



# Andover Town Council

Item No.

To **review** the waiting list process and **instruct** Officers if any action should be taken.

**Produced for:** Allotments Committee

**By:** Allotment Officer

**Date of Report:** 20<sup>th</sup> January 2026

## Background:

Wardens and Officers have long experienced difficulties in receiving responses from potential tenants on the allotment waiting list. Most applicants indicate their initial interest via email, and subsequent communications from the Council are also sent by email, unless an alternative method has been requested. Wardens typically contact potential tenants by telephone and, if there is no answer, will leave a voicemail and/or follow up with an email. Many applicants do not respond for various reasons, yet their names remain on the waiting list unless they specifically request to be removed.

## Waiting list process:

- 1 Request comes in.
- 2 Name and email address is added to Edge and email response template is sent out asking for further details, to check if qualified – email template below:

Further to your enquiry regarding renting an allotment plot from the Town Council, we are sorry to advise that none are currently free. We operate a waiting list for all our sites and will be happy to add you (and your spouse/partner if you wish) to the list. Can you please confirm the following for you / both of you:

**Title / Forename / Surname**

**House name / number / Street / Town / County / Postcode**

**Home Telephone / Work Telephone / Mobile**

**Email:**

**Date of Birth:**

**1<sup>st</sup> Preferred Site: / 2<sup>nd</sup> preferred site: / 3<sup>rd</sup> preferred site:**

**IF plots were to come up on other sites before your preferred choices, please indicate which of the below you would NOT be interested to take:**

**I would not be interested in: - (please delete as applicable.)**

**Admirals Way / Barlows Lane / Churchill Way / Mylen Road / Old Winton Road / Ox Drove / Picket Twenty / Saxon Heights / The Drove / Vigo Road.**

Once we receive your reply, we will add your name to the waiting list and contact you as soon as a plot becomes available.

Please note that plot sizes vary. The current allotment fee is **£0.53** per square metre per year, with water charges billed at cost. A detailed cost breakdown for your allocated plot will be provided in your Tenancy Agreement and Rent Invoice at a later stage of the application process.

- 3 Details updated on Edge (if qualified) and relevant notes added. Respond if not qualified.
- 4 When a plot is vacant and ready to show, the waiting list is sorted by date added to Edge.
- 5 A plot will only be offered once the individual has confirmed that they currently reside within the Parish – those who have not responded/confirmed these details, are skipped over.
- 6 A vacant plot at any site will be offered to the next eligible person on the waiting list who has not opted out of that site.
- 7 A letter is emailed to them, and the Site Warden is cc'd in the email. **7 days** is given to respond to either the Council or the Warden, before the next person on the list is contacted. Letter example below, with Privacy Statement attached:

There are some plots that have recently become available at the Admirals Way site. If you are still interested in renting a plot from Andover Town Council, please contact the Site Warden using the contact details provided above. If you no longer wish to be considered, kindly let us know so that we can remove your name from the waiting list.

Your details have also been passed to the Site Warden, who will be in touch to arrange a visit and show you the available plots.

Please confirm as soon as possible whether you wish to take on a plot. If we have not heard from you by **[1 WEEK FROM TODAY]**, the plot will be offered to the next person on the waiting list.

In anticipation of your positive response, we have attached the following documents:

1. **GDPR Form** – please read, sign, and return to us.
2. **Rules and Regulations** for your information.

Once we receive the signed GDPR form and you have selected your preferred plot, we will issue your **Tenancy Agreement and Rent Invoice**.

Please note that plot sizes vary. The current allotment fee is **£0.53** per square metre per year, with water charges billed at cost. A detailed cost breakdown for your chosen plot will be included in your Tenancy Agreement and Rent Invoice.

Report		No. of Allotments	No. Rented	% rented	No. Vacant	Waiting List 1st choice	Waiting List 2nd choice	Waiting List 3rd choice
Admirals Way	28	27	96.43%	1	10	9	7	
Barlows Lane	99	97	97.98%	2	27	6	5	
Churchill Way	45	43	95.56%	2	1	6	10	
Mylen Road	27	27	100.00%	0	6	8	4	
Old Winton Road	81	77	95.06%	4	5	4	2	
Ox Drove	11	11	100.00%	0	16	8	2	
Picket Twenty	24	0	0.00%	24	45	5	4	
Saxon Heights	10	10	100.00%	0	56	1	2	
The Drove	131	124	94.66%	7	14	9	7	
Vigo Road	105	103	98.10%	2	15	8	10	
<b>Total</b>	<b>561</b>	<b>519</b>		<b>42</b>	<b>195</b>	<b>64</b>	<b>53</b>	

The number highlighted above does not reflect the true waiting list number. It only counts those who have responded to the initial email confirming they reside in the Parish and their preferred sites.

- Current waiting list as of 20<sup>th</sup> January 2026: **262** people
  - **195** are potential tenants who have confirmed their preferred sites. However, this number also includes existing tenants requesting a second plot (these are skipped over when plots become available; second plots are only offered once the main waiting list is cleared) **10** have currently requested a second plot.
  - **67** have not responded or may not qualify.

- Some individuals decline a plot offer while asking to remain on the waiting list for future consideration (e.g. 6 or 12 months later).
- Waiting times vary by site. For example, a Barlows Lane applicant on the list since December 2024 was recently offered a plot, while some on The Drove list since November 2025 have already received offers.

Every 3–6 months, the Allotment Officer tries to reach top-listed non-responders by email and phone. Names stay on the list unless someone confirms they are no longer interested, and officers typically attempt to contact them 3 times in total, before stopping. Applicants who choose only one site - especially small ones like Ox Drove (11 plots) or Saxon Heights (10 plots) - are likely to wait longer. Notably, **56** of the 195 applicants have Saxon Heights and **45** of the applicants have Picket Twenty as their first or only choice.

**Suggestions:**

Applicants to be removed from the process following three unsuccessful contact attempts within a six-month timeframe – in addition, this condition to be communicated in email and letter correspondence.

Wording: Any applicant who has been on the waiting list for a period exceeding 6 months and has failed to respond to correspondence issued by the Council or Warden will be removed from the waiting list.

**Please note:** When an applicant is removed from the waiting list, they will still remain as a Holder in Edge, allowing their history to be retained should they respond after the six-month period.

**Recommendation:**

To **review** the waiting list process and **instruct** Officers if any action should be taken.