

## After the behavioural insights intervention

1 October 2018

### Your Personal Housing Action Plan

Dear **[Name of applicant]**

We are sending you this Personal Housing Action Plan to help with your housing need. It tells you what you need to do, and how the Council will help you.

The plan is geared towards helping you:

1. Stay in your current home (if you can), or
2. Find a new place to rent in the private market

These are realistic ways to meet your housing need. We can help you by providing advice, speaking to your landlord, or by helping you find a new place on websites such as [www.rightmove.co.uk](http://www.rightmove.co.uk) and [www.zoopla.co.uk](http://www.zoopla.co.uk). Finding a new place to rent means you can quickly move into a new home, and you can choose the area you want to live in.

People with lower housing needs are unlikely to ever be offered social housing at all, so do not assume that your housing need can be met by applying to the housing register. Only a small proportion of people can be offered social housing, and this is reserved for those with the highest need. Even if you meet the qualification criteria to join the housing register, you are unlikely to be offered social housing quickly. Last year, those people who did get an offer of a social housing had to wait at least (**14 months**) before they were offered a home and some waited as long as (**4 years.**)

The best way to quickly solve your housing issue is to follow the actions in your Personal Housing Action Plan, and to be as proactive as you can to either keep your existing home, or to obtain alternative housing.

You can contact us via (**email address**) if there is anything in the plan you don't understand.

Yours sincerely

[Name]  
Housing Options Officer

Town Hall Royal Tunbridge Wells Kent TN1 1RS

switchboard 01892 526121 SMS (text) 07870 526121  
DX 3929 Tunbridge Wells website [www.tunbridgewells.gov.uk](http://www.tunbridgewells.gov.uk)