731 | 48% | 1,533 | 15% |
| Sedgemoor | 3 | 0% | 162 | 7% | 870 | 35% | 1,417 | 58% | 2,452 | 24% |
| Somerset West & Taunton | 11 | 0% | 320 | 8% | 1,496 | 36% | 2,332 | 56% | 4,159 | 41% |
| South Somerset | 8 | 0% | 190 | 9% | 750 | 36% | 1,143 | 55% | 2,091 | 20% |
| Total | 26 | 0% | 758 | 7% | 3,828 | 37% | 5,623 | 55% | 10,235 | 100% |

Note: The percentages refer to the proportion of households who are in that Band (e.g. 7% of all households are in Gold Band). The percentage given for the total refers to the proportion of all households registered with a particular local authority (e.g. 24% of households are registered with Sedgemoor DC).

Table 2 shows that the change in the number of households registered on Homefinder Somerset over the year varies considerably between local authorities, from an increase of 21% in Sedgemoor to a decrease of 4% in Mendip. Whilst there may be differences between the local authorities in the numbers registering with Homefinder Somerset, it is likely that the changes are affected by the ability of local authorities to undertake the annual review of applications.

Table 2: Change in numbers on the register between 31 March 2019 and 1st April 2020

| | 31 March 2019 | 1 April 2020 | % change in the year |
|-------------------------|---------------|---------------|----------------------|
| Mendip | 1,596 | 1,533 | -4% |
| Sedgemoor | 2,020 | 2,452 | 21% |
| Somerset West & Taunton | 3,622 | 4,159 | 15% |
| South Somerset | 1,971 | 2,091 | 6% |
| Total | 9,209 | 10,235 | 11% |

It can be seen from Table 3 and Chart 1 that the number of households registered with Homefinder Somerset has increased by 25% since Q4 2016/17. However, as previously reported this increase is largely due to the growth in the register in Somerset West & Taunton, which has increased by 55% during this time. This increase is due to the local authority being unable to undertake the renewals process due to transformation and merger of the 2 local authorities. This

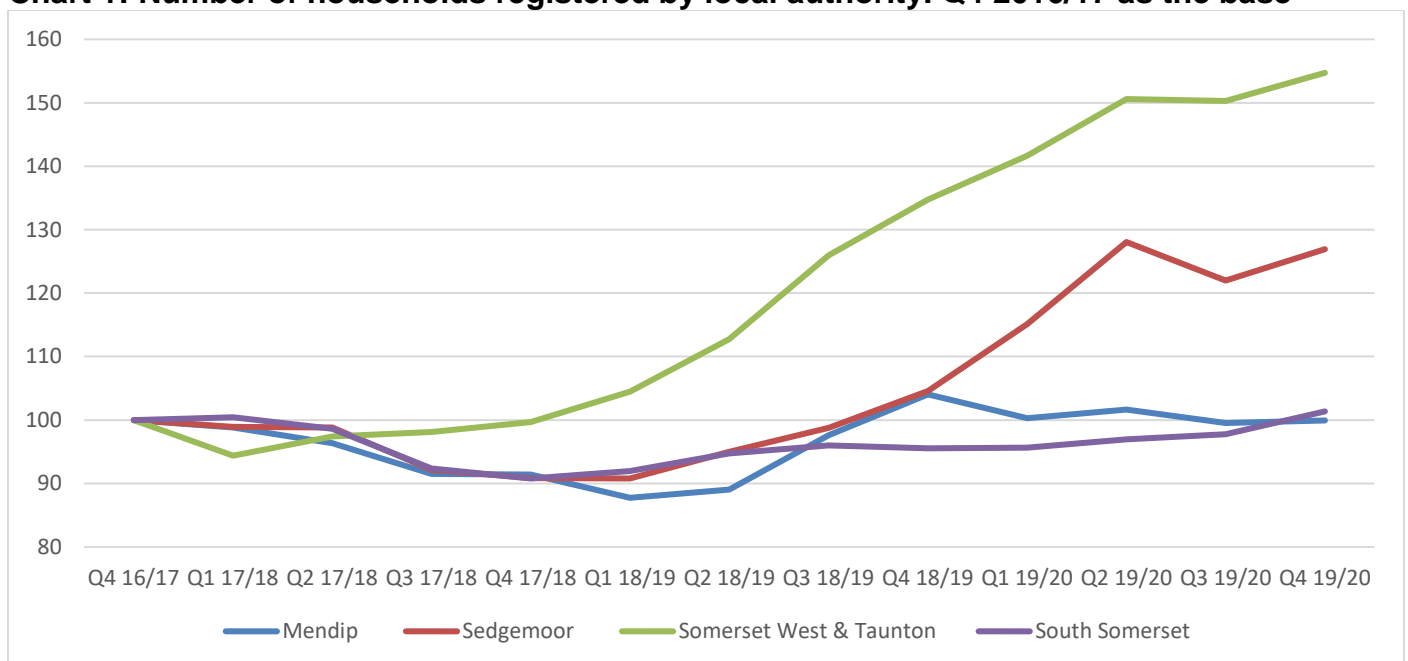
**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

contrasts with Mendip and South Somerset where the number of households registered at 1 April 2020 is largely unchanged from Q4 2016/17.

Table 3: Number of households registered with Homefinder Somerset by local authority

| | Q4 16/17 | Q1 17/18 | Q2 17/18 | Q3 17/18 | Q4 17/18 | Q1 18/19 | Q2 18/19 | Q3 18/19 | Q4 18/19 | Q1 19/20 | Q2 19/20 | Q3 19/20 | Q4 19/20 |
|-------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|---------------|
| Mendip | 1,534 | 1,516 | 1,478 | 1,404 | 1,402 | 1,346 | 1,366 | 1,497 | 1,596 | 1,538 | 1,559 | 1,527 | 1,533 |
| Sedgemoor | 1,932 | 1,911 | 1,909 | 1,781 | 1,755 | 1,754 | 1,835 | 1,908 | 2,020 | 2,224 | 2,474 | 2,357 | 2,452 |
| Somerset West & Taunton | 2,688 | 2,537 | 2,618 | 2,637 | 2,680 | 2,808 | 3,030 | 3,386 | 3,622 | 3,808 | 4,048 | 4,040 | 4,159 |
| South Somerset | 2,063 | 2,072 | 2,035 | 1,906 | 1,873 | 1,897 | 1,954 | 1,980 | 1,971 | 1,973 | 2,000 | 2,017 | 2,091 |
| Total | 8,217 | 8,036 | 8,040 | 7,728 | 7,710 | 7,805 | 8,185 | 8,771 | 9,209 | 9,543 | 10,081 | 9,941 | 10,235 |

Chart 1: Number of households registered by local authority. Q4 2016/17 as the base



Just over half of all households (51%) registered with Homefinder Somerset need a 1 bed home, whilst just under a third (31%) need a 2 bed home.

Table 4: Size of home needed. Households registered as at 1 April 2020

| | 1 Bed | | 2 Beds | | 3 Beds | | 4+ Beds | | Total |
|-------------------------|--------------|------------|--------------|------------|--------------|------------|------------|-----------|---------------|
| | No. | % | No. | % | No. | % | No. | % | |
| Mendip | 769 | 50% | 497 | 32% | 210 | 14% | 57 | 4% | 1,533 |
| Sedgemoor | 1,172 | 48% | 812 | 33% | 353 | 14% | 115 | 5% | 2,452 |
| Somerset West & Taunton | 2,213 | 53% | 1,223 | 29% | 548 | 13% | 175 | 4% | 4,159 |
| South Somerset | 1,031 | 49% | 626 | 30% | 333 | 16% | 101 | 5% | 2,091 |
| Total | 5,185 | 51% | 3,158 | 31% | 1,444 | 14% | 448 | 4% | 10,235 |

Tables 5 shows the percentages on the register and percentages of homes let by the ethnicity of the main applicant for each local authority. It can be seen that the proportion of homes let to non-white households closely correlates to the proportions on the register in all areas

**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

Table 5: Register as at 1 April 2020 and homes let in 2019/20 by ethnicity of main applicant

| | Mendip | | Sedgemoor | | Somerset West & Taunton | | South Somerset | | Total | |
|------------------------------------|-------------|-------------|-------------|-------------|-------------------------|-------------|----------------|-------------|-------------|-------------|
| | Register | Lets | Register | Lets | Register | Lets | Register | Lets | Register | Lets |
| Asian or Asian British | 1% | 0% | 1% | 1% | 1% | 0% | 1% | 0% | 1% | 0% |
| Asian or Asian British Bangladeshi | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Asian or Asian British Chinese | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Asian or Asian British Indian | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Asian or Asian British Other | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Asian or Asian British Pakistani | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| | | | | | | | | | | |
| Black or Black British | 0% | 0% | 0% | 1% | 1% | 1% | 1% | 1% | 1% | 1% |
| Black or Black British African | 0% | 0% | 0% | 1% | 0% | 0% | 1% | 0% | 0% | 0% |
| Black or Black British Carribean | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Black or Black British Other | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| | | | | | | | | | | |
| Mixed | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 2% | 1% | 1% |
| Mixed Other | 0% | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Mixed White & Asian | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Mixed White & Black African | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Mixed White & Black Carribean | 0% | 0% | 0% | 1% | 0% | 1% | 0% | 1% | 0% | 1% |
| | | | | | | | | | | |
| Other | 1% | 0% | 1% | 1% | 1% | 1% | 1% | 0% | 1% | 1% |
| Other Arab | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Other Ethnic Group | 1% | 0% | 1% | 1% | 1% | 1% | 1% | 0% | 1% | 1% |
| Other Gypsy/Romany/Irish Traveller | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| | | | | | | | | | | |
| Prefer not to say | 2% | 2% | 1% | 1% | 1% | 2% | 1% | 0% | 1% | 1% |
| | | | | | | | | | | |
| White | 95% | 96% | 96% | 96% | 95% | 95% | 95% | 96% | 95% | 96% |
| White British | 88% | 92% | 90% | 91% | 89% | 91% | 89% | 92% | 89% | 91% |
| White Irish | 1% | 0% | 0% | 1% | 0% | 0% | 0% | 0% | 0% | 0% |
| White Other | 6% | 4% | 5% | 5% | 6% | 3% | 6% | 5% | 6% | 4% |
| Total | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

Bidding Analysis

Between 1 April 2019 and 31 March 2020 a total of 136,469 bids were placed by 8,539 households on homes across Somerset. 98% of these bids were made via the website (www.homefindersomerset.co.uk).

Table 6 shows that the number of households bidding each month during 2019/20 has remained fairly consistent, ranging from just under 2,700 in March to just under 3,100 in October.

Table 6: Number of bids and bidders during 2019/20

| | No. of bids | No. of bidders |
|----------------|---------------|----------------|
| 2019 | | |
| April | 9,100 | 2,733 |
| May | 13,600 | 3,055 |
| June | 10,392 | 2,903 |
| July | 11,585 | 2,796 |
| August | 11,540 | 2,932 |
| September | 10,823 | 2,775 |
| October | 12,819 | 3,093 |
| November | 11,276 | 2,945 |
| December | 10,215 | 2,788 |
| 2020 | | |
| January | 11,668 | 2,987 |
| February | 13,567 | 2,970 |
| March | 9,884 | 2,686 |
| Average | 11,372 | 2,889 |

Note: Bids that were withdrawn are not included

Table 7 below shows the proportion of households by local authority and Band who are considered to be inactive (e.g. they have not bid during the last 6 months and are not on autobid).

It can be seen that just over half of households (51%) registered with Homefinder Somerset can be considered as inactive. The proportion of inactive households varies by Band and local authority. Unsurprisingly, the proportion of inactive households increases as priority reduces. The figures for Somerset West & Taunton will be affected by the fact that the renewal process has not run for some time, as detailed above.

Table 7: Percentage of households who have not bid during the last 6 months, and are not on autobid as at 1 April 2020

| | Emergency | Gold | Silver | Bronze | Total |
|-------------------------|------------|------------|------------|------------|------------|
| Mendip | 0% | 31% | 31% | 53% | 41% |
| Sedgemoor | 0% | 32% | 44% | 56% | 50% |
| Somerset West & Taunton | 36% | 56% | 52% | 66% | 60% |
| South Somerset | 13% | 30% | 35% | 51% | 43% |
| Total | 19% | 41% | 43% | 59% | 51% |

Table 8 reveals that an average of 53 bids were placed for the 2,584 homes advertised between 1 April 2019 and 31 March 2020. The average number of bids varied considerably between local authority areas and property type/ size.

**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

The average number of bids for houses (82) is much higher than for flats (33). Between local authorities the average number of bids for houses varied from 61 in South Somerset to 108 in Sedgemoor, whilst the average number of bids for flats ranged from 21 in South Somerset to 54 in Somerset West & Taunton.

The average number of bids for homes advertised during the year ranged from 36 in South Somerset (971 homes advertised) to 72 in Somerset West & Taunton (661 homes advertised).

Table 8: Number of homes and average number of bids by type, size and local authority (1 April 2019 – 31 March 2020)

| | Mendip | | Sedgemoor | | Somerset West & Taunton | | South Somerset District Council | | Total | |
|------------------------|--------------|---------------------|--------------|---------------------|-------------------------|---------------------|---------------------------------|---------------------|--------------|---------------------|
| | No. of homes | Average no. of bids | No. of homes | Average no. of bids | No. of homes | Average no. of bids | No. of homes | Average no. of bids | No. of homes | Average no. of bids |
| Bungalow | 84 | 58 | 49 | 80 | 114 | 67 | 148 | 28 | 395 | 52 |
| 1 Bed | 56 | 67 | 38 | 86 | 63 | 77 | 76 | 30 | 233 | 61 |
| 2 Bed | 28 | 40 | 10 | 60 | 50 | 53 | 72 | 25 | 160 | 39 |
| 3 Bed | | | 1 | 48 | 1 | 131 | | | 2 | 90 |
| Flat | 207 | 29 | 259 | 35 | 311 | 54 | 449 | 21 | 1226 | 33 |
| 1 Bed | 127 | 33 | 120 | 43 | 179 | 69 | 286 | 22 | 712 | 39 |
| 2 Bed | 80 | 22 | 138 | 27 | 132 | 33 | 162 | 18 | 512 | 25 |
| 3 Bed | | | 1 | 8 | | | 1 | 7 | 2 | 8 |
| Flat/Maisonette | | | 5 | 32 | | | 1 | 22 | 6 | 31 |
| 1 Bed | | | 2 | 60 | | | 1 | 22 | 3 | 47 |
| 2 Bed | | | 1 | 28 | | | | | 1 | 28 |
| 3 Bed | | | 2 | 7 | | | | | 2 | 7 |
| House | 126 | 73 | 181 | 108 | 218 | 101 | 354 | 61 | 879 | 82 |
| 1 Bed | 4 | 86 | 4 | 145 | 1 | 99 | 4 | 60 | 13 | 97 |
| 2 Bed | 66 | 92 | 82 | 132 | 107 | 129 | 170 | 74 | 425 | 102 |
| 3 Bed | 49 | 51 | 92 | 87 | 101 | 76 | 166 | 50 | 408 | 65 |
| 4 Bed | 7 | 35 | 3 | 41 | 8 | 60 | 14 | 40 | 32 | 44 |
| 5 Bed | | | | | 1 | 3 | | | 1 | 3 |
| Maisonette | 7 | 21 | 15 | 20 | 6 | 41 | 2 | 9 | 30 | 23 |
| 1 Bed | 1 | 70 | 1 | 37 | 1 | 113 | | | 3 | 73 |
| 2 Bed | 4 | 16 | 8 | 21 | 4 | 20 | 2 | 9 | 18 | 19 |
| 3 Bed | 2 | 6 | 6 | 14 | 1 | 53 | | | 9 | 17 |
| Studio flat | 4 | 19 | 15 | 41 | 12 | 60 | 17 | 17 | 48 | 36 |
| Total | 428 | 47 | 524 | 64 | 661 | 72 | 971 | 36 | 2584 | 53 |

Note: This data excludes homes let by direct match

Of the 2,584 homes advertised during the last quarter, 392 (15%) received over 100 bids. Whilst 188 homes (7%) received 5 bids or less, the large majority of which were flats.

**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

Rejection Reasons

During the year landlords set a total of 3,794 bids to match or offer rejected. Table 9 shows the reasons used. 1,848 households were match or offer rejected (as some households were match or offer rejected for more than 1 property) by landlords for 1,235 homes (as more than one household was match or offer rejected on some homes).

24 households were match or offer rejected 10 or more times during the year. One of these households, in Gold Band as an accepted homeless case, was rejected 32 times by 5 different landlords during the year.

The most common reasons used for rejecting households were: 'Landlord_Property not suitable for applicant', 'Applicant no longer wants to be considered', 'Applicant considered unsuitable due to arrears/debts', 'Applicant did not respond to offer' and 'Applicant considered unsuitable due to ASB/Convictions'. Together these reasons accounted 56% of all rejections during the year.

Table 9 and Chart 2 show that there was variation between landlords in the most common match and offer rejection reasons they used during the last quarter. For example, 'Landlord_Property not suitable for applicant' was the most common reason used by Aster (18% of all rejections), LiveWest (16%) and Magna (16%). Whilst 'Applicant did not respond' was the most common rejection used by Homes in Sedgemoor (18%), LiveWest (16%) and Stonewater (23%). 'Applicant considered unsuitable due to arrears/debts' was the most common reason used by Somerset West & Taunton (18%) and 'Applicant no longer wants to be considered' was the most common reason used by Yarlington (15%).

**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

Table 9: Match or Offer Rejection reasons used by landlords (1 April 2019 – 31 March 2020)

| | Aster | | HiS | | LiveWest | | Magna | | Stonewater | | SWT | | Yarlington | | Other ¹ | | Total | |
|---|-------|-----|-----|-----|----------|-----|-------|-----|------------|-----|-----|-----|------------|-----|--------------------|-----|------------|------------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Landlord_Property not suitable for applicant | 156 | 20% | 16 | 7% | 53 | 16% | 51 | 16% | 48 | 18% | 46 | 12% | 131 | 10% | 12 | 6% | 513 | 14% |
| Applicant no longer wants to be considered | 86 | 11% | 20 | 9% | 45 | 14% | 49 | 15% | 16 | 6% | 24 | 6% | 197 | 15% | 26 | 13% | 463 | 12% |
| Applicant considered unsuitable due to arrears/debts | 83 | 11% | 18 | 8% | 32 | 10% | 45 | 14% | 19 | 7% | 71 | 18% | 150 | 12% | 13 | 6% | 431 | 11% |
| Applicant did not respond | 23 | 3% | 39 | 18% | 50 | 16% | 32 | 9% | 59 | 23% | 41 | 10% | 148 | 11% | 53 | 26% | 445 | 12% |
| Applicant considered unsuitable due to ASB/Convictions | 55 | 7% | 2 | 1% | 10 | 3% | 9 | 3% | 42 | 16% | 9 | 2% | 128 | 10% | 19 | 9% | 274 | 7% |
| Applicant states area is unsuitable | 9 | 1% | 25 | 12% | 22 | 7% | 34 | 11% | 5 | 2% | 47 | 12% | 59 | 5% | 9 | 4% | 210 | 6% |
| Applicant states property not suitable | 11 | 1% | 29 | 13% | 13 | 4% | 29 | 9% | 11 | 4% | 36 | 9% | 33 | 3% | 13 | 6% | 175 | 5% |
| Landlord_Change of circumstances identified - Inform LA | 12 | 2% | 11 | 5% | 25 | 8% | 22 | 7% | 1 | 0% | 40 | 10% | 39 | 3% | 8 | 4% | 158 | 4% |
| Landlord_Doesn't meet agreed local lettings Plan | 14 | 2% | | 0% | 3 | 1% | 1 | 0% | 2 | 1% | 3 | 1% | 55 | 4% | 2 | 1% | 80 | 2% |
| Landlord_Adapted housing required | 41 | 5% | | 0% | 2 | 1% | 6 | 2% | 2 | 1% | 15 | 4% | 4 | 0% | 2 | 1% | 72 | 2% |
| Landlord_Offer withdrawn by landlord | 11 | 1% | 5 | 2% | 10 | 3% | 8 | 2% | 3 | 1% | 2 | 1% | 26 | 2% | 2 | 1% | 67 | 2% |
| Landlord_Property is adapted & applicant has no requirement for adaptations | 63 | 8% | | 0% | | 0% | | 0% | 2 | 1% | | 0% | | 0% | 0 | 0% | 65 | 2% |
| Landlord_Location deemed unsuitable | 10 | 1% | 11 | 5% | 6 | 2% | 1 | 0% | 2 | 1% | 3 | 1% | 25 | 2% | 6 | 3% | 64 | 2% |
| Landlord_Property unaffordable | 1 | 0% | | 0% | 5 | 2% | 8 | 2% | 7 | 3% | 1 | 0% | 34 | 3% | 5 | 2% | 61 | 2% |
| Landlord_Doesn't require supported hsg | 8 | 1% | 1 | 0% | | 0% | | 0% | | 0% | | 0% | 47 | 4% | 0 | 0% | 56 | 1% |
| Landlord_Requires ground floor | 14 | 2% | 4 | 2% | 6 | 2% | | 0% | 3 | 1% | 19 | 5% | 10 | 1% | 0 | 0% | 56 | 1% |
| Landlord_Applicant is on autobid | 34 | 4% | | 0% | | 0% | 1 | 0% | | 0% | 3 | 1% | 10 | 1% | 1 | 0% | 49 | 1% |
| Landlord_Health Reasons for applicant | 4 | 1% | 2 | 1% | 6 | 2% | 1 | 0% | 1 | 0% | 1 | 0% | 29 | 2% | 3 | 1% | 47 | 1% |
| Applicant has not complied with previous/existing tenancy conditions | 12 | 2% | 2 | 1% | 1 | 0% | 4 | 1% | 9 | 3% | 2 | 1% | 10 | 1% | 1 | 0% | 41 | 1% |
| Landlord_Fails to meet housing needs | 19 | 2% | 3 | 1% | | 0% | | 0% | 4 | 2% | 5 | 1% | 8 | 1% | 0 | 0% | 39 | 1% |
| Applicant states bedrooms too small | 4 | 1% | 6 | 3% | | 0% | 1 | 0% | 1 | 0% | 6 | 2% | 16 | 1% | 2 | 1% | 36 | 1% |

¹ 'Other' includes Curo, Guinness, Hanover, Hastoe, Sanctuary, Selwood and SHAL

**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

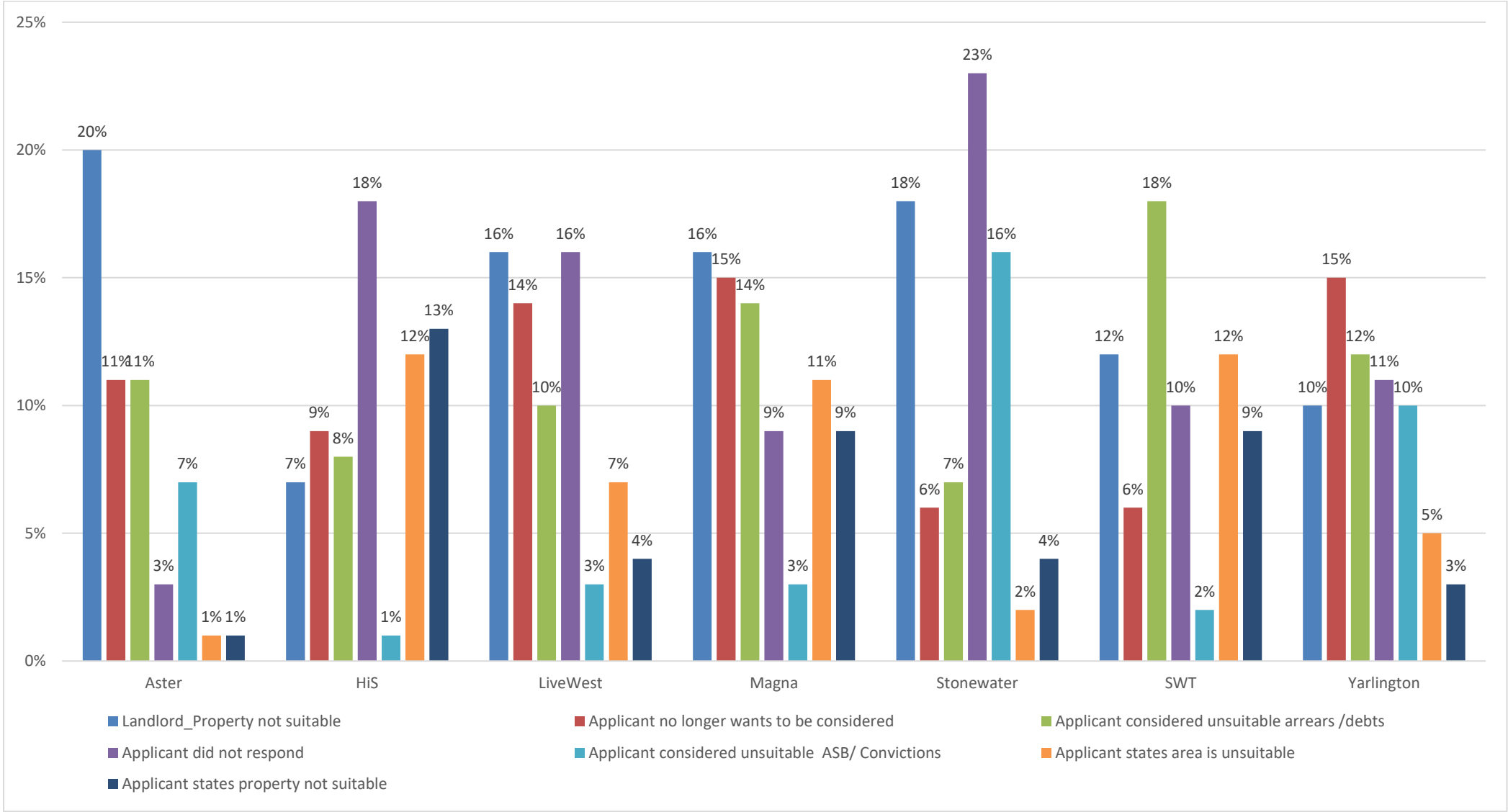
Table 9 (Continued): Match or Offer Rejection reasons used by landlords (1 April 2019 – 31 March 2020)

| | Aster | | HiS | | LiveWest | | Magna | | Stonewater | | SWT | | Yarlington | | Other | | Total | |
|--|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|-------------|-------------|------------|-------------|-------------|-------------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Applicant did not complete verification | 8 | 1% | 2 | 1% | 4 | 1% | 2 | 1% | 1 | 0% | 4 | 1% | 10 | 1% | 3 | 1% | 34 | 1% |
| Landlord_Ground floor not required | 27 | 3% | | 0% | 1 | 0% | | 0% | | 0% | 3 | 1% | 1 | 0% | 0 | 0% | 32 | 1% |
| Applicant doesn't want to move | 4 | 1% | 1 | 0% | 5 | 2% | 4 | 1% | 7 | 3% | 1 | 0% | 4 | 0% | 5 | 2% | 31 | 1% |
| Landlord_Pets – No/type incompatible with property | 4 | 1% | 2 | 1% | 3 | 1% | | 0% | | 0% | 1 | 0% | 14 | 1% | 3 | 1% | 27 | 1% |
| Applicant failed to attend viewing/letting | 5 | 1% | 6 | 3% | | 0% | 4 | 1% | | 0% | 4 | 1% | 6 | 0% | 1 | 0% | 26 | 1% |
| Applicant state unable to afford rent in advance | | 0% | | 0% | 2 | 1% | 3 | 1% | 1 | 0% | 1 | 0% | 15 | 1% | 0 | 0% | 22 | 1% |
| Landlord_Does not meet rural lettings policy | | 0% | | 0% | 10 | 3% | | 0% | 7 | 3% | | 0% | 5 | 0% | 0 | 0% | 22 | 1% |
| Applicant states they can't afford to move | 4 | 1% | 1 | 0% | | 0% | | 0% | 1 | 0% | 3 | 1% | 12 | 1% | 0 | 0% | 21 | 1% |
| Applicant feels property isn't affordable | 1 | 0% | 2 | 1% | | 0% | | 0% | 2 | 1% | 1 | 0% | 10 | 1% | 4 | 2% | 20 | 1% |
| Landlord_Equal Bid given greater priority | 18 | 2% | | 0% | | 0% | | 0% | | 0% | | 0% | 2 | 0% | 0 | 0% | 20 | 1% |
| Landlord_No housing need | 4 | 1% | | 0% | 1 | 0% | | 0% | 1 | 0% | | 0% | 12 | 1% | 0 | 0% | 18 | 0% |
| Applicant doesn't like community or Neighbours | 7 | 1% | | 0% | 1 | 0% | 2 | 1% | 2 | 1% | 2 | 1% | 1 | 0% | 2 | 1% | 17 | 0% |
| Landlord_Sensitive let applicant unsuitable | 9 | 1% | 3 | 1% | 2 | 1% | | 0% | 3 | 1% | | 0% | | 0% | 0 | 0% | 17 | 0% |
| Landlord_Doesn't meet band criteria | 5 | 1% | | 0% | | 0% | | 0% | | 0% | | 0% | 5 | 0% | 2 | 1% | 12 | 0% |
| Landlord unable to make contact with applicant – Inform LA | 1 | 0% | | 0% | 1 | 0% | 1 | 0% | 1 | 0% | 1 | 0% | 1 | 0% | 5 | 2% | 11 | 0% |
| Landlord_Requires supported housing | 5 | 1% | | 0% | | 0% | | 0% | 1 | 0% | | 0% | 5 | 0% | 0 | 0% | 11 | 0% |
| Fails to meet housing needs | 2 | 0% | 2 | 1% | | 0% | | 0% | | 0% | | 0% | 4 | 0% | 0 | 0% | 8 | 0% |
| Landlord_No children under 16 | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | 8 | 1% | 0 | 0% | 8 | 0% |
| Landlord_Property not suitable due to harassment risk to applicant | 3 | 0% | 1 | 0% | 1 | 0% | | 0% | 1 | 0% | | 0% | | 0% | 1 | 0% | 7 | 0% |
| Applicant states condition of property not satisfactory | 1 | 0% | 1 | 0% | 2 | 1% | 1 | 0% | | 0% | | 0% | | 0% | 1 | 0% | 6 | 0% |
| Landlord_Owner occupier/financially secure | 2 | 0% | | 0% | 1 | 0% | | 0% | | 0% | | 0% | | 0% | 0 | 0% | 3 | 0% |
| Total | 782 | 100% | 215 | 100% | 323 | 100% | 321 | 100% | 266 | 100% | 396 | 100% | 1286 | 100% | 205 | 100% | 3794 | 100% |

Note: Percentages for each landlord refer to % of total rejections for that landlord (e.g. 9% of households rejected by Aster were due to arrears/debts)

**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

Chart 2: The proportion of times the most common match & offer rejection reasons were used by the largest landlords (1 April 19 – 31 March 20)



Homefinder Somerset Quarterly Monitoring Report April 2020

Homes Let

Between 1 April 2019 and 31 March 2020 2,526 homes across Somerset were set to let². This is a 22% increase (406 homes) from the number of homes let in the previous year from 1 April 2018 to 31 March 2019. This increase is partly due to a number of older adverts being updated to let in the last quarter of 2019/20.

Tables 10 and 11 set out the profile of the homes set to let in the last quarter by size, local authority and landlord.

40% of homes let in the last year were 2 bed homes, 38% were 1 bed and 19% were 3 bed. Only 40 homes (1%) were let that had 4 or more bedrooms.

South Somerset accounted for over 1 in 3 (36%) of homes let, Somerset West & Taunton for just over 1 in 4 (26%), Sedgemoor just over 1 in 5 (21%) and Mendip accounted for the smallest proportion at 17%.

Table 10: Homes let between 1 April 2019 and 31 March 2020 by property local authority

| | Studio | 1 Bed | 2 Bed | 3 Bed | 4 Bed | 5 Bed | 6 Bed | Total | % |
|-------------------------|-----------|------------|--------------|------------|-----------|-----------|-----------|--------------|-------------|
| Mendip | 3 | 171 | 195 | 63 | 8 | 0 | 0 | 440 | 17% |
| Sedgemoor | 15 | 193 | 205 | 120 | 5 | 0 | 1 | 539 | 21% |
| Somerset West & Taunton | 8 | 264 | 251 | 112 | 12 | 1 | 0 | 648 | 26% |
| South Somerset | 10 | 327 | 372 | 177 | 11 | 2 | 0 | 899 | 36% |
| Total (No.) | 36 | 955 | 1,023 | 472 | 36 | 3 | 1 | 2,526 | 100% |
| Total (%) | 1% | 38% | 40% | 19% | 1% | 0% | 0% | 100% | |

Amongst landlords, Yarlington accounted for the largest proportion (24%) of homes let. This was significantly higher than the next largest proportion of homes let – 13% by Somerset West & Taunton. Homes in Sedgemoor, LiveWest and Stonewater each accounted for 11% of homes let, whilst Aster and Magna accounted for 10% and 7% respectively. Together these 7 largest partner landlords accounted for 87% of homes let in the last year.

² These homes were set to Offer Accepted

**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

Table 11: Homes let between 1 April 2019 and 31 March 2020 by landlord

| | Studio | 1 Bed | 2 Bed | 3 Bed | 4 Bed | 5 Bed | 6 Bed | Total | % |
|------------------------------|-----------|------------|-------------|------------|-----------|----------|----------|--------------|-------------|
| Acorn | | 1 | | | | | | 1 | 0% |
| Aster Communities | 2 | 99 | 126 | 30 | 3 | | | 260 | 10% |
| Clarion Housing | | 1 | | | | | | 1 | 0% |
| Curo | | 2 | 5 | 1 | | 1 | | 9 | 0% |
| Falcon Rural | | 1 | 6 | | | | | 7 | 0% |
| Guinness Hermitage | | 8 | 8 | 7 | | | | 23 | 1% |
| Habinteg | | | 2 | | | | | 2 | 0% |
| Hanover | | 6 | | | | | | 6 | 0% |
| Hastoe HA | | 1 | 15 | 5 | 2 | | | 23 | 1% |
| Homes in Sedgemoor | 15 | 140 | 83 | 45 | 3 | | 1 | 287 | 11% |
| LiveWest | 1 | 74 | 111 | 82 | 5 | 1 | | 274 | 11% |
| Magna Housing | | 47 | 85 | 33 | | | | 165 | 7% |
| Places For People | | 8 | 2 | 2 | 1 | | | 13 | 1% |
| Sanctuary HA | 2 | 26 | 31 | 8 | 1 | | | 68 | 3% |
| Selwood Housing | | 31 | 19 | 11 | 2 | | | 63 | 2% |
| SHAL | | 6 | 14 | 6 | | | | 26 | 1% |
| Southwestern Housing Society | | | 7 | 3 | | | | 10 | 0% |
| Sovereign HA | | | 1 | | | | | 1 | 0% |
| Stonewater | | 82 | 128 | 49 | 8 | 1 | | 268 | 11% |
| Tamar Housing | | | 36 | 29 | | | | 65 | 3% |
| Somerset West & Taunton | 7 | 167 | 94 | 62 | 7 | | | 337 | 13% |
| White Horse Housing | | 3 | 3 | | | | | 6 | 0% |
| Wyvern Rural | | 1 | 5 | 2 | | | | 8 | 0% |
| Yarlington | 9 | 251 | 242 | 97 | 4 | | | 603 | 24% |
| Total | 36 | 955 | 1023 | 472 | 36 | 3 | 1 | 2,526 | 100% |

Tables 12 and 13 show that just over a third (36%) of homes were let to households in the Gold band, whilst just under a half (47%) were let to households in the Silver band. The proportion of homes let to households in the Gold Band varied from 30% of homes in Mendip to 41% of homes in Somerset West & Taunton. Whilst the proportion of homes let to households in Silver band across the 4 local authority areas ranged from 44% in Somerset West & Taunton to 51% in Mendip. 15% of homes were let to households in Bronze band. In a small number (17) of older cases the Band is not known.

Table 12: Homes let 1 April 2019 – 31 March 2020 by property local authority and Band

| | Emergency | | Gold | | Silver | | Bronze | | Not known | | Total |
|-------------------------|-----------|-----------|------------|------------|-------------|------------|------------|------------|-----------|-----------|--------------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mendip | 10 | 2% | 134 | 30% | 224 | 51% | 66 | 15% | 6 | 1% | 440 |
| Sedgemoor | 8 | 1% | 204 | 38% | 250 | 46% | 74 | 14% | 3 | 1% | 539 |
| Somerset West & Taunton | 11 | 2% | 264 | 41% | 286 | 44% | 82 | 13% | 5 | 1% | 648 |
| South Somerset | 15 | 2% | 304 | 34% | 423 | 47% | 154 | 17% | 3 | 0% | 899 |
| Total | 44 | 2% | 906 | 36% | 1183 | 47% | 376 | 15% | 17 | 1% | 2,526 |

**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

The proportion of homes let to applicants in different Bands also varied by landlord (Table 13). Amongst the 7 landlords who let the most homes in the last year, the proportion of homes let to households in Gold Band ranged from 29% for Aster to 45% for Somerset West & Taunton.

Table 13: Homes let between 1 April 2019 and 31 March 2020 by landlord and Band

| | Emergency | | Gold | | Silver | | Bronze | | Not Known | | Total |
|------------------------------|-----------|-----------|------------|------------|-------------|------------|------------|------------|-----------|-----------|--------------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Acorn | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 1 |
| Aster | 9 | 3% | 75 | 29% | 140 | 54% | 36 | 14% | 0 | 0% | 260 |
| Clarion | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 1 |
| Curo | 0 | 0% | 4 | 44% | 5 | 56% | 0 | 0% | 0 | 0% | 9 |
| Falcon Rural | 0 | 0% | 1 | 14% | 1 | 14% | 5 | 71% | 0 | 0% | 7 |
| Guinness | 1 | 4% | 4 | 17% | 12 | 52% | 6 | 26% | 0 | 0% | 23 |
| Habinteg | 0 | 0% | 1 | 50% | 1 | 50% | 0 | 0% | 0 | 0% | 2 |
| Hanover | 0 | 0% | 0 | 0% | 3 | 50% | 3 | 50% | 0 | 0% | 6 |
| Hastoe HA | 0 | 0% | 3 | 13% | 11 | 48% | 4 | 17% | 5 | 22% | 23 |
| Homes in Sedgemoor | 7 | 2% | 110 | 38% | 130 | 45% | 39 | 14% | 1 | 0% | 287 |
| LiveWest | 5 | 2% | 119 | 43% | 133 | 49% | 17 | 6% | 0 | 0% | 274 |
| Magna Housing | 4 | 2% | 54 | 33% | 95 | 58% | 12 | 7% | 0 | 0% | 165 |
| Places For People | 1 | 8% | 1 | 8% | 6 | 46% | 3 | 23% | 2 | 15% | 13 |
| Sanctuary HA | 0 | 0% | 35 | 51% | 23 | 34% | 10 | 15% | 0 | 0% | 68 |
| Selwood Housing | 1 | 2% | 18 | 29% | 31 | 49% | 13 | 21% | 0 | 0% | 63 |
| SHAL | 0 | 0% | 9 | 35% | 8 | 31% | 9 | 35% | 0 | 0% | 26 |
| Southwestern Housing Society | 1 | 10% | 3 | 30% | 4 | 40% | 2 | 20% | 0 | 0% | 10 |
| Sovereign HA | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 1 |
| Stonewater | 1 | 0% | 89 | 33% | 119 | 44% | 52 | 19% | 7 | 3% | 268 |
| Tamar Housing | 0 | 0% | 0 | 0% | 20 | 31% | 45 | 69% | 0 | 0% | 65 |
| Somerset West & Taunton | 5 | 1% | 150 | 45% | 141 | 42% | 41 | 12% | 0 | 0% | 337 |
| White Horse Housing | 0 | 0% | 1 | 17% | 5 | 83% | 0 | 0% | 0 | 0% | 6 |
| Wyvern Rural | 0 | 0% | 1 | 13% | 2 | 25% | 4 | 50% | 1 | 13% | 8 |
| Yarlington | 9 | 1% | 228 | 38% | 293 | 49% | 73 | 12% | 0 | 0% | 603 |
| Total | 44 | 2% | 906 | 36% | 1183 | 47% | 376 | 15% | 17 | 1% | 2,526 |

388 homes were let to homeless applicants in Gold Band or Silver Under Relief between 1 April 2019 and 31 March 2020. The proportion of homes let to homeless applicants during the year varied from 19% in Sedgemoor, to 8% in Mendip – see Table 14.

Table 14: Homes let to homeless applicants in Gold Band or Silver Under Relief between 1 April 2019 and 31 March 2020 by property local authority

| | No. of homes let | No. of homes let to homeless applicants in Gold Band or Silver Under Relief | % of all homes let |
|-------------------------|------------------|---|--------------------|
| Mendip | 440 | 35 | 8% |
| Sedgemoor | 539 | 105 | 19% |
| Somerset West & Taunton | 648 | 79 | 12% |
| South Somerset | 899 | 169 | 19% |
| Total | 2,526 | 388 | 15% |

**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

Amongst the 7 landlords who let the most homes in the last year, the proportion of homes let to homeless applicants in Gold Band or Silver Under Relief varied from 21% of homes let by Yarlington to 6% of homes let by Aster – see Table 15.

Table 15: Homes let to homeless applicants in Gold Band or Silver Under Relief between 1 April 2019 and 31 March 2020 by landlord

| | No. of homes let | No. of homes let to homeless applicants in Gold Band or Silver Under Relief | % of all homes let |
|------------------------------|-------------------------|--|---------------------------|
| Acorn | 1 | 0 | 0% |
| Aster | 260 | 16 | 6% |
| Clarion | 1 | 0 | 0% |
| Curo | 9 | 1 | 11% |
| Falcon Rural | 7 | 0 | 0% |
| Guinness Hermitage | 23 | 0 | 0% |
| Habinteg | 2 | 0 | 0% |
| Hanover | 6 | 0 | 0% |
| Hastoe HA | 23 | 1 | 4% |
| Homes in Sedgemoor | 287 | 58 | 20% |
| LiveWest | 274 | 44 | 16% |
| Magna Housing | 165 | 22 | 13% |
| Places For People | 13 | 0 | 0% |
| Sanctuary HA | 68 | 13 | 19% |
| Selwood Housing | 63 | 9 | 14% |
| SHAL | 26 | 5 | 19% |
| Southwestern Housing Society | 10 | 2 | 20% |
| Sovereign HA | 1 | 0 | 0% |
| Stonewater | 268 | 37 | 14% |
| Tamar Housing | 65 | 3 | 5% |
| Somerset West & Taunton | 337 | 49 | 15% |
| White Horse Housing | 6 | 2 | 33% |
| Wyvern Rural | 8 | 0 | 0% |
| Yarlington | 603 | 126 | 21% |
| Total | 2,526 | 388 | 15% |

**Homefinder Somerset
Quarterly Monitoring Report
April 2020**

Nearly 30,000 homes have been let through Homefinder Somerset since 2009. The total number of lets per year by size is shown in Table 16.

Table 16: Number of properties let

| | Studio | 1 Bed | 2 Bed | 3 Bed | 4 Bed | 5 Bed | 6 Bed | Total |
|--------------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|---------------|
| 2009 | 41 | 927 | 1,063 | 477 | 42 | 2 | 0 | 2,552 |
| 2010 | 41 | 926 | 1,078 | 576 | 52 | 4 | 1 | 2,678 |
| 2011 | 48 | 933 | 1,381 | 635 | 56 | 6 | 0 | 3,059 |
| 2012 | 46 | 944 | 1,358 | 717 | 55 | 3 | 1 | 3,124 |
| 2013 | 50 | 969 | 1,264 | 588 | 49 | 8 | 0 | 2,928 |
| 2014 | 54 | 935 | 1,148 | 547 | 48 | 4 | 0 | 2,736 |
| 2015 | 40 | 1,031 | 1,294 | 605 | 36 | 4 | 2 | 3,012 |
| 2016 | 43 | 832 | 1,065 | 446 | 31 | 3 | 0 | 2,420 |
| 2017 | 37 | 847 | 953 | 365 | 27 | 2 | 0 | 2,231 |
| 2018 | 35 | 866 | 791 | 333 | 34 | 1 | 0 | 2,060 |
| 2019 | 32 | 905 | 913 | 376 | 38 | 2 | 1 | 2,267 |
| 2020 | 10 | 249 | 311 | 159 | 9 | 1 | 0 | 739 |
| Total (No.) | 477 | 10,364 | 12,619 | 5,824 | 477 | 40 | 5 | 29,806 |
| Total (%) | 2% | 35% | 42% | 20% | 2% | 0% | 0% | 100% |

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