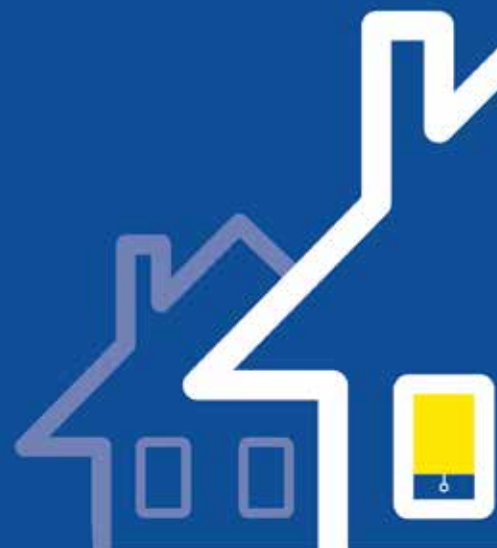


Housing Services

Allocations Policy



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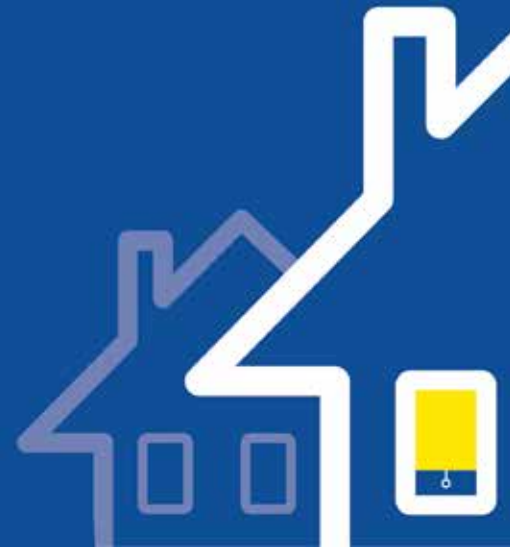
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1 Introduction



Council housing has always been a tenure of choice for the people of Sheffield, which is reflected in the large size of our Housing Register. This contrasts with the majority of other councils who restrict their housing registers to those in active housing need. The size of Sheffield’s Housing Register is not an indicator of housing need because Sheffield has historically allowed applicants to register as an insurance policy and build up waiting time.

There are a lot more people wanting to live in social housing in Sheffield than there are properties available. However, we are committed to giving you as much choice as possible about where you want to live. This Allocations Policy sets out to ensure that the scarce resource of social housing is allocated fairly, transparently and legally, balancing all the complex and competing issues. It covers:

- How you can find out about different housing options and schemes seeking to make buying a property or a share in a property more affordable.
- How the Housing Register will operate.
- How you will be assessed.
- How we will allocate properties that become vacant.
- How we will work with social landlords in the city (Registered Providers of Social Housing, also known as Housing Associations).

1.1 Statement on choice

Whilst meeting our legal and strategic obligations we aim to:

- Give you as much choice as possible within the rules of this Allocations Policy, which will be consistent and transparent.
- Have a Choice Based Lettings system that is easy to understand, fair and open.
- Make it clear within the Policy that choice may be limited where there are specific needs for re-housing such as area or type of property.
- Make it clear within the Policy that choice will be limited by a tenants' ability to pay their rent.
- Make it clear within the Policy that choice will be limited by current and future welfare reforms which affect tenants' ability to pay their rent.

1.2 Aims and objectives

This Allocations Policy aims to support the values set out in our vision as follows:

Fairness

- By ensuring that the system is accessible.
- That equalities are promoted in everything we do.
- That none of our practices are discriminatory.
- That we manage expectations to reflect supply and demand.

Spending public money wisely

- By ensuring that this Allocations Policy and its accompanying procedures make the most efficient use of available stock.

Long term view

- By securing the future of council housing for the people of Sheffield by ensuring council housing is sustainable and financially viable.
- By planning for the future as much as possible taking into consideration issues such as demand, changes in legislation and the state of the economy.

Prevention

- By ensuring that you can afford the properties you choose and your home will be suitable for you, in order to prevent rent arrears or the need to move again very quickly.

- By ensuring that we know what your support needs are in order to prevent issues such as rent arrears, homelessness, antisocial behaviour and disruption to communities as much as possible.

Enable individuals and communities

- By enabling you to live, wherever possible, in the area of your choice.

Working better together

- By listening to your comments, views and suggestions and learning from complaints.

1.3 Information and ensuring we meet our aims and objectives

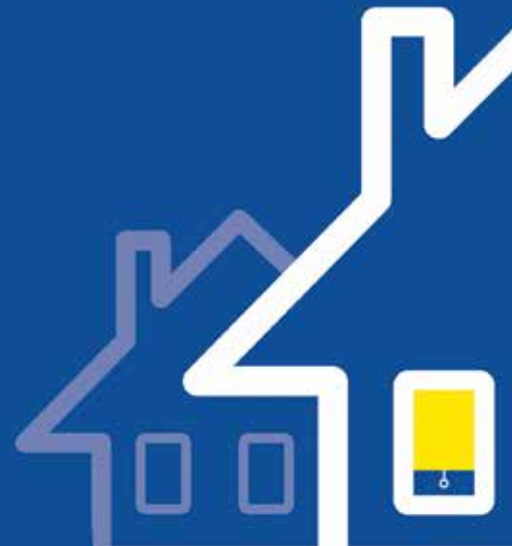
We will regularly publish results of completed allocations, providing information about the following:

- Types of property let.
- The number of bids received for each property.
- The successful applicant's effective date and band.

To ensure that this Allocations Policy is meeting its aims and objectives we will monitor:

- Allocation outcomes.
- Bidding behaviour.
- Equality and diversity data.
- Housing management performance such as relet and void times.
- Nomination agreements.
- Tenancy sustainment.

2 Housing options

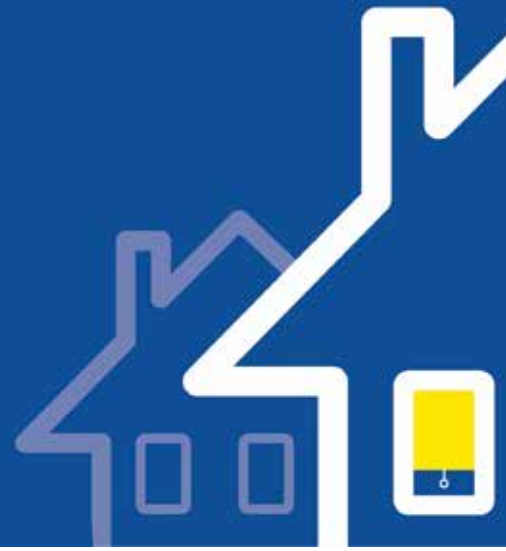


We want to give you all the information you need to make the best decisions for you and your household. When you apply to join our Housing Register we will ask you to provide information about your circumstances. This will enable us to provide the best possible advice about available housing options that could help to meet your housing need.

Some of the options could be:

- Swap your home (Mutual Exchange) - if you are already a council or social landlord tenant you can consider registering to swap your home. This could give you the flexibility to move locally, regionally or nationally through Mutual Exchange.
- Homes for sale or shared ownership schemes - if you have adequate finance you could be nominated for new builds that are for sale or for a shared ownership scheme.
- Rent from a private landlord – if you need more choice in terms of size and location, furnished or unfurnished, this option can provide a greater choice of properties which are often immediately available.
- Help to stay where you are – we can provide specialist housing advice on most housing issues. Our specialist team offers services such as representation at the County Court and liaison and negotiation with other services and agencies. The team is able to offer advice on a whole range of housing issues including security of tenure, housing related benefits, defending possession proceedings, disrepair, re-housing, bond/deposits and home owner advice. They may be able to assist you if you are struggling to meet your mortgage payments and need advice on what your options are. If you have a mortgage or pay rent to a landlord and are experiencing financial difficulties they can help with both housing and money advice.
- Social landlords – in addition to joining our Housing Register, some social landlords in Sheffield have their own Housing Register. This enables you to access properties they don't advertise through our Choice Based Lettings scheme as well as the properties they do advertise through our Choice Based Lettings scheme.

3 Housing register



If you owe any money to the Housing Service and believe you may want to apply for council or social landlord housing now or in the future, you should contact us to discuss the debt and make a repayment agreement.

To apply to join the Housing Register you will need to:

- Register and provide information about yourself and any other people you wish to include on your application.
- Tell us about anyone you want to be a joint applicant with.
- Confirm that you and any joint applicant are eligible.
- Confirm that you and anyone included on your application qualify to join the Housing Register.
- Confirm that you should not have your preference reduced for unacceptable behaviour.
- Provide us with all the information, documents and signatures that we require.

More information on these processes is contained in the following sections.

3.1 How to apply to join the Housing Register

You can register online, in some circumstances; we can give you extra support to join the Housing Register.

3.2 Who can apply to join the Housing Register?

A. You can apply to join the Housing Register if:

- You are 16 or over.

- You have not been re-housed into social housing within the last two years, unless there is a change in your circumstances which would lead to a priority award, or which would affect your bedroom eligibility.

B. You can only be on one Housing Register application unless you meet all of the following:

- You are aged between 16 – 25 years.
- You live in your parent/guardian’s home.
- You have been continuously registered on your parent/guardian’s application since before you were 16.
- You have never permanently left home or lived independently from your family.

C. If you meet all of the above four criteria you can be on two Housing Register applications as:

- A household member on your parent/guardian’s application.
- The main applicant accruing waiting time on the register until you are 25 years old. Bids will not be permitted on this application until you decide you no longer wish to be on your parent/guardian’s application.

D. When you decide to bid using your own Housing Register application you will be removed from your family application.

If you haven’t already done so by the time you are 25 years old, you must decide which application you wish to remain on.

3.3 Joint applicants

Two or more adults who wish to live together will normally be registered as joint applicants, providing that each applicant is eligible and qualifying in their own right.

3.4 People that are not eligible to join the Housing Register because of their immigration status

Some people will not be allowed to join the Housing Register because of their immigration status and these are:

- People subject to immigration control unless they are exempt because they are already a secure tenant and unless they come within a class prescribed in regulations made by the Secretary of State.

- Other people from abroad who are ineligible, unless they are exempt because they are already a secure tenant. Regulations may provide for other descriptions of persons from abroad who, although not subject to immigration control, are to be treated as ineligible for an allocation of accommodation.

If you are not eligible to join our Housing Register you will be notified of that decision in writing and we will explain the reasons why you are ineligible. If you think our decision is wrong, you have the right to request a review of that decision in writing. If your application is refused then you will not be registered and will not be given a registration date.

If you are told that you are not eligible to join the Housing Register, but you think that your immigration status has changed, you can make a fresh application. It will be your responsibility to show us that your immigration status has changed.

3.5 People that do not qualify to join the Housing Register because of their behaviour

A. Some people do not qualify to join the Housing Register because of their unacceptable behaviour. This includes unacceptable behaviour:

- That you were responsible for.
- That a joint applicant or household member were responsible for, if they were living with you at the time of the unacceptable behaviour or if they have been guilty of any unacceptable behaviour in their own right.
- That has taken place in any tenure type including all social tenancies, privately rented and mortgaged or owned properties.

Classes of People who do not qualify to be on our Housing Register include those who:

- Have persistent arrears.
- Have carried out severe and costly damage to housing property.
- Have caused or been responsible for antisocial behaviour, which has resulted in the loss of their home.
- Are convicted perpetrators of domestic violence.
- Have exhibited and been convicted of some types of criminal behaviour.
- Have previously unlawfully sublet a social tenancy.
- Have given false information in their application.

More detailed examples of standards of behaviour that might disqualify you, a joint applicant or a member of your household from our Housing Register include those who:

B. Persistent arrears

- Have failed to comply with a current or past tenancy agreement to such an extent that they have been evicted or a court has granted an outright possession order.
- Have debt relating to a previous tenancy and there is no repayment agreement in place
- Have avoided repayment of outstanding house related debts outstanding by failing to supply a forwarding address or contact details.
- Have failed to take steps to reduce the volume of outstanding debt when asked to do so.
- Have previously abandoned a tenancy, not due to any reasons of harassment, domestic violence, racial harassment or health issues and have not cleared any arrears or costs resulting from the abandonment.

C. Damage to property

- Have allowed their property condition to deteriorate significantly enough for the landlord to be able to evict them or obtain an outright court order for possession.
- Have allowed furniture provided by the landlord to deteriorate significantly, beyond normal wear and tear.
- Have been found guilty of causing substantial damage to housing property or where you have been re-charged for such damage by the landlord
- Have carried out alterations to their property which make it structurally unsafe.

D. Antisocial behaviour

- Have been lawfully evicted for antisocial behaviour, nuisance or harassment and are not engaging with support services.
- Are or have been subject to a court order for antisocial behaviour, nuisance or harassment; for example have a possession order, injunction, undertaking, ASBO and are not engaging with support services.
- Have been found guilty of breaching a noise abatement notice or had noise making equipment seized.
- Have been convicted and lost accommodation provided through employment due to conduct making it inappropriate for them to reside there.
- Have been convicted of violence towards council or social landlord staff, contractors, former or potential landlords. This includes any physical, written or verbal threats or abuse and property damage or threats of property damage.
- Are in breach of another condition of their Tenancy Agreement and it is clear that possession will be awarded or has been awarded.

E. Some types of criminal behaviour

- Have a conviction relating to use of their property for illegal or immoral purposes.
- Have been found guilty of committing hate crime offences in or near their property or where the Public Protection Unit feel they pose a threat to the neighbourhood.
- Have obtained a tenancy illegally, including paying money to obtain a social tenancy.

F. Giving false information

- Have obtained a tenancy by deception, for example by giving false information in their application.
- Have knowingly or recklessly misrepresented their circumstances on a former tenancy.
- Have been convicted of housing related fraud and the conviction is unspent. This list is not exhaustive.

G. When making the decision about whether or not you qualify to join the Housing Register we will ensure that:

- Each application is assessed on an individual basis and any exceptional circumstances will be taken into account. You will need to make clear what your exceptional circumstances are and if you have arrears or any other unacceptable behaviour, what efforts you have made to re-pay the debt and/or improve your behaviour.
- Anyone who doesn't qualify to be on our Housing Register will be notified of that decision in writing. We will explain the reasons for the disqualification and what action could result in the disqualification being lifted. You have the right to request a review of that decision.

H. If you don't qualify to join the Housing Register you can make a new application if you believe your behaviour has improved.

It will be your responsibility to show that your behaviour has improved and to provide information to support this. This will not usually be considered within six months of being disqualified, unless you have cleared arrears in full, in which case we will consider allowing you to join the Housing Register.

I. You can provide evidence of improvement by producing:

- A satisfactory reference from your landlord or Mortgage Company or proof you have sustained a period in temporary accommodation without any issues.
- Proof that you have been keeping to a repayment agreement.
- Proof that you have cleared all your arrears and satisfied any orders.
- Confirmation from the police that they have not been called out to any further incidents.

- Confirmation that further relevant court action has not been taken against you.
- Proof you have engaged with, and successfully completed, an external rehabilitation process in prison or another institutional setting.

J. Following acceptance onto the Housing Register, any deterioration in behaviour listed in sections 3A to 3F could result in your application being disqualified and cancelled at any time.

3.6 Reduced preference due to unacceptable behaviour

A. Any unacceptable behaviour you, a joint applicant or a member of your household has shown will be taken into account. If the unacceptable behaviour is not serious enough to disqualify you, we will give you reduced preference. This means that you will be placed into Band E and/or it may serve as an offer bypass reason. This can happen at any point during the life of your Housing Register application. We may give you reduced preference where:

- You have any property related debts to the Council or any other landlord/establishment, either relating to your existing property or a former property.
- You are subject to a Notice Seeking Possession or similar notice due to antisocial behaviour, nuisance or harassment.
- You have had a noise abatement notice served within the last year.
- You are in more than eight weeks rent arrears (net amount) and have not been regularly repaying the debt.
- Your behaviour has not improved with regard to the reasons why you were given reduced preference for unacceptable behaviour – for instance if you are not adhering to a repayment agreement or there are continuing, evidenced reports of antisocial behaviour.

B. Examples of how improvements in behaviour can be evidenced are:

- That you have entered into an agreement with us, are regularly repaying a debt and have been for a period of at least 13 weeks.
- That you have cleared a debt in full.
- That there have been no further reported incidents of antisocial behaviour, or you are engaging with support services to tackle behaviours.

C. This is not a blanket Policy and each case will be considered on its merits.

Your preference will not be reduced on the basis of rent arrears alone where you fall into one of the bands and exceptions will be considered. We will notify you if you have been given reduced preference and inform you in writing if there is any action you can take to improve your position.

3.7 Exception request not to disqualify you or reduce your preference

A. If you have either:

- a) Been disqualified from joining the Housing Register or
- b) Had your preference reduced

and believe that you have exceptional circumstances that we should take into account before deciding to disqualify you or reduce your preference, you can make an 'exception request'. Exception requests will consider:

1. Allowing you to join the register when you would not normally qualify.
2. Not reducing your preference when the Allocations Policy would entitle us to do so.

B. If you, a joint applicant, or a member of your household have been involved in any unacceptable behaviour, you will need to explain the following to be considered for an exception:

- What your exceptional circumstances are.
- If you have debt, the reasons why you got into that debt.
- What efforts you have made to repay that debt.
- What you intend to do to pay off that debt and to pay your rent in the future.
- If you have carried out antisocial behaviour, the reasons surrounding that.
- What efforts you have made to ensure there will be no antisocial behaviour in the future.
- How behaviour has improved since.

C. When making a decision to allow an exception these are some of the things we will take into consideration, if relevant to your particular circumstances:

- Your level of housing need and any vulnerabilities you may have that could have affected your circumstances at the time of the unacceptable behaviour, such as learning disabilities and mental health.
- Information about your income and expenditure at the time and currently.
- Support agencies you are engaging with currently.
- Whether you have made a repayment agreement and how you are complying with it, including if you have cleared any arrears.
- The time that has elapsed since the unacceptable behaviour occurred and improvements in behaviour since.
- Arrears and behaviour references from a landlord.
- Information from the police.

Your case may be recommended for approval in consultation with the appropriately authorised manager in our rent or antisocial behaviour services. Restrictions on re-housing may be applied as part of the conditions of you not being disqualified or having your preference reduced. This may include restrictions to specific areas and/or property types.

D. You will not be granted an exception request unless you sign and agree to the following, where appropriate:

- A repayment agreement.
- An affordability assessment.
- That you will engage with and accept ongoing support including offers of debt counselling, benefits/affordability advice and involvement from support agencies.
- An agreement regarding improving your ongoing behaviour.
- Agreement to address any issues contributing to antisocial behaviour.

E. Exception requests will be considered by appropriately authorised senior officers.

If your request is refused, we will write to you and explain any steps you can take that might lead us to reconsider the decision in the future.

F. You have the right to request a review of this decision.

This will not normally be reconsidered within six months of that decision being made, unless there has been a change in circumstances. There is no further right of review on these review decisions.

3.8 Qualifying applicants not able to participate in Choice Based Lettings (CBL)

You may qualify to be on our Housing Register but not be allowed to bid (or any bid you make may be disregarded). This is because:

- You are aged 16-17. You will not be offered a tenancy unless you meet each of the following:
- You are in one of our priority groups.
- You have a trustee.
- You have a suitable guarantor.
- Your eligibility or level of priority is being re-assessed, perhaps because of a change of circumstances.
- We have concerns about possible fraud or the accuracy of the information that has been supplied in relation to your application for housing.
- You have already accepted an offer of another property or have been formally offered another property and have not yet confirmed whether or not you will accept that offer.
- You have accepted an offer of housing but the property is not yet ready for occupation.
- It has been agreed that you will receive a 'direct offer' of accommodation.
- You still own your own residential property or are buying a residential property (this includes properties that you may rent out to tenants). Proof of sale by way of exchange of contracts will be required before you can start bidding, unless you are a residential property owner occupier who has been assessed and given a priority. In this case, proof of sale will need to be produced at a later date. If you have previously owned a property and sold it you will be asked to provide proof of the sale.

We will tell you the reasons why you are not able to take part, any conditions you will need to meet before you will be entitled to bid again and the date that you may request a review of the decision to prevent you bidding.

3.9 Registering interest in council housing for a later date

If you don't need council housing at the moment but want to register to build up waiting time you can do so. You will either be placed into Band D or Band E dependent on your circumstances. This will mean:

- There is no requirement on you to bid for properties.
- You will still need to meet all the registration requirements.
- You will need to be eligible and qualifying.

- You will need to update your application on an annual basis.
- You will need to inform us of any changes to your circumstances.

You can choose to place a bid at any point. If you are awarded a priority, your effective date will be the date that you received that priority award.

3.10 Checking of housing applications

We will only accept your application once you have provided all the original documentation we have requested. You will be asked to produce original documentation at the point of registration and then again at the point of offer or if your circumstances have changed.

For everyone included on your housing application we will need proof to substantiate the following (wherever applicable):

- Ability to manage a tenancy (landlord reference if applicable)
- Identity
- Immigration status
- Payment history
- Where you have lived for the past five years
- Any other information required to substantiate what you have told us in your application

Your registration date will be the date that the completed application was received with all the supporting documents and authorising signatures that we ask for.

3.11 Registration and effective dates

As long as you are eligible and qualifying, you will be accepted on to the Housing Register once the completed application form is received with all the required information, supporting documentation and authorising signatures. The date that this occurs is known as the 'registration date'.

If you wish to actively bid for properties straight away, you will automatically be placed into Band D or Band E dependent on your circumstances, unless you request a priority assessment and are awarded a priority. The date that you are placed into a band is called the 'effective date'. The effective date is important as it is the date that you will be ranked by within your band. The registration date will be used to decide between any tied positions (with an exception for demolition cases which follow different rules).

The registration and effective dates can be the same (usually when you first apply to join the Housing Register) but the effective date may change if your circumstances change and you are placed into a different band.

If, you need to request a priority assessment and are awarded a priority, your effective date will be the date on which you were awarded the priority.

3.12 Local connection to Sheffield

If you don't have a local connection to Sheffield you can still apply to join the Housing Register but you will automatically be placed into Band E. There is an exception to this where we have accepted a homeless duty.

To demonstrate a local connection to Sheffield you must show proof that you meet at least one of the following criteria:

- You are normally resident in the district by choice
- You have employment in the district.
- You have a family association such as parents, adult children or siblings. We may include associations with other family members such as step-parents, grandparents, grandchildren, aunts or uncles provided there are sufficiently close links in the form of frequent contact, commitment or dependency.
- You have special circumstances which might include the need to be near special medical or support services which are available only in a particular district.

3.13 Declaration and consent required

When you apply to join the Housing Register you will be asked to sign a declaration to confirm that:

- The information you have provided is complete, true and accurate.
- You will inform us immediately of any change in your circumstances
- You understand that the information you have provided will be shared with partner organisations (such as social landlords) and other relevant organisations, in order to complete or verify your application, or prevent fraud or protect public funds.
- You consent to us making enquiries of any relevant persons (including credit checking/referencing companies) to confirm that the information on your application form is correct, or to add to the information given, where this is necessary, to complete an assessment of need or to consider suitability for housing.

3.14 Confidentiality and sharing information

We will treat the information you provide as confidential. It will only be available to those directly involved in re-housing processes. This includes council and social landlord staff participating in our Choice Based Lettings scheme. Your details are also subject to the controls of the Data Protection Act regarding unauthorised disclosure.

In exceptional circumstances information may be shared about you and your history even if your consent has not been obtained. These circumstances include:

- Where there is a serious threat to other members of the public, staff or contractors.
- Where information is relevant to the management or support duties of the proposed landlord or support organisation, to ensure your health and safety, or that of a member of your household, or a member of staff.
- Where there are safeguarding issues.

3.15 Fraud and withholding information

It is an offence for you to knowingly or recklessly make a statement that is false in a material particular, or to deliberately withhold information which the Council reasonably requires you to give.

If you do so, your Housing Register application may be immediately cancelled and you may be deemed to be a non-qualifying person.

The Council may prosecute anyone who deliberately misrepresents their circumstances or attempts to deceive or defraud the Council in order to secure the tenancy of a council or social landlord property to which they are not entitled. If you are found guilty of this offence you may be fined.

If we have given you a tenancy because of false information provided on your application we can take legal action to recover possession of the property. Where there are less serious omissions, alternative penalties may be applied, such as placing you into Band E or loss of priority.

3.16 Members of the Council, staff and relatives

If you are a Member of the Council, Sheffield City Council staff or one of their relatives you must make this clear on your application. You must also complete and return a declaration of interest. Any offer of accommodation must be approved by an appropriately authorised senior manager who has no interest in your case.

3.17 Councillors

Elected Councillors cannot be involved in assessing housing applications or the allocation of housing. However, this does not prevent them from seeking or providing information on behalf of their constituents, or from being involved in developing and approving future Policy.

3.18 Social landlords

We work in partnership with social landlords in the city. When you join our Housing Register you will be able to bid and be nominated for some social landlord properties in the city.

Social landlords' allocations policies may differ from this Allocations Policy so if you are nominated by us, the social landlord will make the final decision about whom they offer their properties to. However, their decisions may be influenced by individual agreements they have with us. In addition to this, many social landlords keep their own housing register, which you can apply to join these individually.

3.19 Keeping the Housing Register up to date

This section provides information about what you need to do to keep your application up to date and remain registered.

3.20 Changes in your circumstances

You must let us know immediately if your circumstances change (or those of any of your household members). This could include:

- A change in the health of a household member that affects their housing need.
- A change of address.
- Any acquisition or inheritance of property.
- Arrears.
- Convictions.
- Someone joining or leaving your household.
- The birth of a child.
- Or anything else relevant to your housing situation.

Following a change of circumstances, your application will be re-assessed. This will not usually change the original registration date (unless you are found ineligible or are disqualified) but might change the effective date, if you are moved into a different band.

Following re-assessment you may:

- Gain greater priority and be placed into a higher band.
- Lose priority or have your priority reduced and be placed into a lower band.
- Remain in the same band.
- No longer qualify for our Housing Register.

If you provide information which places you in a higher band your 'effective date' in the new band will be the date on which you were assessed and placed in that band. If you provide information which places you in a lower band you will retain your effective date. If the information provided places you from a priority band into Band D, your original effective date can be re-instated if that is better for you. If you stay in the same band your effective date will not change even if new information has been assessed.

3.21 Renewing your housing application

You will be responsible for updating your registration online annually. This is to confirm that you still want to be registered and what your current circumstances are. You will need to do this on or around the anniversary date that your housing application was registered, whether or not we have reminded you to do so. If you don't do this your application will be removed from the Housing Register.

If we are aware that you have any vulnerabilities, extra effort will be made to contact you and assist you to update your application. However, if you fail to respond your application will be cancelled.

3.22 Cancelling housing applications

A housing application will normally be cancelled and removed from the Housing Register when:

- You request it.
- You become ineligible or no longer qualify for housing.
- You accept a council or social landlord tenancy as a sole or joint tenant.
- You become a joint tenant with an existing tenant.
- You are assigned a tenancy.
- You are granted a new secure tenancy on the death of a successor or when no one is eligible to succeed to a tenancy.
- You purchase a property in a build for sale or shared ownership scheme or any similar schemes.
- You are a council tenant who completes the purchase of your property through the Right To Buy.
- You fail to update your application annually.
- You have given false information on your application or withheld relevant information.
- You are in Band E and refuse three reasonable offers of accommodation within a 12 month period.
- You move home and fail to provide us with a contact address.

- You fail to respond to a request for further information.
- You are registered on more than one application (subject to exceptions at 3.2).

If your registration has been cancelled and you want to re-join the Housing Register, you will receive a new registration and effective date. If you are re-housed via the Housing Register into a council or social landlord tenancy you will not be able to re-register for two years unless there is a change in your circumstances which would lead to a priority award, or which would affect your bedroom eligibility.

In exceptional circumstances we may reinstate a cancelled application if you request it within three months of the cancellation.

You have a right to request a review of this decision and if upheld this decision will not normally be reviewed within the first 12 months of being made.

4 How we decide between housing needs



If you have submitted a completed application, which fulfils all the registration requirements, we will check if you are eligible and qualify to be on the Housing Register. Following acceptance that you are eligible and qualifying, if you wish to actively look for a property, we will place you into the Band D unless:

- You have requested an assessment for priority and provide information to support a priority award. Priority will only be awarded where:
- There is a recognised critical, urgent or moderate need that cannot be met (or cannot be met with sufficient urgency) in Band D.
- You don't fit the criteria to be placed into Band D and are placed into Band E.

If you are not satisfied with the band you have been allocated, you have the right to request a review of this decision.

4.1 Overview of the bands

The table below gives an overview of the bands showing what is included at each level. These are divided into two sections to show the three bands (A, B and C) on one side and Band D on the other.

Some properties are set aside for the priority bands and some solely for Band D. After properties have been offered to either the priority bands and/or Band D they will go on to be offered to Band E, which sits below all the bands.

Properties advertised to priority applicants		Properties advertised
Band A	<ul style="list-style-type: none"> • Health • Welfare/hardship/support needs • Demolition 	Band D
Band B	<ul style="list-style-type: none"> • Health • Welfare/hardship/support needs • Demolition • Full homelessness duty • Foster carers and adoptive parents • Under occupation and/or release of an adapted property 	
Band C	<ul style="list-style-type: none"> • Welfare/hardship/support needs • Demolition • Other homelessness duties • Prison, other institutionalised care or rehabilitation 	
Band D		Band A Band B Band C
Band E	<ul style="list-style-type: none"> • No local connection • Unacceptable behaviour (not serious enough to disqualify you) • You have refused three suitable offers in Band D 	

4.2 Priority Groups

Reasonable preference

As mentioned previously, our Allocations Policy needs to be legally compliant and therefore we recognise the priority groups that must be given ‘reasonable preference’ as set out in legislation, which are:

- (a) People who are homeless.
- (b) People who are owed a homeless accommodation duty by any local authority.
- (c) People living in insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- (d) People who need to move on health or welfare grounds, including grounds relating to a disability.
- (e) People who need to move to a particular locality in the district of the local authority, where failure to meet that need would cause hardship to themselves or others.

Armed forces

We must give additional preference to people with urgent housing need who fall within one or more of the reasonable preference categories and who also meet one of the following categories:

- i) People who are serving in the regular forces and are suffering from a serious injury, illness or disability which is attributable (wholly or partly) to their service.
- ii) People who have formerly served in the regular forces.
- iii) People who have recently ceased, or will cease to be entitled to reside in accommodation provided by the Ministry of Defence following the death of that person's spouse or civil partner who has served in the regular forces and whose death was attributable (wholly or partly) to that service.
- iv) People who are serving or have served in the reserve forces and are suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service.

If you meet any of the above criteria we will give you this additional preference by backdating your effective date to the date that you or your spouse/civil partner entered the forces.

Other priorities

We will also give priority to the following groups:

- People who need to move because their council property is being demolished or their property is part of a council demolition programme.
- People who are approved foster carers or adoptive parents who Social Services have confirmed need larger accommodation.
- People who are under occupying social housing accommodation and wishing to move to a smaller property.
- People that gave up a council tenancy by agreement with us when entering prison, other institutionalised care or rehabilitation, to avoid building up arrears.

4.3 The bands described

The sections below describe how your circumstances will place you into a band. If you have a priority, your case will be graded according to how critical your situation is.

There are three priority bands –Band A, Band B and Band C. Those without a priority will be placed into Band D, unless there is no local connection, they have refused offers of accommodation or there is unacceptable behaviour, which will place them into Band E. Band E is for people who we have accepted onto our Housing Register, but who

have the lowest likelihood of being re-housed. This is because they will only be considered for housing after people in the other bands have been considered first. The sections below explain in more detail what might affect the priority your case is given.

4.4 Band A

This band gives priority to the most critical cases, examples of which are below:

4.5 Health

This priority will only be awarded where any accommodation you would usually return or be discharged to would be highly unsuitable to your health needs and would seriously compromise your health and wellbeing. For example critical health need includes emergencies where you are in hospital, or any other institution, have no suitable housing to be discharged to, and as a result cannot be discharged without a high risk to your health and/or safety.

An offer of accommodation will not be made if it does not meet the specific housing needs identified. You may be offered accommodation that can be adapted to meet your health needs.

4.6 Welfare, hardship and support needs

Welfare, hardship and support needs include the following examples:

- A council tenant who we have agreed can have an emergency transfer because you are at a high risk to your life and limb or there has been an emergency such as a fire or a flood and you would not be able to return home at a later date because it is uninhabitable.
- Living in a private sector property where we have served an Emergency Prohibition Order preventing the occupation of their accommodation. Alternatively where one could be served because the conditions present a risk of serious harm to the health and safety of anyone living in that property.
- A household that needs to move immediately because there are critical safeguarding circumstances involving children or vulnerable adults. The Safeguarding Case Conference has identified that an urgent move is required and included this in the Safeguarding Plan.

4.7 Demolition

If you have a critical need to be moved because you are the last still in occupation of a property in a Sheffield City Council demolition programme phase or your property is going to be demolished imminently and is dangerous.

4.8 Band B

This band gives priority to the most urgent cases, examples of which are shown below:

4.9 Health

If you have a significant health condition and your housing situation presents a considerable risk to your health and/or safety. Examples may include:

- You require extensive disabled facilities that can be provided more appropriately in alternative accommodation.
- The design of your current home means you cannot reach essential facilities within your property without considerable difficulty or help and a move to a different type of property would resolve these difficulties or alleviate them significantly.
- The design of your current home means you cannot get into or out of your home without considerable difficulty or help and a move to a different type of property would resolve these difficulties or alleviate them significantly.
- You have been discharged into the care of your family but this accommodation is unsuitable for your needs.
- You have significant mental health or other health problems that are being caused or made worse by your housing situation and this could be resolved by urgent re-housing.
- You have a significant diagnosis of an autistic spectrum condition or learning disability and your housing situation is unsuitable for your needs.

This priority will only be awarded where your health condition is being made worse by your housing situation. An offer of accommodation will not be made if it does not meet the specific housing needs identified. Priority will not be awarded where health problems are expected to be short-term.

4.10 Welfare, hardship and support needs

A. Welfare - includes issues like violence, harassment and high risk to health and safety:

- You have suffered violence or threats of violence which are likely to be carried out and risk reducing measures to support you to remain in your home are no longer an option.
- You have suffered severe mental trauma resulting from extreme harassment for such reasons as your race, sex, sexuality, mental health, physical disability, learning disability, religion, and health such as HIV or Aids (this list is not exhaustive). Risk reducing measures to support you to remain in your home are no longer an option
- We are pursuing court action to evict a perpetrator of antisocial behaviour and it is no longer reasonable for you to remain in your home.

B. Hardship - includes issues like overcrowding and unsatisfactory housing conditions:

- You are statutorily overcrowded. When assessing overcrowding we will only take into account those people who are part of your permanent household. Priority will not be given if the overcrowding is the result of someone moving into your household.

Where you are not the main person with parental responsibility for the children named in your housing application, the children will not be taken into account in the assessment of overcrowding. Only in exceptional circumstances would it be reasonable to expect children who had a home with one parent to be provided with another.

If you are overcrowded but the overcrowding can be resolved by your household, or a household within your household moving out to form a separate household, we may award a priority for a move to the household within the household who are not the tenants.

- You live in unsatisfactory housing conditions in the private sector where there is one or more category one hazard or the equivalent in a combination of other hazards (excluding overcrowding), which cannot be easily remedied or made suitable for you. The house will either be the subject of an Improvement Notice, or a Prohibition Order. Alternatively, where one could be served due to the health and safety of anyone living in that property.

C. Support needs - includes issues like people engaged with Social Services, in our approved supported accommodation or part of strategic support initiatives:

- You have been placed by Social Services outside the city of Sheffield and need to return to Sheffield urgently.
- You are a care leaver and you are ready to move on from care, ready for independent living, capable of holding a tenancy and, if under 18, have a rent guarantee from Social Services which lasts until you are 18. This is awarded in accordance with protocols between Housing and Social Services.
- You are ready to move on from our approved supported accommodation to independent settled accommodation on the recommendation of your support worker. Ongoing support needs have been assessed and, where appropriate, a support plan is in place.
- You have been identified as a household which needs to move as part of a support initiative by the Council. An award of this priority will only be granted by agreement between directors from the relevant services, who recognise this award is time limited, specific and designed only to accommodate exceptional circumstances.

4.11 Demolition

You are resident in a property which is in a Sheffield City Council demolition programme phase.

Your property is scheduled for demolition and demolition is being delayed by re- housing or your household is especially vulnerable.

4.12 Full homelessness duty

You are homeless and following a full assessment our homelessness relief duty towards you has ended (see section 4.18) and we have accepted a full duty to house you because you are:

- Homeless.
- Eligible.
- In priority need.
- Not intentionally homeless, and
- You have a local connection to Sheffield (exceptions apply).

This priority will be cancelled if the homelessness duty is ended, even if you have not had an offer of social housing. This may be because you have been offered a private rented tenancy, or for another reason.

4.13 Foster carers and adoptive parents

If you are a council approved foster carer or adoptive parent and Social Services have confirmed that larger or more appropriate accommodation is required to enable you to either foster or adopt. This may be larger accommodation than would normally be allowed.

4.14 Under occupation and/or release of an adapted property

If you would like to down-size it must be to a property you are eligible for. This is set out in the bedroom eligibility criteria section of this Allocations Policy.

This priority will be awarded in the following circumstances:

- You are a Sheffield City Council or social landlord tenant who:
- Is under occupying a property.
- Is willing to downsize to a property with fewer bedrooms.
- Has the agreement of your landlord (where the property is not owned by the council) that the property will be released to re-house a household from the Housing Register.
- You are a Sheffield City Council or social landlord tenant who:
- Is occupying a specially adapted property.

- Does not require these adaptations.
- Is willing to transfer to a property that is more appropriate for your needs.
- Has the agreement of your landlord (where the property is not owned by the Council) that the property will be released to re-house a household from the Housing Register.
- You have succeeded to a council property but are under occupying.
- You applied and met the criteria to be assigned a council tenancy that you are under occupying or you are occupying a specially adapted property and we require you to move to somewhere smaller and/or more appropriate to your needs.

4.15 Band C

This band gives priority to cases that merit some extra consideration but your need to move is not as great as those in Band A or Band B. Examples are set out overleaf:

4.16 Welfare, hardship and support needs

You need to move from your current home or to a particular area within the Sheffield City Council boundary, where failure to meet that need would cause hardship to you or others. This might be the case where:

- You or someone in your household is studying at a special school in the area and the education obtained at that school could not be reasonably provided in your current location.
- You need to be able to access support networks in the area because it is important to be close to people who can support you. This could be for example if you have learning disabilities and need to live independently.
- You need to move to be nearer to family or friends in order to give or receive a significant level of practical and/or emotional support to meet a physical or mental health need. There must be evidence that a high level of support is needed and that without that support, you or the person you are supporting, would have significant problems in your daily lives. If you are the person giving the support you will need to provide evidence that you are providing a significant level of support or will give a significant level of support if one of the parties moved nearer. You will also need to show how a move will greatly cut or ease the travelling time needed to give or receive support. Priority will be awarded to the person who is most easily able to move.
- Your accommodation is unsuitable for your needs due to your disability or health. This could be, for example, because you have a diagnosis of an autistic spectrum condition and your accommodation is unsuitable due to sensory or environmental factors (such as noise or light), or because of another reason connected to your autism (such as a need to live close to a family member or carer).
- Following an affordability assessment by our officers it has been identified that, through no fault of your own, your property is no longer affordable.

- You are a council tenant aged 60 or over who currently lives in a block of properties designated for people over 60 and the block is re-designated with no age restriction. This priority can only be used to access a property that is designated for people who are over 60 and bedroom eligibility will be in line with that set out in this Allocations Policy.

4.17 Demolition

If you have been notified that your property comes within a Sheffield City Council demolition programme that has been initiated and your phase has been declared.

4.18 Other homelessness duties

Following a homelessness assessment you will be awarded this priority if we have accepted a homelessness prevention or relief duty towards you because you are

- Homeless or threatened with homelessness.
- Eligible.

If you are still homeless and eligible when the initial prevention or relief duty has ended this priority may continue if you are

- Not in priority need, or
- In priority need but intentionally homeless and the reasons are not property related debt or antisocial behaviour.

This priority may be cancelled if the homelessness prevention or relief duty is ended.

4.19 Prison, other institutionalised care or rehabilitation

If you are in prison, other institutionalised care or rehabilitation, are due to leave or be released within six months and you meet both the following requirements:

- By agreement with us, you gave up a council tenancy rather than built up rent arrears when you went into prison, other institutionalised care or rehabilitation, and
- You do not have any property related convictions or antisocial behaviour which is property related.

4.20 Band D

This band is for people that would like to move but who don't have an identified priority. In this band the time you have been waiting is important. Properties advertised to this band will usually be allocated to the person with the longest waiting time that expresses an interest by placing a bid. You can be in this band if:

- You have registered and been accepted as a Band D applicant.
- You are not subject to any criteria that would place you in Band E.
- You do not have an identified priority.
- You had a priority but refused an offer and the priority was removed.
- You had a priority but failed to actively bid for properties.
- You are a residential property owner who has produced proof that you have sold your property.

4.21 Band E

This band is for people who have been accepted onto the Housing Register, assessed and given reduced priority as a result of one of the following reasons:

- You have no local connection.
- You have exhibited unacceptable behaviour, such as rent arrears or antisocial behaviour but this is not serious enough to disqualify you totally from our Housing Register.

You can improve your opportunity of being re-housed in the following ways:

- By proving a local connection with Sheffield.
- By providing proof that your behaviour has changed for the better.

Please be aware that if your behaviour deteriorates following assessment you can still be placed into Band E at any point.

4.22 Other considerations and decisions

This section provides information about:

- Other priorities that could be introduced.
- What will happen if you intentionally worsen your circumstances.
- How we decide which band a property will be advertised to.
- In what circumstances we will make discretionary decisions.
- When you can request a review.

4.23 Local Lettings Policies

In certain circumstances we may develop a Local Lettings Policy. These can help us to address any issues or challenges within a neighbourhood and help to ensure that communities are mixed and sustainable. Local Lettings Policies can be used to help achieve a variety of housing management or policy objectives.

In any area where a Local Lettings Policy is in place, offer preference may be given to particular groups who may be outside of the priority categories. Examples of these could include allocating to the following groups:

- Tenants in sheltered accommodation wishing to transfer within a scheme.
- Applicants with a demolition priority wishing to remain in the same area.
- Properties which are age restricted to people over 60.

Local Lettings Policies will be evidence-based and be approved at the appropriate level for particular property descriptions in defined geographic areas. They will be formulated following consultation and will be reviewed annually.

All properties that are subject to a Local Lettings Policy will be clearly labelled as such when they are advertised through the Choice Based Lettings scheme. Local Lettings Policies will be approved in accordance with the Leaders Scheme Of Delegation.

4.24 Deliberately worsening your circumstances

We will consider whether you have deliberately made your housing situation worse, either by your own action or inaction, to increase your housing need and consequently improve your chances of re-housing through the Housing Register.

If we decide that you have made your housing situation worse, you will remain in the band that reflected your housing need before the deliberate action (or inaction) that made your situation worse.

You have the right to request a review of this decision. If upheld this decision will not normally be reviewed within the first 12 months of being made. If for any reason the restriction is removed, you will be placed in the band that reflects your current circumstances and your effective date will be the date that the application was moved to the new band.

4.25 How we decide which band a property will be advertised to

A proportion of the properties advertised will give preference to households with priority (Bands A-C) and a proportion will give preference to households with (Band D). Properties

selected will be taken from each type and size of property on each estate, as and when they become available. To enable us to meet our statutory duties and balance priorities this proportion may vary over time. Four bedroom, adapted and other properties suitable for people with mobility needs are not included in this.

The appropriately authorised director responsible for housing within the Council will determine the exact proportions and any changes will be openly advertised on our website. This will be reviewed on at least an annual basis.

4.26 Discretionary Decisions

If an exceptional case arises that is not covered by the sections contained within this Allocations Policy, we may use our discretion. Discretionary decisions will be taken by appropriate authorised managers within Sheffield City Council and include the following definitions:

- To make an offer to an applicant other than the one whose bid is first.
- Not to make an offer to you if there are special circumstances.
- To make decisions on re-housing and registrations if your circumstances are not covered by this Allocations Policy.
- To waive the Allocations Policy in exceptional circumstances.
- To refuse or restrict a registration because of antisocial behaviour or the condition of the tenancy.
- To waive debt requirements in exceptional circumstances.

4.27 The right of review

If you are not satisfied with a decision you have the right to request a review of the following decisions:

- That you are not eligible to join the Housing Register.
- That you do not qualify to join the Housing Register.
- That your Housing Register application has been cancelled.
- That your preference has been reduced.
- Regarding the facts taken into account in considering whether to make you an offer.
- Regarding the band you have been placed into.
- Regarding a discretionary decision (as listed at 4.26).

You must request a review within 21 days of notification of the original decision. An appropriately authorised manager will then review the decision and will write to you with the

review decision. Where the review concerns mobility, support or other health priority the manager will consult a health professional. There is no further right to an internal review.

4.28 How we monitor priority awards

Priority awards are monitored to ensure everything possible is done to aid the re-housing process. The sections below explain the monitoring system for each band.

4.29 Band A

If you are awarded a priority within Band A, your bidding will be monitored, at least on a weekly basis, to ensure that you are bidding consistently and realistically. This is because the urgency of your need is such that you must be re-housed as quickly as possible. If you are not bidding consistently and realistically we may place bids on your behalf at any point.

You will receive one offer of suitable accommodation to satisfy your housing need and if you refuse this offer of accommodation you will be placed into Band B. No re-assessment of your case will be carried out within 12 months of any offer being made, unless there is a significant change in your circumstances. In this case your application will be re-assessed, based on the fresh information provided.

4.30 Band B

If you are awarded priority within Band B, your bidding will be monitored regularly. This is to check whether you are bidding consistently and realistically and if you are not, we may place bids on your behalf at any point.

Your priority will be reviewed, at least on a monthly basis, except:

- Under occupiers, who will be reviewed on at least a quarterly basis, and
- Cases where there is a full homelessness duty, which will be reviewed on at least a weekly basis.

You will receive one offer of suitable accommodation to satisfy your housing need or in discharge of our duty. Any offer of suitable accommodation made may mean that, if you are homeless, our homelessness duty comes to an end. Following a suitable offer being made your priority will be removed. This will result in you being placed in Band D, where you may retain your original effective

date, issued to you before you were given a priority, if this date would be better for you. No re-assessment of your case will be carried out within 12 months of any offer being made, unless there is a significant change in your circumstances. In this case your application will be re-assessed, based on the fresh information provided.

4.31 Band C

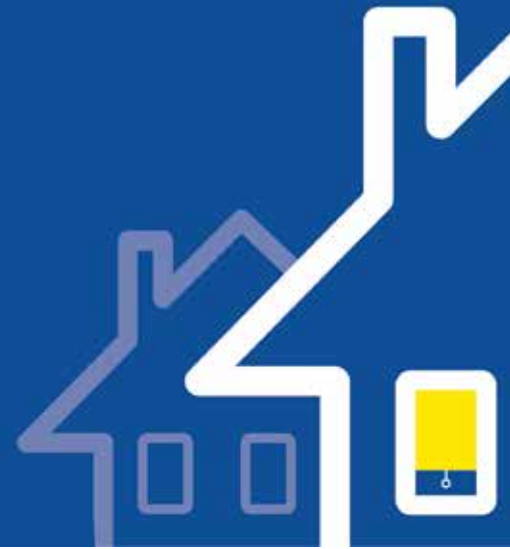
If you are awarded priority within Band C, your bidding will be monitored and reviewed regularly to check whether you are bidding consistently and realistically and if you are not, we may place bids on your behalf at any point , except

- Cases where there is a homelessness duty, which will be reviewed on at least a weekly basis.

You will receive one offer to satisfy your housing need and if you refuse this offer of suitable accommodation your priority will be removed. You will then be placed into Band D, where you may retain your original effective date, issued to you before you were given a priority, if this date would be better for you.

No re-assessment of your case will be carried out within 12 months of any offer being made, unless there is a significant change in your circumstances. In this case your application will be re-assessed, based on the fresh information provided.

5 Looking for a property



This section explains:

- How you can find out about available properties.
- How you can register interest in available properties by placing bids.
- How many bedrooms you are likely to be able to bid for.
- How the amount of bedrooms you can bid for might be affected.

5.1 Advertising available properties

This Allocations Policy offers properties through a Choice Based Lettings system. Properties offered through our Choice Based Lettings scheme will be advertised on the Sheffield Property Shop website. For those that don't have internet access or find it difficult to use the internet we can provide the information in other forms, or offer support. In exceptional cases, a property may be excluded from the Choice Based Lettings scheme. This could be where it is withdrawn after being advertised for use as emergency re-housing.

Properties that are more suitable for people with disabilities will be advertised to make that clear and we will make every effort to let those properties to people that need those specific adaptations.

Social landlords may advertise some or all of their properties through our Choice Based Lettings scheme and may use their own allocations policy to decide which applicant to offer the property to. They may decide that a property will be prioritised for their own existing tenants or for other specified criteria. This information will be included on the property advertisement.

Advertisements will include:

- A description of the property.
- Any group it will be prioritised for.

- Any special facilities or adaptations that we are aware of.
- Any properties advertised to people of a minimum age.
- Any properties subject to a Local Lettings Policy.
- Eligibility for the property.
- Landlord details
- Number of bedrooms.
- The rental amount.

Where there are no bids from eligible applicants a property could be:

- Given as a final offer in discharge of our homelessness duty.
- Used as a direct let.
- Re-advertised.
- Let on a first come first served basis.

In these instances the criteria may be revised or relaxed. If we know from experience that a property is a low demand type because a similar property has been advertised recently, we may relax the criteria or advertise on a first come first served basis with immediate effect.

5.2 Bidding for a property

To be offered an available property you will need to place your bid by the publicised deadline and meet the criteria specified on the advert. You will be able to make up to three bids during each advertising cycle. The cycle will be weekly but may be subject to change from time to time, which will be publicised. Some immediately available properties, such as first come first served properties, will be advertised more frequently.

Bids can be made:

- Through the website.
- By telephone
- In person at designated local offices
- By an advocate who can place a bid for you using any of these methods.
- By council staff, support agencies and others who may also offer guidance and support.

5.3 Assisted and auto-bidding

We will arrange for bids to be placed on your behalf in the following circumstances:

- You are in housing need and not bidding.
- You are in housing need and not bidding realistically.

- You are vulnerable and may need support with bidding.

Unrealistic bidding is where you bid for properties you have little or no chance of being offered. Wherever possible, staff will discuss the issue with you and give advice about what types of property would be realistic. Staff will also explain what the consequences of continuing to bid unrealistically are, or of failing to bid at all and if this continues, we will place bids on your behalf.

If you are a priority applicant, any successful bid that we place on your behalf is valid and will result in you being offered the tenancy of that accommodation. Any offer in these circumstances will be your only offer of suitable accommodation and, if refused, will result in the loss of your priority.

If we are bidding on your behalf and you are not subject to one offer of suitable accommodation you may request that we remove a staff bid before the close of the cycle with no consequences.

5.4 Bedroom eligibility

This section contains information on how many bedrooms you will be entitled to and what could affect your entitlement.

5.5 Guidance on bedroom entitlement

The size of property you will be eligible for depends upon the size and makeup of your household. We allow a bedroom for the following occupants:

- For each married or co-habiting couple or single parent.
- For each pair of children who are under 10 years of age.
- For each pair of children who are under 16 years of age and of the same sex.
- For any other child under 16 years of age.
- For any other person aged 16 or over.

We may relax the criteria taking into consideration individual needs, availability of housing stock and hard to let properties. This could be by way of first come first served or by allowing an extra room for a registered carer.

You can't bid for properties that are larger than you need. If you need three bedrooms or more, you may bid for properties that have one bedroom less than you need.

If you are pregnant, your unborn child can be included in the bedroom eligibility calculation three months prior to your expected date of delivery. We will need to be satisfied that you will be able to afford the additional rent of a larger property.

In exceptional circumstances (if you have a very large family that may have little or no prospect of finding a property that is large enough for your needs), we may permit bids for properties that are smaller than you need. Before this can happen you must obtain our

permission and any allocation must not make you statutorily overcrowded.

If you choose to accept an offer of accommodation that has fewer bedrooms than you need and then re-apply to join our Housing Register, you will not be awarded any priority for overcrowding, unless your circumstances have changed significantly since you accepted the tenancy of that existing property.

Please note that social landlords have their own criteria for occupancy.

5.6 Shared parental responsibility

If you have a shared residence order or staying access for children, you are not automatically entitled to bedrooms for your children. As long as a child has one home of an adequate size, we will not provide a second home for children.

In determining the size of accommodation required for a household, children from current or former relationships will only be counted as part of the household where we determine that you have the main responsibility for the children and where the children will have their main home. In determining this we will take into consideration the individual merits of each case taking into account.

- Receipt of child benefit.
- Court orders.
- Percentage of time spent caring for the children.
- The regularity and permanence of the arrangement.
- Which parent has adequate housing where your child/children can reside.
- Any exceptional circumstances which mean that it is especially necessary for a child to have a home with both parents for medical or special care needs.
- Affordability.

5.7 Children who are looked after or in foster care

This applies if your children are in foster care or looked after. When assessing bedroom entitlement we will only take into account children who are currently in foster care or being looked after by the Council if Social Services confirm that the children will be returned to you when you are re-housed in accommodation of a suitable size.

5.8 Applicants who are fostering or adopting

When assessing bedroom entitlement we will take into account the Social Services assessment of the requirements of approved foster carers and adopters. This will not however result in any priority being given for overcrowding.

5.9 Additional bedrooms for health and/or social care needs

You can apply for an extra bedroom due to your health and/or social care needs if they are significant. Your circumstances will be considered and evidence supporting the need for an extra room will be required. Some of the circumstances that could apply are:

- Where a substantial amount of specialist medical equipment has been installed in the property.
- Where you state that you need an extra room for a carer.
- Where you state that you need an extra room due to a disability or health need. In the circumstances mentioned we will need to be satisfied:
 - That you require this equipment and how much space it will occupy.
 - That there is a need for a live-in carer who is not cohabiting with another member of the household. To qualify for an additional bedroom for a carer, you must demonstrate that this care is provided by someone who would not otherwise live with you and that, if they are a relative or friend, they are in receipt of Carer's Allowance.
- Of the details concerning your disability or health need, how it affects you and why you would need an extra room because of that.

We will carry out an assessment of your needs and decide whether or not an extra room is required. Due to the high demand for housing, such requests are only likely to be agreed in exceptional circumstances.

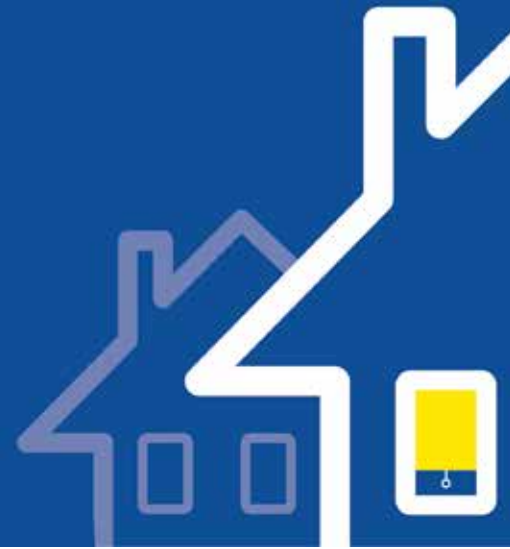
We will also need to be satisfied that you will be able to afford the additional rent of a larger property.

5.10 Minimum age

Some flats and bungalows will be designated for people of a minimum age, or with mobility needs. Where this applies to Council housing the minimum age will be 60. For properties advertised with a minimum age limit we will make every attempt to offer the property to someone above the minimum age.

If there is no demand from people who meet the minimum age limit we will consider re-designating the bungalow or block of flats. Age designation decisions will only be made after consultation with affected tenants and will be made in accordance with the Leaders Scheme of Delegation.

6. Offers of accommodation



6.1 How bids are ranked

Bands A-C

Bids for properties that are advertised with preference to applicants in priority bands A-C will be ranked in the following order:

1. Band A
2. Band B
3. Band C
4. Band D
5. Band E.

Applicants within each of these bands will be ranked according to their effective date, which means the person with the earliest date will be ranked first within each band. The registration date will be used to decide between any tied positions except where demolition rules apply. Please note that an applicant's effective date can be disregarded for reasons of unacceptable behaviour not serious enough to disqualify them.

Band D

Bids for properties that are advertised with preference to applicants in Band D will be ranked in the following order:

1. Band D
2. Band A
3. Band B
4. Band C
5. Band E.

Applicants within each of these bands will be ranked according to their effective date,

which means the person with the earliest date will be ranked first within each band. The registration date will be used to decide between any tied positions except where demolition rules apply. Please note that an applicant's effective date can be disregarded for reasons of unacceptable behaviour not serious enough to disqualify them.

Band E

Bids from applicants in Band E will be ranked in the following order:

- No local connection.
- Refusal of offer.
- Unacceptable behaviour.

Applicants within each of the three above groups will be ranked within that group according to their effective date. The registration date will be used to decide between any tied positions.

6.2 Offers

Following the close of the bidding cycle the property will usually be offered to the qualifying applicant who is ranked highest. They will be contacted by the relevant landlord to receive the offer of the property. The offer be subject to checks and viewing the property, either individually or collectively. The applicant must decide, within a reasonable period of time, as to whether or not to accept the offer. When an applicant refuses a property after viewing it, the applicant who is ranked next will be offered the tenancy.

6.3 Offer bypass reasons

In certain circumstances the applicant ranked highest will not be offered the property. The kind of circumstances where this might happen are:

- Where you have rent arrears.
- Where you have any unacceptable behaviour not serious enough to have excluded you totally from our Housing Register.
- Where an adapted property will be used to enable an applicant who needs those adaptations to receive the offer.
- If there are concerns about the risks you pose or which are posed to you in a specific location or property type.
- If the offer will not be appropriate from a housing management point of view. This could be because there has been previous unacceptable behaviour at that particular property and we want to ensure neighbours in the area are not subjected to any further disruption or if you may pose a risk or be at risk if the offer goes ahead.

- Where you have not kept your social rented property in a satisfactory condition. This list is not exhaustive. We will tell you if you have been bypassed and why.

6.4 Direct lets

In exceptional circumstances we may make you a direct offer of accommodation. These include where:

- A property is specially adapted, or can be adapted for you or a household member who requires adaptations.
- A delay in providing you with suitable accommodation is likely to prove costly.
- Critical re-housing in a specific location is required.
- A specific property would meet your very specific needs.
- An agreement has been made with a supported housing provider.

To ensure transparency we will report that the property has been used as a 'direct let'.

6.5 Offers subject to final checks

Before offering you a tenancy we will verify the information you supplied on your housing application. This will involve checking that you are in the appropriate band, have the correct effective date, are eligible for the size and type of property available and meet any other specified criteria. If you fail checks, you will not be offered the tenancy of the accommodation. If successful, you will receive a formal offer.

6.6 Accepting an offer of accommodation

We will explain the action you must take to accept the offer of accommodation, including signing the tenancy agreement and collecting the keys. Once you have signed a tenancy agreement you become the tenant of that property. If you sign the tenancy agreement and then reject the property this does not count as a refusal of an offer because at this stage you are the tenant.

Once you have signed the tenancy agreement your registration will be cancelled and you will not be entitled to reapply to re-join the Housing Register for a period of two years, unless there is a change in your circumstances which would lead to a priority award, or which would affect your bedroom eligibility.

6.7 Refusing an offer of accommodation

If you refuse an offer of a property, you could be moved to a lower band or your application may be cancelled. The following will also be considered as a refusal:

- If you fail to respond to an offer of a property made to you within the timescales specified and do not have a good reason for this failure.
- If you fail to attend a viewing of a property offered to you within the timescales specified and do not have a good reason for this failure.

If you are in Band A you will receive one suitable offer of accommodation. If this is refused you will be placed into Band B. If you are in Band B or Band C you will receive one suitable offer of accommodation. If this is refused you will be placed into Band D for 12 months. After this time, you can apply to be re-assessed. Any change of circumstances during that period will be considered afresh.

If you are offered a 'direct let' (based on an individual assessment of your needs) we will consider any reasons for refusing the offer and decide whether or not it was reasonable for you to refuse the offer. If we decide that it was reasonable for you to refuse, another property will be offered. If it was unreasonable for you to refuse the offer, we will not make any further 'direct let' offers and any priority will be reduced as explained previously.

If you are in the Band D and you refuse three reasonable offers of accommodation within a 12 month period, you may be placed in Band E for 12 months. Any change of circumstances during that period will be considered. After this period you can request to be returned to Band D with a revised effective date, unless there has been a change in circumstances that will place you into an alternative band with a revised effective date.

If you are in Band E and refuse three reasonable offers of accommodation within a 12 month period your application will be cancelled and you will not be able to re-apply for a period of 12 months unless there has been a significant change in your circumstances.

6.8 Withdrawing an offer of accommodation

These are the circumstances in which we may withdraw an offer of accommodation from you before the tenancy agreement is signed:

- Where you have made a false declaration.
- Where you have failed to provide us with up-to-date information.
- Where we determine that you are not eligible or do not qualify for the property.
- Where the property details available at the time the offer was made were incorrect and the size and/or type of the property is not suitable for your needs.

This list is not exhaustive.

6.9 Joint tenants

We will consider offering a joint tenancy to applicants who have joined the Housing Register together, or an applicant who originally made their own application but now wants a joint tenancy with another applicant. Social landlords may apply their own criteria for deciding whether to grant joint tenancies. If you do have your own application but now want a joint tenancy with someone else

your original application will be cancelled. Should a joint tenancy be refused we will inform you in writing of the reasons for refusal.

7. Other housing arrangements



7.1 Swap your home (Mutual Exchange)

If you are a secure council or social landlord tenant you may be able to exchange properties with another secure or assured tenant as long as the landlord(s) agree in writing. Mutual Exchanges can be arranged locally, regionally or nationally.

An exchange will normally be allowed, but may be refused if any of the following reasons, which are set out in legislation, apply to the tenant or proposed assignee:

- The tenancy is subject to a court order for possession.
- The tenancy is subject to a notice seeking possession or possession proceedings are pending.
- The tenant or a household member is subject to any court order or any proceedings are pending in respect of antisocial behaviour.
- The property is substantially larger than you and your family need.
- The property is too small for you and your family and would result in overcrowding or would break the normal letting criteria in relation to the size of the property and the number of occupants.
- The property has been let as a service tenancy.
- The property has been adapted for a person with a physical disability and is very different from other properties and if the exchange were to go ahead, a disabled person would no longer live in the property.
- The property is one of a group let to people with special needs near to Social Services or a special facility and if the exchange was to go ahead someone needing those services or facilities would no longer be living in the property. This includes sheltered or supported housing schemes and properties normally offered to people with mobility needs.
- The property is the subject of a management agreement with a housing association and at least half the tenants of the properties within the agreement are members and the tenant is not willing to become a member.

If the exchange is refused we will tell you the reason in writing within 42 days of your application. We may grant conditional consent to the exchange if you are breaking the tenancy conditions but are willing to put the matter right, for example by repaying any rent arrears. The property must be in a satisfactory condition before the exchange will be allowed.

If you are a tenant on our Housing Register who has moved by an exchange you can remain on our Housing Register.

7.2 Homes for sale and shared ownership schemes

The Council sometimes has nomination rights to properties that are for sale. These schemes have their own allocation criteria, although ground floor flats and bungalows are usually set aside for people over 60 or with mobility needs. Nominations to these schemes are made through the Allocations Policy.

If you owe any money to us you may not be nominated to a scheme. Your Housing Register application will be cancelled if you purchase a property as a result of a nomination under these schemes.

7.3 Succession

- a) This section provides a summary of the relevant parts of the law and the rights set out in 'Your Rights as a Secure Tenant'. As long as the tenant has not succeeded to the tenancy themselves, on their death the tenancy will pass to the person eligible to succeed. A person is eligible to succeed if they lived in the home as their principal home at the time of the tenant's death. The person must be:
 - The tenant's spouse or civil partner; or if there is no spouse or civil partner -
 - A member of the tenant's family who has lived with the tenant throughout the period of 12 months preceding the tenant's death.
- b) The tenant's husband, wife or civil partner will be chosen over any other member of the tenant's family. If there is no agreement on which member of the family should succeed, we will choose the person who has lived with the tenant as husband, wife or civil partner throughout the 12 months before the tenant's death. If no one meeting that criteria exists, another member of the tenant's family, who has lived with the tenant throughout the 12 months before the tenant's death will be chosen. The member of the family who has lived in the home the longest will succeed to the tenancy. Joint tenancies will not be granted on succession.
- c) Relatives who may succeed to the property are the tenant's husband, wife or civil partner, a partner who has lived with the tenant as husband or wife, parent, grandparents, child, grandchild, brother, sister, uncle, aunt, nephew or niece. A marriage relationship is to be treated as one by blood and one of half-blood is to be

treated as one of full blood. A stepchild will be treated as a child and an illegitimate child will be treated as the legitimate child of the mother and the man accepted as being the father.

- d) If the tenant succeeds to a property built or adapted for a person with special needs and they do not need that property, they can be given priority for a move. Or if the property is too large for them then they can be given priority to down-size to a smaller property. The law entitles us to apply for possession of the property if the property is too large or specially adapted and no one needing those adaptations lives there any longer.
- e) By law there can only be one succession. If the deceased tenant succeeded to the tenancy following the death of a previous tenant, or through assignment, there can be no further succession.
- f) There can be no further succession following a surviving joint tenant becoming the sole tenant by survivorship.

7.4 New secure tenancy when no-one is eligible to succeed

Where no one qualifies to succeed we may grant a new tenancy to a person who lived with the tenant, but there is no automatic right to remain in the property and these provisions cannot override the legal rights summarised at 7.3. We will make the decision about whether to grant a new tenancy taking into account all the relevant circumstances. These will include things like the Allocations Policy criteria, the behaviour of the person and that of any household members, the length of time they have lived at the property and the demand from other applicants on the Housing Register for the type of property.

Where we decide not to offer a new tenancy at the property, the person will be given information about the housing options available to them. Their application will be dealt with in line with the Allocations Policy. If they do not leave the property we may take legal action to recover possession of the property.

7.5 New secure tenancy on the death of a successor

In certain circumstances a new secure tenancy can be granted on the death of a successor. We will make the decision about whether to grant a new tenancy taking into account all the relevant circumstances. These will include things like the Allocations Policy criteria, the behaviour of the person and that of any household members, the length of time they have lived at the property and the demand from other applicants on the Housing Register for the type of property.

Where we decide not to offer a new tenancy at the property, they will be given information about the housing options available to them. Their application will be dealt with in line with

the Allocations Policy. If they do not leave the property we may take legal action to recover possession of the property.

The following people may be granted a new secure tenancy of that property:

- A partner or family member as explained at 7.3b who lived in that property with the tenant for the last two years of the tenant's life; or
- A person who had been looking after the tenant and lived with them in that property for the last year of the tenant's life.
- A person who has accepted responsibility for the tenant's dependants.
- A person who lived with the tenant for the last ten years of the tenant's life. This does not apply if the person has been paying money to the tenant as rent.

7.6 Circumstances where a new tenancy will not be granted

A new secure tenancy will not be granted if the property is set aside for people over 60, or people with mobility needs, unless the person asking for the tenancy would meet these allocations criteria.

Where a new secure tenancy would otherwise be granted, the applicant may be given priority as if they are giving up a re-designated property or a high demand disabled person's property. If they refuse re-housing, a final offer will be made before legal action is taken to repossess the property.

7.7 Assignment

Assignment is the process by which a secure tenancy can be passed on to another person whilst the tenant is still alive. The tenancy is given by one person to another. Under Sheffield City Council's tenancy conditions a tenant must not sub-let all of the property or part with possession of all of the property.

If a tenant is leaving their tenancy permanently and they have not succeeded to that tenancy they may apply to assign it to a member of their family as set out at section 7.3c. That person must have lived with them for the past 12 months. An appropriately authorised senior officer in the Council must give agreement in writing before someone can assign their tenancy.

Consent will only be given for the following reasons:

- A tenant wishes to transfer for health or disability reasons and the new home is not large enough.
- A tenant is moving to somewhere they will be cared for, such as a residential home.
- A tenant is going to live with a new partner and neither the tenant's home nor their partner's is large enough for the potential assignee to live with them.

- A tenant is moving to a different part of the country and the potential assignee has strong links with Sheffield, for example they work or study here.

We may refuse permission to assign in certain circumstances. For example, you will not be allowed to assign to the tenancy if it means the property would be under occupied, or if it has adaptations you don't need, or if the tenant or you have any housing related debts or any antisocial behaviour, or if the property is set aside for people of a specific age.

Where permission to assign would otherwise be granted, an assignee may, for example, be given priority to move for under occupation, or for not needing the adaptations in the property.

We recommend that tenants seek independent legal advice before assigning their tenancy to another person.

Assignment can also be made by mutual exchange or in pursuance of a court order in certain family proceedings (in this case you do not need our consent).

7.8 Allocations to Extra Care, Older Persons Independent Living with Care and Supported Accommodation

7.9 Introduction

This section applies to allocations and nominations in relation to properties identified as supported accommodation. If the Council is the landlord of this accommodation, then these criteria will be used for allocations and in relation to properties owned by other housing providers these criteria are used to nominate a person for a property (and for the purpose of this section only "nomination" shall include an "allocation" of the Council supported accommodation properties).

Supported accommodation schemes are provided by a number of housing providers. Adults in these schemes have care or support needs for reasons such as age, learning disability, physical disability, sensory impairment, or mental health. They receive an appropriate level of care and support to enable them to live independently. Some accommodation is self-contained, and some is for small groups of people who are sharing. This offers a choice where, how and with whom the service user may live.

Not all supported accommodation schemes are suitable for everyone. We will not nominate you to a scheme if we consider you are unsuitable for the scheme. The factors to which we will have regard are care, support and housing needs, age, preferences of potential sharers in shared accommodation, Safeguarding Adults issues, the type of accommodation available and any agreement we have made with the housing provider.

We will make nominations to a scheme. The decision to approve a grant of a tenancy will also be required by the landlord housing provider. Specialist supported accommodation provision within the City is identified on our approved supported accommodation list.

These provisions also apply to properties designated as Extra Care and Older Persons Independent Living with Care schemes for elderly tenants in the City.

7.10 Aims of the allocations criteria

The aim of these allocations criteria is to ensure that properties in the supported accommodation schemes are let fairly to people in eligible need, and if you are in eligible need, to give you as much choice and control as possible about where you live.

In shared and cluster accommodation this includes ensuring the compatibility of tenants as far as possible, including taking the age, needs and wishes of existing residents into consideration, so that the letting is sustainable. Safeguarding Adults issues will also be considered as part of the process. You must normally have a “care and/or support need” to qualify for supported accommodation. And “housing need” will also be taken into account.

Nominations to a supported accommodation scheme will usually be made on the basis of the level of care/support need and housing need. But in order to ensure the right balance of residents some nominations may be made only on the basis of housing need. The overall balance of residents needs within a scheme is referred to below as the “Scheme Profile”. The Scheme Profile is monitored and nominations to these schemes are managed to ensure the sustainability of the scheme.

Your care needs will be assessed in accordance with guidance on adult social care eligibility criteria as amended from time to time and may include consideration of whether a nomination may end or prevent a residential or nursing placement.

7.11 Variations to the Allocations Policy

Vacancies will not usually be offered through CBL where the nomination is to be based on the applicant’s assessed need for care and support.

Vacancies will usually be offered through CBL if the nomination is to be made on the basis of housing need only.

Nominations will be made taking into account the following factors in order of priority:

- a) The Scheme Profile of the particular scheme established by the housing provider as agreed with us.
- b) The allocations criteria and priorities set out in this Policy.

7.12 Allocations to Park Hill

The Park Hill estate is undergoing a regeneration programme that will last for a number of years. All existing tenants will have to move from their current properties, using a demolition priority. Once the regeneration is complete there will be at least 200 properties for rent.

7.13 First lets

100% of first lets will be ring fenced for nominations if you are an existing or former tenant displaced by the clearance of Park Hill (including if you were a tenant granted early priority to move because of the closure of Park Hill School).

You will be eligible to move if you are:

- A tenant who has not yet moved from Park Hill, you will be eligible to move into a refurbished flat using your existing demolition priority;
- A tenant who has already moved away as a result of the redevelopment and wish to move back to one of the refurbished flats, you will be awarded a priority to return.

Park Hill allocations will be designated within a demolition band until all ex-residents who wish to exercise their right to return have been exhausted. This will be stated in the advert. If the property is advertised and no-one meets these criteria, the nomination will be made in accordance with normal nomination procedures.

Great Places will make allocations to council nominees according to the following principles in order of priority:

1. Demolition Priority date;
2. Eligibility criteria in relation to household size;
3. Start date of the tenant's first consecutive tenancy on Park Hill;
4. All other conditions set out in the Allocations Policy.

7.14 Re-lets for the next two years in a phase

Any re-lets within a phase for two years from the first let of a dwelling in that phase will be ring fenced for nominations from us to existing or former tenants displaced by the clearance of Park Hill (including if you are a tenant who was granted early priority to move because of the closure of Park Hill School). If no former or existing tenants of Park Hill bid for a dwelling during the two year period it will be let in accordance with the Allocations Policy.

7.15 Subsequent lettings

After the two year period has expired, 50% of the dwellings which become available for letting will be let to council nominees in accordance with our Allocations Policy. The remaining 50% will be let in accordance with the Park Hill Local Allocations Policy of Great Places.

Appendix 1



Social landlords

Acis Housing Association

Acis Group Acis House Bridge Street
Gainsborough Lincolnshire DN21 1GG
Tel: 0800 027 2057
Email: info@acisgroup.co.uk www.acisgroup.co.uk

Affinity Sutton

Holme House Manor Lane Holmes Chapel
CW4 8AF
Tel: 0300 100 0303
www.affinitysutton.com

Anchor Housing Trust

Milestone Place 100 Bolton Road Bradford
BD1 4HD
Tel: 0845 140 2020
www.anchor.org.uk

Arches Housing Ltd

122 Burngreave Road Sheffield
S3 9DE
Tel: 0114 228 8100
www.archeshousing.org.uk

Chevin Housing Association

2 Carbrook Street Sheffield, S9 2JE
(visits by appointment only) Tel: 0845 270
1088
www.chevinha.co.uk/

Equity Housing

Armitt House Monmouth Road Cheadle
Hulme Cheadle Cheshire
SK8 7EF
Tel: 0800 733 233
www.equityhousing.co.uk

Great Places Housing Group

The Quadrant
99 Parkway Avenue Sheffield
S9 4WG
Tel: 0300 123 1966
www.greatplaces.org.uk

Guinness Northern Counties

20 Westfield Terrace Sheffield
S1 4GH
Tel: 0845 605 9000
www.guinnesspartnership.com/

Home Group

2nd Floor
20 Westfield Terrace Sheffield
S1 4GH (postal only)
Tel: 0345 141 4663 or 0114 275 5637
www.homegroup.org.uk

Housing 21

Head Office The Triangle Baring Road
Beaconsfield HP9 2NA
Tel: 0370 192 4000
www.housing21.co.uk

Johnnie Johnson Housing Trust

Astra House Spinners Lane, Poynton
Cheshire SK12 1GA Tel: 0845 604 1095
www.jjhousing.co.uk

Padley Housing Association

Narrow Estates Ltd 5 Paradise Square
Sheffield
S1 2DE
Tel: 0114 272 0218

Pennine Housing

2 Carbrook Street Sheffield
S9 2JE
Tel: 0300 555 5558
<http://www.togetherhousing.co.uk>

Places for People 8th Floor, Saville House

Saville Street
Sheffield
S4 7UD
Tel: 0114 252 5900
www.placesforpeople.co.uk

Sanctuary Housing Association

36a Beck Road Shiregreen Sheffield
S5 0GB
Tel: 0800 131 3348
<http://www.sanctuary-group.co.uk>

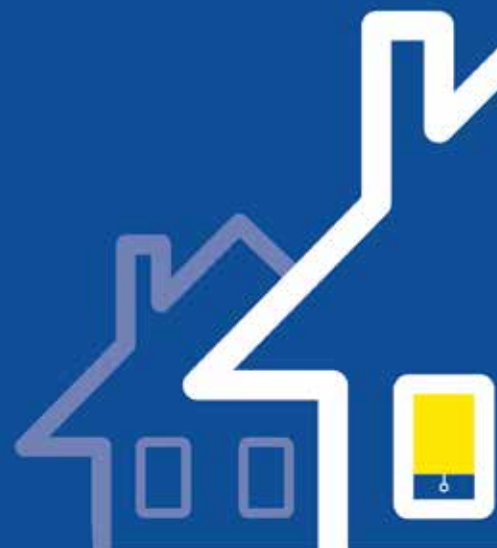
South Yorkshire Housing Association

43-47 Wellington Street Sheffield
S1 4HF
Tel: 0114 290 0200
<http://www.syha.co.uk/>

Yorkshire Housing

Sovereign Court 300 Barrow Road Sheffield
S9 1JQ
Tel: 0345 366 4404
<http://www.yorkshirehousing.co.uk>

Appendix 2



Local Council Housing Offices

Burngreave

Sorby House
42 Spital Hill
S4 7LG
Tel: 0114 293 0000
Open Mon to Fri 9.00 am – 4.00 pm
Mon, Tues, Thurs
Open Wed 9.00 - 1.00 pm

First Point at Howden House

Howden House 1 Union St
S1 2SH
Tel: 0114 205 3333
Open Mon to Thurs 8.45 am - 5.15 pm
Open Friday 8.45 pm - 4.45 pm

Darnall

Station Rd S9 4JT
Tel: 0114 293 0000
Open Mon to Thurs 9.00 am – 4.00 pm
Open 9.00 am – 1.00 pm Thurs

Enquiry Point at Firth Park

443 Firth Park Road Sheffield
S5 6QQ
Mon 10.00am - 5.15pm
Tues 9.30am - 5.15pm
Wed 9.30am - 5.15pm
Thurs Closed
Fri 9.30am - 5.00pm

First Point at Chapeltown

Chambers Court 1b Station Road
Chapeltown S35 2XE
Tel: 0114 293 0000
Open Mon to Fri 9.00 am – 5.00 pm

First Point at Crystal Peaks

1-3 Peaks Square S20 7PH
Tel: 0114 205 3333
Open Mon to Fri 8.00 am - 5.30 pm

First Point at Hillsborough

Unit 7
Hillsborough Barracks Shopping Mall
Langsett Road
S6 2LR
Tel: 0114 293 0000
Open Mon to Fri 9.00 am – 5.00 pm

First Point at Manor Library

Ridgeway Road Sheffield
S12 2SS
Tel: 0114 205 3333
Open 9.40 am - 4.00 pm, Mon,
Tues, Wed, Fri)
Open 9.30 - 4.00 pm Monday

Jordanthorpe

17 Jordanthorpe Centre S8 8DX
Tel: 0114 205 3333
Open Mon, Tues, Thurs,
Fri 9.00 am – 4.00 pm)
Open Wed 9.00 am – 1.00 pm

Low Edges

88 Gervase Road, S8 7PS
Tel: 0114 205 3333
Open Mon, Tues, Thurs, Fri 9.00 am – 4.00
pm
Open Wed 9.00 am – 1.00 pm

Newfield Green

607 Gleadless Road S2 2BT
Tel: 0114 205 3333
Open Mon, Tues, Thurs,
Fri 9.00 am – 4.00 pm
Open Wed 9.00 am – 1.00 pm

Sheffield Property Shop

Howden House
1 Union St
S1 2SH
Tel: 0114 293 0000 - North, East and
North West Sheffield
Tel: 0114 205 3333 - Central,
South East and South West Sheffield
(Phone lines are open
Mon-Fri 8.00am- 5.30pm.)

Reception is open 9am-5pm Monday,
Tuesday, Thursday,
Friday and 1pm – 5pm on Wednesday

Stocksbridge

The Arc Manchester Road,
Stocksbridge
S36 2DU
Tel: 0114 293 0000
Open Mon to Fri 9.00 am – 4.00 pm

Wordsworth Avenue

320 Wordsworth Avenue S5 8NL
Tel: 0114 293 0000
Open Mon, Tues, Thurs,
Fri 9.00am – 4.00 pm
Open Wed 9.00 am – 1.00 pm

This document can be supplied in alternative formats,
please contact 0114 205 7333

Sheffield City Council • Housing Services
www.sheffield.gov.uk