



Housing Allocation Policy

A Housing Options Approach
for

Rotherham

Revised September 2015

Revised May 2017

Revised March 2019

Revised March 2021

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1. General Guidance

1.1 Introduction The Council has re-evaluated and re-drafted its Allocation Policy, practices and procedures to take account of the requirements of the Housing Act 1996 Part VI and VII, the Homeless Act 2002, Homeless Reduction Act 2018 the Localism Act 2011 and the Ministry of Housing, Communities & Local Government's Homelessness and Allocation Code of Guidance for Local Authorities. The content of this document reflects an entirely new approach to the letting of accommodation based on need and choice. In reviewing the Allocation Policy, the local housing authority have had regard to:

- Homelessness Prevention and Rough Sleeper Strategy 2019-2022
- Rotherham's Tenancy Policy

The Council's Allocation Policy focuses on helping people in greatest housing need to gain access to suitable and appropriate accommodation. The Allocation Policy aims to make best use of the Council's available housing stock, and will compliment other services we provide that advise applicants about other housing options available to them provided by the Council and other Landlords as well as Owner Occupation.

The term "Allocation of accommodation" is when the Local Authority selects a person to be either:

- a secure or introductory tenant of accommodation held by the authority
- nominates a person to be a secure or introductory tenant of accommodation held by another housing authority
- nominates a person to be an assured tenant of accommodation held by a Private Registered Provider (or Registered Social Landlord in Wales) (s.159(2))

By using a range of landlords within "Key Choices" Scheme we aim to: -

- Change the culture from one of "gate keeping" to one of customers exercising choice and empowerment.
- Ensure we let properties fairly.
- Lettings are appropriate and sustainable.
- Stimulate new markets and interest in social housing to improve our image and market perceptions.
- Contribute to sustainability, neighbourhood renewal by creating mixed and balanced communities.

Full details, of each landlord participating in "Key Choices" can be found at the end of this policy document.

1.2 Allocation Policy Overview

Policy Overview - Rotherham will allocate housing accommodation in accordance with our Allocation Policy. The Housing Act, 1996 Part VI, Homelessness Act 2002 and Homeless Reduction Act 2018 require that each Housing Authority shall have a policy for the letting of housing. The Act specifies groups of people who must be given reasonable preference in the scheme. Subject to these provisions the Council can decide the principles on which the scheme is to be framed.

Rotherham's Allocation Policy meets the requirements of the Housing Act 1996, the Homeless Act 2002, Localism Act 2011 and Homeless Reduction Act 2018 and is based on choice, need and date of application and ensures that the needs of local people are met that cannot be provided by the market or afforded by households. In conjunction with the Housing Acts the Policy will aim to ensure that access into housing is based on:

- sufficient advice, assistance, and information to make informed choices about housing options available
- fair and equal access to available accommodation
- a choice of accommodation or the opportunity to express preference about the housing accommodation to be allocated

The Housing Act, 1996, the Homeless Act 2002, Localism Act and Homeless Reduction Act 2018 require that reasonable preference is given to:

- people who are homeless (within the meaning of Housing Act 1996 Part VII).
- people who are owed a duty by any local housing authority under section 190(2), 193(2) or 195(2) (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any such authority under section 192(3).
- people occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- people who need to move on medical or welfare grounds (including any grounds relating to a disability); and
- people who need to move to a locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or to others).

In addition, Rotherham's Allocation Policy will also give preference to:

- Customers unable to return home from hospital, as their current property does not meet their medical needs and temporary accommodation would be inappropriate or they require immediate rehousing preventing an admission to hospital or institution.

- Ex Service Personnel and their families who are leaving the Armed Forces and Former Members of the Reserve Forces (or who have left in the past 5 years) and have no accommodation to return to
- Customers leaving temporary or supported accommodation schemes
- Households that are subject to adult or child safeguarding issues
- Households who need to move to an area in the district to avoid hardship to themselves or others. This includes those who give or receive care or need to access specialist treatment. In these circumstances an established medical need must be demonstrated such as mental illness or disorder, physical or learning disability, or progressive medical condition.
- RSL and Council Tenants that wish to move to a smaller property that they are under occupying

Rotherham's Allocation Policy is also framed to consider qualifying criteria including:

- the financial resources available to a person to meet their housing costs.
- behaviour of a person (or of a member of his household) which affects the suitability to be a tenant.
- local connection which exists between a person and the authority's district.

1. 3 Delivering a Quality Service

Throughout the allocation process all customers will receive quality information about the service available to assist them in making informed choices about their future home.

We will ensure all our customers have access to quality housing that meets their housing need.

The Council's current services standards for letting homes are:

- All details of the customer's application will be treated with due care and will be completely confidential. Information will only be shared with other landlords where the applicant gives a signed declaration giving permission for this to take place
- We will give advice and assistance of the highest quality concerning all housing options available to the applicant.
- Customers will be told if they have been successful in the bidding process and be contacted to arrange a convenient appointment time to verify their application details.

1.4 Equalities and Diversity in Action

Rotherham MBC has a responsibility to serve the needs and promote the interests of all who live or work in the Borough, or who use its services. The Council's Corporate

Equalities Strategy works towards developing services, facilities and working practices, which are equally accessible to and appropriate for all its customers, irrespective of their gender, age, race, sexuality, disability, or income.

Rotherham MBC is committed to the principles set out in the Equalities Act 2010 and the Equalities Standard for local government. A key element of the Equalities Standard involves carrying out an Equalities Impact Assessment on all existing and new policies to ensure they do not have an adverse impact on or have any that can be justified on a particular group. An Equalities Impact Assessment was carried out in October 2013 to the Allocation Policy and reviewed following implementation. A reviewed Equalities Impact Assessment was carried out in January 2019 to assess the proposed changes which were agreed and implemented on 1 March 2019. A further review has been completed in January 2021 to ensure the changes implemented in April 2021 do not have an adverse impact on a particular group.

The Allocation Policy is intended to improve community cohesion and will increase opportunities for applicants to move between neighbourhoods and communities. This will be done through the provision of information on the adverts regarding the local area, such as nearest schools, doctor's surgeries, and leisure facilities. The Key Choices website also links to "up my street" where customers can search for a wide range of facilities including mosques, churches etc.

We will provide information in languages other than English, in Braille, Large Print and Audiotape. All reception areas will be fitted with a hearing loop.

1.5 Support for Vulnerable People – Vulnerability can be a result of being in urgent housing need or a result of health or social welfare issues. Individuals who are vulnerable will be supported by officers and agencies that will be sensitive to their needs. Types of support which will be offered are:

- Enable Auto bid facility on our online choice based letting system. We will discuss with the applicant their requirements and suitable localities for the system to bid on properties to meet their needs
- Utilise picture symbols as an alternative to written text on property adverts.
- Provide a free email address, which can be used in all Libraries.
- Undertake home visits to explain the Allocation Policy.
- Officers taking time to explain property and local area information.
- Enabling a proxy to be nominated to request properties on behalf of the applicant.
- Viewing a property with an advocate or carer.
- Viewing a property via video footage, of internal and external shots of the rooms, décor, and surrounding area.
- Ensuring information meets the requirements of other language users, people with a disability and people with sight or hearing impairment.

Rotherham MBC's Supporting People Team have also helped to develop a range of floating support schemes, which are aimed to help vulnerable people in developing life skills and supporting customers within their home. There are a number of different

agencies that are part of the Supporting People Programme with support packages designed to meet individual need.

1.6 Monitoring the Scheme

The Council will seek to ensure that its Allocation Policy is being operated fairly in respect of all sections of the community in Rotherham.

Monitoring systems will be developed to enable performance to be reviewed against the stated objectives and any necessary changes to be made. Housing Register applicants will be asked to voluntarily provide details of their ethnic origin so that we can gather evidence to test whether the Allocation Policy is being administered fairly.

All elements of the Allocation Policy will be closely monitored through Key Performance Indicators. This is to ensure that:

- We are meeting housing need in the Borough
- Housing trends are being monitored
- Equality is achieved, and diversity supported
- Information is collated annually for Communities and Local Government for the Local Authority Housing Statistics and the P1Es quarterly detailing households who considered themselves to be at risk of homelessness
- We are offering a customer focussed letting scheme
- There is a reduction in refusal rates
- Void turn round times are not increasing
- There is sustainability within the estates
- Vulnerable people are not excluded

1.7 Right to Request a Review - The Allocation Scheme will also ensure that applicants have the right to request the authority to inform them of any decision about the facts of their case which is likely to be, or has been, taken into account in considering whether to allocate housing accommodation, and has the right to request a review of a decision and to be informed of the decision on the review and the grounds for it.

The applicant has a right to request a review if an applicant(s) disagrees with the Authority's decision relating to applications to join the Housing Register and subsequent offers of properties including:

- if an applicant believes that they are in the wrong band, or that their band has been changed unfairly
- cancellation following a Housing Register Review
- date of application

- an offer has been withdrawn because the authority believes that the applicant has provided false information or has taken action which has made their circumstances worse
- where applicants have been suspended or excluded unfairly in the 'customers view'
- offers of property made; if an applicant believes that a property has not been allocated according to the allocation policy. For instance, if they expressed an interest for a home, and were in the same priority band and had longer waiting time than the successful applicant.

The Right to Review will be considered by Housing Assessment Panel and the applicant(s) must be informed of any decision concerning their application in writing and giving the reasons for the action taken. Applicants or their representatives should in all cases be encouraged to make oral as well as written representations.

If the applicant(s) wish to exercise their right of review they must do so by providing reasons as to why s/he disagrees with the decision in writing to the Authority.

The appeal must be submitted within 28 days of the applicant receiving the decision letter concerning their application.

1.8 Housing Options

In order to ensure households who may no longer qualify for social housing in Rotherham, either because they have not lived in the area long enough, or because they cannot demonstrate that they qualify for other reasons, we operate a housing options approach alongside the housing register. This will include help to access alternative housing in the private sector.

The Allocation Policy aims to work closely with applicants in providing information on all housing options with a focus on meeting the individual needs of applicants.

We will promote a wide range of housing options and will work closely with applicants. Advice will be based on comparing the applicant's housing need, preference, aspirations, and financial resources with the range of housing options available to the applicant.

The aim will be to:

- provide information on all housing options with a focus on meeting the needs and aspirations of individual applicants
- improve the quality of information, advice and support available to help applicants in housing need find suitable and affordable housing
- agree with the applicant on realistic achievability of their preferred housing option

- provide a framework, timetable and plan for applicants wishing to live independently, giving access to supported housing, or moving from supported accommodation to more independent living
- agree a number of action points for the applicant to follow to take more control of their housing situation
- any necessary referrals can be made to appropriate support agencies

The housing options that will be explored are:

HOUSING ASSOCIATIONS (RSL) - As well as Council housing, there are other social landlords with rented properties in Rotherham. RSL's are "not for profit" organisations that have different types of property to rent, which includes homes for young people, families, and older people.

Most of the RSL's are working together with the "Key Choices" scheme to provide a wider selection of properties for rent. Individual property adverts will identify who the landlord is, and you need only apply to the Council. This means that only one waiting list application form has to be completed and will be considered by the Council and all the Housing Associations who are part of this scheme. Applicants can make a request for an advertised housing association property.

Before making an offer of a tenancy, the housing association will check whether the applicant meets its own rehousing rules.

There is a list of all housing associations which have homes in the Rotherham area available at Key Choices and Customer Services Centres.

PRIVATE RENTED – RENT GUARANTEE SCHEME – Rotherham Credit Union offers a savings and loan service for customers with low incomes to enable them to borrow the rent in advance and repay at an agreed affordable repayment rate.

HOMESWAPPER AND MUTUAL EXCHANGE - provides an online mutual exchange database, with an online self-service function that enables customers who are already tenants the facility to transfer both locally and nationwide. Homewrapper can be found at www.homeswapper.co.uk

Both secure council and housing association tenants in England, Wales, Northern Ireland and Scotland, who occupy permanent accommodation, have a legal right to exchange their tenancies under Section 92 of the Housing Act 1985.

Before a mutual exchange can take place both exchange partners must get their own landlord's permission. The landlord has 42 days to notify the tenant in writing if they agree to the exchange taking place. An exchange can only be refused on one of the following specified schedule grounds, which are set out in Schedule 3 of the Housing act 1985.

SHARED OWNERSHIP – Is a form of home ownership designed for people who choose to buy a home but cannot afford to make the full mortgage payments. It is designed to give applicants the chance to own their own home in stages. Shared

ownership is where the applicant can buy a share of a property, paying a mortgage on that share and rent on the remaining share. The initial share is normally between 25% and 75%. The applicant must be made aware that in addition to making rent and mortgage payments; the applicant is responsible for most of the normal costs of home ownership.

HELP TO BUY MORTGAGE SCHEME – a Government backed mortgage scheme which helps borrowers to buy a home with just a 5 % deposit.

THE “RIGHT TO BUY” – Council tenants have the “Right to Buy” and RSL tenants have the Right to Acquire, which means that they may be able to buy their home at a discount. There are rules about who can do this. The Council’s or the RSL will be able to advise which people qualify to purchase their home under the Right to Buy or Right to Acquire regulations.

HOUSING FOR OLDER PEOPLE OR HOUSEHOLDS WITH AN ASSESSED NEED FOR GROUND FLOOR ACCOMMODATION.

The properties are individual self-contained bungalows or flats that have 1 or 2 bedrooms. They have varying levels of adaptations some have level access showers and are ramped for wheelchairs users.

Generally, bungalows are available for people over the age of 50 with an illness or physical disability that would benefit generally from ground floor and level access accommodation. The Council's Rothercare service is available for people living in a bungalow; this is our community alarm service that provides a 24-hour response, 365 days per year. It is an alarm service provided by Rotherham MBC to help people live safely in their own homes. This service is for anyone living in Rotherham either in private, rented or owner-occupied accommodation. It is available to anyone regardless of their age or personal circumstances who feels they may be vulnerable. There is a separate mandatory charge for these services, whilst there is the option to opt out of the Rothercare Service the tenant will be liable to pay the mandatory charge. To access the Rother Care Service the tenant must have a telephone landline installed.

The eligibility criteria for new build bungalows is amended so that preference is given to those over the age of 60 with an assessed need for ground floor, those over the age of 60 with no current medical need will be considered next. In respect of couples only one party needs to be over the age of 60. The tenancy will be held in joint names if their partner is over the age of 50 or has an assessed need for ground floor.

The properties remain exempt for the Right to Buy. New tenants of these properties with Rothercare also require the installation of a telephone land line. (Cabinet Member Minute 45 of 6th September 2010.) This amendment reflected the change to GSM dialler policy approved by the Cabinet Member for Health and Social Care on 12th July 2010, Minute No. H12 refers

EXTRA CARE HOUSING – Offers a new way of helping individuals over the age of 55 to live independently and gives the security and privacy of a home with a range of facilities on the premises. A medical assessment of need is required in order to

access Extra Care Housing. The letting of Extra Care properties is carried out by Together Housing Association in accordance with their Allocation criteria.

REMAINING IN YOUR OWN HOME – Sometimes the best course of action is for customers to stay living where they are, rather than look for a new home. The Neighbourhood Area Housing Officer can provide advice or signpost to another agency depending on the reason for moving, but there are a number of services which may be able to help with:

- Facing eviction or in arrears
- Experiencing Domestic Abuse
- Requiring aids and adaptations
- The private rented home needs repairs
- Family breakdown - Family Mediation Services
- Help for Homeowners with Grants

2. The Housing Register - Who will qualify to go on the Housing Register?

2. 1 People subject to immigration control do not qualify for public sector housing. The right of persons from abroad to social housing is decided by the Government and the rules may change from time to time.

To qualify for housing assistance, an applicant must be eligible for housing allocation.

The Housing Act 1996 defines the groups of people who are not eligible for assistance. These are:

- 'persons subject to immigration control' – These people are defined by the Asylum and Immigration Act 1996, unless they fall within one of the classes of exceptions listed in the Homelessness Regulations
- anyone who is excluded from entitlement to housing benefit by s.115 of the Immigration and Asylum Act 1999
- other 'persons from abroad' where the Secretary of State has made regulations that they are not eligible for assistance

These rules imply that if someone is subject to immigration control then they are not eligible for housing allocation, unless they meet the criteria for one of the specified classes of persons who are re-included back into eligibility by regulations made under the Housing Act 1996. (See Housing Allocation Procedure guide for more details.)

The Secretary of State may issue regulations at any time under the Housing Act 1996. Local Authorities are notified of any such changes by way of statutory instruments, approved by Parliament. Eligibility criteria changed by primary or secondary legislation will form part of this scheme from the date any such changes come into force without the need to refer any changes to Cabinet

As such any policy change will comply the Government's Allocation Policy guidance. "Allocation of accommodation: guidance for local housing authorities in England (publishing.service.gov.uk)"

As the United Kingdom has left the European Union, new regulations regarding the allocation of housing and homelessness assistance under the Housing Act 1996 (as amended) have come into force. The Government's policy intent is that those granted pre-settled status under the European Union settlement Scheme will be subject to existing eligibility rules following the end of the transition period on 31 December 2020. Updated criteria is reflected below

EEA nationals, and their family members, including those with a derivative right to reside, will need to apply to the Home Office under the EU Settlement Scheme to secure their long-term immigration status in the UK. Those with less than 5 years' residence in the UK will be granted limited leave to enter or remain (also referred to as "pre-settled status"), those with 5 or more years' residence will be granted indefinite leave to enter or remain (also referred to as "settled status").

Having acquired leave under the EU Settlement Scheme, an EEA national, or a person with a derivative right to reside such as a Zambrano carer, will have both a right to reside in accordance with domestic immigration rules (under the EU Settlement Scheme) and a right to reside in accordance with their existing rights under EU law (as expressed in the EEA Regulations 2016).

2.2 Rotherham operates an Allocation Scheme with a Local Connection Criteria. All applicants over the age of 16 seeking accommodation through Key Choices Letting Scheme must provide evidence that they have a local connection to Rotherham for a minimum of 3 years up to and including the date of application.

Applicant's aged between 16 and 18 years will require a guarantor before signing for a tenancy. The guarantor will be required to have a financial assessment in order to confirm that they are able to cover the rent in the event of non-payment.

A person has a local connection where:

- They have lived for the last 3 years in Rotherham Metropolitan Borough Council's geographical boundary through their own choice.
- They are currently employed in Rotherham and have been for the last 3 years
- They have close Family Relative or Primary Carer who live in Rotherham and have done so for the last three years. The applicant will be required to provide address and confirmation that they are in regular contact with the close family member as per the validation process.

This does not include residence where they have been rehoused in temporary accommodation in Rotherham by another Local Authority in resident in a bail hostel or other such accommodation, detained in the district under the Mental Health Act, receiving specialist hospital treatment, in occupation of a mobile home, caravan or motor caravan which is not placed on a residential site, in occupation of a holiday letting this includes a permanent building, hotel or bed and breakfast accommodation for the purposes of a holiday

Applicants exempt from the Local Connection Criteria are:

- Members or Former Members of the Armed Forces, this includes Former Members of the Reserve Forces where the application is made within 5 years of discharge
- Bereaved spouses and civil partners of members of the Armed Forces leaving service family accommodation following the death of their spouse/partner
- Relationship breakdown and divorcees of Members of the Armed Forces and Former Members of the Reserve Forces at the time of application
- Serving or former members of the Armed Forces Former and Former Members of the Reserve Forces who need to move in urgent circumstances because of serious injury, medical condition or disability sustained as a result of their service irrespective of when this was.
- Care Leavers
- Applicants considered via the Witness Protection Scheme as agreed by the Housing Register and Advice Manager
- Applicants who present as homeless who are fleeing violence including domestic abuse.
- Existing social tenants who are seeking to move between local authorities to avoid hardship and needs to move in order to be closer to work or take up a job offer

2.3 Applicants who will not qualify to go on the housing register

All housing applications will be treated on an individual basis, and therefore considered on their individual circumstances. The following applicants will not qualify to go on the housing register. (Note that in some circumstances applicants may qualify to join the register and be placed in Band Four - see Section 2.8 Direct Homes)

- Current or former Council, Housing Association and Private Rented tenants with breaches in their tenancy conditions, in the last 5 years, and that in the opinion of the Council, affects the applicant's suitability to be a tenant.
- Applicants who have previously been evicted from a Council or Housing Association secure tenancy in the last 5 years due to breaches of their tenancy conditions.
- Applications with no local connection to Rotherham (see section 2.2 and exemptions)
- Applications that have been cancelled will not qualify to re-join the Housing register for 12 months. (See Section 3.6 Cancelled applications).
- Applicants owing a cumulative outstanding debt over £800 to Council, Housing Associations or Private landlords (see section 2.4 Rent Policy)

Outstanding debt would include.

- Current and former Rotherham Council tenancy rent arrears
- Current or former rechargeable repairs/ damages to Council
- Rent in advance scheme (Laser loans)
- Council, Housing Association and Private Rented tenancy related debts for current and previous tenancies held in Rotherham.

- Council, Housing Association and private landlord tenancy related debt for current and former tenancies held outside Rotherham in the last 2 years.

In determining whether in the Council's opinion an applicant qualifies to join the register due to their behaviour, the Council will consider the following:

- Has the applicant any mental health issues that need to be taken into account.
- In the Councils' opinion would the unacceptable behaviour affect their suitability to be a tenant?
- At the time of the application, is the applicant still unsuitable to be a tenant by reason of that behaviour, or the behaviour of a member of his household?

Where an applicant does not qualify to join the Council's Housing Register scheme, they will be entitled to appeal the decision if s/he considers that the local authority should no longer treat them as ineligible

"Second Chance" to stop repeat Homelessness

Where an applicant does not qualify to join the Council's Housing Register and at risk of homelessness, those who are willing and engage with the following services will be considered for a "second chance". Their case will be heard at the Housing Assessment Panel requesting to re-join the Housing Register.

The commitment includes:

1. Make a commitment to sign up and engage with a relevant employment or training programme.
2. Complete the Crisis Skyline or Shiloh Renting Ready course.
3. Agree to referrals to debt advice and attend appointments.
4. Agree and engage with tenancy support.
5. Agree and engage with drug and alcohol treatment services.
6. Agree and maintain a payment plan based on what is affordable to reduce outstanding debt.
7. Complete an anger management course

Their situation will be reviewed in 2 months and prior to making an offer of accommodation. If the applicant has not maintained the agreement, their application will be placed into suspension and reviewed monthly.

The agreement will also be continued to be monitored into the introductory tenancy period. If there are tenancy breaches, such as anti-social behaviour or rent arrears which are grounds for possession the tenancy will result in possession proceedings.

2.4 The Rent Policy regarding qualification for Allocations

This section of the policy applies to housing register applicants with cumulative outstanding debt to the Council, Housing Associations or Private Landlords that are based in Rotherham. Outstanding debt would include rechargeable repairs/damages, rent in advance loans, furnished or district heating charges.

Outstanding debt will be prioritised as.

1. Current rent arrears to Rotherham Council
2. Current tenancy related debts to Rotherham Council (irrespective of whether this debt is enforceable or not) until 25% reduction has been repaid
3. Former rent arrears to Rotherham Council (irrespective of whether this debt is enforceable or not) until 25% reduction has been repaid
4. Rechargeable repairs/ damages to Rotherham Council. (irrespective of whether this debt is enforceable or not) until 25% reduction has been repaid
5. Current or Former Rent in advance Loans provided by Laser Credit Union
6. Council, Housing Association and Private Rented tenancy related debts for current and previous tenancies held in Rotherham.

Council, Housing Association and Private Rented tenancy related debts for current and previous tenancies held outside Rotherham during the last two years (The applicant will need to provide a rent statement from their respective landlord)

A tenant is liable to pay rent to the Council. If the tenant is claiming housing costs it is the tenant's responsibility to provide full and correct information to the Department of Work and Pensions and inform the Housing Department how the claim is progressing.

- Applicants in all groups will not qualify to join the housing register if their debt exceeds £800 (see above section 2.3 re clarification of debt)
- All applicants with debt less than £800 in all groups will be allowed to join the register but will be placed in suspension. The application will remain placed in suspension until the arrears have reduced by 25%. It will be the responsibility of the applicant to inform the Council when the debt has reached the eligible level. The agreed 25% will be calculated from the highest amount of debt to the specified amount required at this point they would be taken out of suspension and then will be allowed to bid and be made an offer. E.g. the highest level of accumulated debt 2 years ago was £400, the household must have reduced this debt by at least 25% (£100) and they will then become eligible to bid for properties and for an offer of Council housing when the arrears have reduced to at least £300. The household must continue to make regular payments on an agreed payment plan to continue to reduce the arrears lower than the 25% threshold.
- Those applications that are placed in suspension will remain until the applicant has informed us that they have either:
 - cleared the account
 - Reduced the debt by at least 25% to an agreed amount and also agreed to continue to reduce the debt lower than the 25% threshold making regular payments via an agreement payment plan.

Example 1	Example 2	Example 3
<p data-bbox="172 282 480 315">Applicant owes £900.</p> <p data-bbox="97 432 560 645">They will need to make payments totalling £225 (25% of total debt) before qualifying to go on the register. They will then be able to bid on properties</p> <p data-bbox="97 869 560 1010">The applicant must continue to make payments on the outstanding balance to qualify to be offered a property.</p>	<p data-bbox="592 282 1023 387">Applicant owes £2000 but has paid off £1200 so still owes £800.</p> <p data-bbox="584 432 1031 607">They will qualify to go onto the register and be able to bid as they have reduced their total debt by more than 25 % of the total debt.</p> <p data-bbox="584 869 1023 1010">The applicant must continue to make payments on the outstanding balance to qualify to be offered a property.</p>	<p data-bbox="1137 282 1445 315">Applicant owes £600.</p> <p data-bbox="1058 432 1501 712">They can go on the Housing register, but the application will be suspended until they have made payments totalling £150 (25% of total debt). The application will then be unsuspended allowing them to bid.</p> <p data-bbox="1058 869 1525 1010">The applicant must continue to make payments on the outstanding balance to qualify to be offered a property.</p>

Safeguarding vulnerable applicants with debt.

Whilst seeking to exclude or suspend applicants with outstanding debts owed to the Council, it is also important to provide appropriate safeguards for vulnerable applicants

All new applications are verified at the point of registration and prior to an offer of accommodation. The verification process involves undertaking checks on various databases which will confirm if the applicant has any outstanding debt. Where there are debts of any amount and the customer has not indicated on their application form that they are in urgent priority housing need; the customer should be contacted to reconfirm their personal circumstances. If there are no vulnerability issues or urgent housing needs identified following contact the applicant would be advised in writing that their application does not qualify and will be either excluded or suspended from the housing register until they inform us that their agreement has been met. The applicant would also be encouraged to get back in touch if their circumstances change.

All prospective tenants will undergo an affordability check as part of the offer process and the Council will have the “Right Not to Offer” a property to customers who cannot afford to take on the tenancy.

Before a tenancy is offered, all applicants must open a basic bank account, and set up a direct debit, a standing order form or a recurring debit card payment to pay their rent. One week’s rent in advance is also required before a tenancy is offered

The applicant would also be encouraged to get back in touch if their circumstances change. This would be reinforced in a paragraph included in the decision letter, which would also advise the applicant of their Right to Review the decision on qualification.

Vulnerable applicants with debt in urgent housing need will be considered by the Housing Assessment Panel. Delegated Powers will also be given to the Housing Options Manager, who will consider individual cases in consultation with the Housing Register and Advice Manager and Head of Housing Income. The Housing Options Manager would have discretion and delegated powers to overrule the qualification rent policy.

2.5 Local Lettings Policies

In some instances, there may be a requirement to undertake Local Lettings or “sensitive lettings” in particular areas. Where this applies a Local Letting Policy will be adopted and this will be clearly set out in the Property advertisement, which will be accompanied by an explanation of the Local Letting Policy criteria for that property. The Local letting Policies are published on the internet or a hard copy is available on request.

Section 167 (2E) of the 1996 Housing Act enables authorities to allocate particular accommodation to people of a particular description, whether or not they fall within a reasonable preference category. This is the statutory basis for “Local lettings policies”. Local Lettings Policies may be used to achieve a wide variety of housing management and other housing policy objectives

The local lettings policy will apply to a limited part of the local authority’s stock and will be closely monitored to ensure that it does not produce outcomes which are discriminatory, or conflict with the Authority’s ability to provide for housing need. If a household in the shortlist does not meet the local lettings policy criteria, the applicant must be contacted to verify that the evidence is correct and up to date.

Local Letting Policies will be applied in the following circumstances:

Where there is Housing Management Difficulties

Certain streets or blocks of flats may have experienced management problems in the past. Such management problems can include high vacancy rates, low demand, and high instances of anti-social behaviour. Large amounts of money can be spent on repairing fixtures and fittings that are damaged due to neglect or acts of vandalism. Further repair costs can also be incurred whilst properties are standing empty waiting for new tenants to be found.

We will consider previous letting trends and demand and also whether there is reported evidence of anti-social behaviour, from existing tenants and their visitors within the immediate locality (same block or street).

All bungalow complexes will exclude applicants with management difficulties.
(Cabinet Member Report 19th April 2010. Minute No. 167)

2.6 The Council reserves the Right Not to Offer a Property

In some cases, the history of the applicant is not known until the applicant has made a bid and may appear at the top of the shortlist and be due to be made an offer. Where this will apply will include, but not be restricted to, if the applicant:

- Requests an area where they may be unable to sustain a tenancy from lack of support. For example, in the case of an applicant with a medical priority on support grounds and the property requested is away from the support network.
- Requests a property that is too small for their family circumstances and this would lead to an unacceptable overcrowding or cramped living conditions of the property including non- statutory overcrowding as per the Allocation Policy.
- Has specific needs for disability adaptations and the property does not meet these requirements
- Where there is no local letting policy and the applicant or members of the household have been involved in anti - social or criminal behaviour in the last twelve months.
- Where there is no local letting policy and the applicants has breached a condition of their current tenancy, e.g. rent arrears
- Where the applicant cannot afford to take on the tenancy

Individual cases that are being considered by Housing Assessment Panel for Band One status will also take the above criteria into account when making their decision.

Where the Council has reserved the right not to offer a property the applicant will be advised in writing of the reasons for this decision.

2.7 If you qualify to go on the Housing Register, how do I apply and make requests?

All new applicants will be required to have Pre-Tenancy interview. This will give all new applicants an opportunity to learn about Rotherham Council homes and other affordable housing options. The applicant will be required to provide the following documents for all household members prior to the interview:

- photographic identification
- proof of local connection
- A bank account statement dated within the last 3 months for all accounts held. The bank statement must show one full month transactions.

At the interview, the applicant will receive information on the housing options available and affordable to them.

Where the applicant has not had a Tenancy before or has had a previous failed tenancy in any sector, they will be required to complete an online pre tenancy workshop before their application is made active. Support is available for applicants who need it.

The online workshop will offer a range of advice on a range of subjects including money management which will help people to sustain their tenancy.

There are several ways to complete an application form:

- At Key Choices, Riverside House if assistance is required
- By electronic registration at www.keychoices.co.uk
- By telephone if assistance is required

If you are eligible and qualify to go on the housing register your application will be placed in one of the following bands:

- Band One
- Band Two
- Band Three
- Band Four
- Transfer Band

Rotherham Metropolitan Borough operates a Choice Based Letting Scheme; all empty Council homes that are available for letting are advertised daily. Applicants can view advertisements in a range of locations:

- On the internet at www.keychoices.co.uk
- On a mobile application on a smart phone
- By Auto bid when applicants need support

Applicants can make a maximum of 3 bids within advertising cycles at a range of outlets:

- By telephone to (01709) 336009
- Via an online request
- On a mobile application on a smart phone
- By Auto bid when applicants need support

All properties will be offered to the Priority One Band ahead of the other Bands. Properties will be offered to the following quota 60% to Band Two and 30% to Band Three and 10% to Transfers.

Where there is no demand from the Band One the properties will be offered as follows:

Preference to Band Two, and no demand then the Band Three Band will be

considered next and if still no demand then the Transfer group will be next and if still no demand then Band Four will be next.

Preference to Band Three and no demand then Band Two will be considered, and if still no demand then Transfers will be considered and then Band Four will be considered next.

Preference to the Transfer Band, and no demand then the Band Two and then Band Three will be considered and if still no demand then Band Four will be next.

2.8 Direct Homes – Properties available now

The policy for properties that receive fewer registrations of interest or where the shortlist is exhausted are called Direct Homes. Properties are advertised daily on the Key Choices Website. Applicants must be eligible as detailed below.

Households who do not normally qualify to join the register in Band One, Two, Three or the Transfer band may be eligible to join the register and be placed into Band Four, provided that the applicant:

- has a local connection to Rotherham
- does not have any tenancy related debt to the Council or other Landlord
- has not been evicted from a tenancy during the last 5 years
- has not got a history of anti-social behaviour in the Community for the last 2 years
- has no intention to make the property overcrowded

Applicants eligible to join Band 4 only

- Applicants who own their property anywhere in the world, which is adequate for their needs and can afford to purchase an alternative property on the open market. Owners includes properties which have secured loans, it also includes joint ownership when the applicant wishes to move with a family member who is the other owner. An applicant will be expected to sell their property within six months of obtaining a Rotherham Council tenancy. Applicants with medical needs will be considered on a case by case basis.
- Households living with partners/family/friends/dependants that do not currently need to move home.
- Households who are living in private rented homes
- Service Sector tenants living in tied accommodation whilst they are in employment. A Service Sector tenant will qualify once their employment ends, and if they have no alternative accommodation will be placed in Band One following assessment.
- Applicants with savings over £16,000 (with joint applicants both individual savings will be considered) Applicants with medical needs will be considered on a case by case basis.
- Homeless applicants with no local connection .

The band 4 banding will not apply to those who present as homeless in the following groups:

- Members or Former Members of the Armed Forces, this includes Former Members of the Reserve Forces where the application is made within 5 years of discharge who present as homeless
- Bereaved spouses and civil partners of members of the Armed Forces leaving service family accommodation following the death of their spouse/partner
- Relationship breakdown and divorcees of Members of the Armed Forces and Former Members of the Reserve Forces at the time of application.
- Serving or former members of the Armed Forces Former and Former Members of the Reserve Forces who need to move in urgent circumstances because of serious injury, medical condition or disability sustained as a result of their service irrespective of when this was.
- Care Leavers who present as homeless
- Applicants who present as homeless who are fleeing violence including domestic abuse and witness protection.

If a property has been advertised and no interest has been made from any suitable applicants, then this property will be advertised as a Direct Home and offered daily to the suitable/eligible applicant in the shortlist. The shortlist will be considered at the end of each day and will be offered in date turn order to Band One, then Band Two, then Band Three and then to a Transfer application and if still no demand then Band Four will be next. The offer will not be made on a first come first served basis.

3 How properties are allocated.

3.1 Affordability - Applicants should consider affordability prior to making a request. This is important considering the measure in the Welfare Reform Act 2012 which will reduce Housing Benefit entitlement for working age social sector tenants who under-occupy their property.

Affordability Assessments - as part of the offer process during the “It’s Your Move interview” all new tenants will undergo a detailed affordability assessment to determine their ability to sustain a Council tenancy. This will take account of under occupancy fees and additional charges such as furnished packages and district heating. If there is a risk about the applicant’s ability to pay the rent a referral will be made to Tenancy Support or Money Advice to ensure the tenant has the necessary budgetary management skills to maintain the tenancy from the onset. This process will reduce the propensity for arrears to accrue at the start of each tenancy

As part of the offer process the Council will have the “Right Not to Offer” a property to customers who cannot afford to take on the tenancy.

3.2 Declarations and Verification of Identity

Section 171 of the Housing Act 1996 makes it an offence to withhold information that the Council reasonably require to assess an application, or to provide false information that leads to gaining a tenancy. We will take appropriate action, including possession proceedings, against anyone who gains a tenancy through knowingly providing false information. We will check if an applicant, or anyone in the household, is already registered. Only one application at any one time is allowed.

Before a property is offered for every applicant on the application, we must see at least two forms of proof of identity, and proof of current address. The applicant(s) sole or joint will be asked to provide photographic proof of identity. This will be at the application stage and prior to offer of accommodation. A photograph will be taken of the tenant where there is no other photo ID is available.

Applicant checks will be carried out at the time of application and offer stage on all members of the household applying to be re-housed. These checks will be made to confirm:

Identity e.g. passport, Identity Card (issued to certain Foreign Nationals), photo-driving licence, birth certificate or written confirmation from a professional person or support agency.

information on income and expenditure, bank account statement from the last three months
Public and Private Sector landlord references

3.3 Offers

Applicants who have made requests must inform the Council if they are unavailable. E.g. they are going on holiday or into hospital. If the applicant is contacted by the Council and there is no response, we use various contact methods giving the applicant 24 hours to make contact (during working time). If there is no response in the specified time period, the application will be bypassed.

Where applicants have told us that they are on holiday or in hospital, the property will be held for no longer than 7 days.

If an applicant is short-listed for more than one property in the same cycle, they will be asked which property they prefer. All viewings will be classed as offers. The application will be cancelled following 2 refusals.

Where a property advertisement has not closed, we will not consider these bids when making contact about a closed property.

Careful consideration must be made in deciding whether a property should be classed as a refusal. If there are no genuine reasons for a refusal, such as: the garden is too large, or there is no off-road parking, then this will be classed as a refusal as the information should have been attained from the advert.

It is mandatory that all new tenants pay one week's rent in advance before signing the tenancy agreement. All new tenants must also have a bank account and sign a direct debit, a recurring debit card payment or a standing order to pay their rent.

3.4 Bedroom requirements

The Council will ensure that applicants are considered for the most appropriate type of property. The number of bedrooms required is assessed through the number of people to be re housed and the ages and gender of children.

Family houses will be allocated to couples that are either married, civil partners or cohabiting partners (2 bedrooms only) and families with children/dependants who are living with them permanently will be eligible for houses.

The Allocation Policy considers that a woman who is pregnant (confirmation needed 21-24 weeks, MATB1) would be considered as requiring a bedroom for the unborn child and eligible for family accommodation. The Welfare Reform will not consider awarding Housing Benefit in respect of the number of bedrooms until the child is born. In instances where applicants who are expecting their first child cannot afford to take on the tenancy with the extra bedroom until the child is born will be paid an allowance for one bedroom for up to 8-weeks. This period can be extended to assist applicants who attain a tenancy before the 8-week period or if the baby is overdue.

Single People and Couples qualify for flats and maisonettes irrespective of the bedroom size; as long as the property isn't overcrowded and is affordable, taking into account service charges and the spare room subsidy.

In accordance with Communities and Local Government (CLG) Code of Guidance the Allocation system must ensure that reasonable preference and flexibility is given to families that are separated who have carers, shared access, equal or staying access. Consideration can be given to families wishing to adopt, become a guardian or foster children and more bedrooms are needed to meet the adoption criteria. In cases of adoption or fostering a letter of supporting evidence is required from Children and Young People's Services.

In respect of relationship breakdown or shared custody of children under the age of 18 years, applicants may be considered for another bedroom in excess of their current assessed needs if they have shared access where a parent has the child up to the age of 18, to stay at least three nights per week. This will depend on the demand for properties in that area. It will not always be feasible to allow extra bedrooms for staying overnight or shared access. It is preferable that proof of access must be given e.g. solicitor's letter, court papers. Where there are children under the age of 18, and both parents have an arrangement for access the parent that has the child for overnight stays of less than 4 days will be eligible for a maisonette/ground floor flat, and the parent with access to the child 4 nights will be eligible for a house.

If the arrangement is 50/50 shared care e.g. 1 week with one parent and one week with the other parent both parents will be eligible for family accommodation, subject

to affordability. Families will need to provide evidence e.g. Court Order, or an agreement from Mediation detailing custodial arrangements, or a signed disclaimer from both parents detailing overnight access arrangements.

The signed disclaimer will be acknowledged by letter which will contain the following statement:

“I am obliged to inform you that it is a criminal offence for an applicant of Council housing to provide false information regarding their circumstances, and it could result in the application being cancelled. If a tenancy is granted and it later transpires that it was granted on the basis of false information provided by the tenant, then the Council would have the right to issue Court proceedings to seek a possession order to end the tenancy.”

If an extra bedroom is needed to give or receive care, supporting evidence would be needed e.g. reports from health care, carers or attendance allowance. A distinction should be made between a customer requiring 24 hour, seven days a week sleep over care, from a customer who only requires now and again sleep over care.

The Council will not offer a property if it will lead to a household being overcrowded.

Policy regarding occupancy levels

	Bedsit	1 Bed flat	2 Bed flat	3 Bed flat	2 Bed maisonette	3 Bed maisonette	1 Bed house	2 Bed house	3 Bed house	4 Bed house	Bungalows
Single Person	YES	YES	YES	YES	YES	YES	NO	NO	NO	NO	Assessment or age limit applies
2 Individual adults	NO	NO	YES	YES	YES	YES	NO	NO	NO	NO	Assessment or age limit applies
3 Individual adults	NO	NO	NO	YES	NO	YES	NO	NO	NO	NO	Assessment or age limit applies
Single person with overnight access to children	NO	YES	YES	YES	YES	YES	YES	NO	NO	NO	Assessment or age limit applies
Couple	NO	YES	YES	YES	YES	YES	YES	YES	NO	NO	Assessment or age limit applies
Households with 1 child or single mums expecting their first child on production of a MATB1	NO	NO	YES	YES	YES	YES	NO	YES	YES	NO	Assessment or age limit applies
Households with 2 children or dependents	NO	NO	YES	YES	YES	YES	NO	YES	YES	NO	Assessment or age limit applies
Households with 3 or more children or dependents	NO	NO	NO	YES	NO	YES	NO	NO	YES	YES	Assessment or age limit applies

NOTE THAT: AFFORDABILITY CHECKS WILL BE MADE BEFORE A PROPERTY IS OFFERED, IF THE OUTCOME IS THAT THE APPLICANT CANNOT AFFORD TO TAKE ON THE TENANCY THE COUNCIL HAS A RIGHT NOT TO OFFER THAT PROPERTY

3.5 The Banding on the Housing Register

In order to identify those in the most housing need in a fair, objective, and sympathetic way we will use the information from the housing application and place in a band that best reflects the applicant's current circumstances.

Where there is a change in circumstances, we will reassess housing need and consider whether it is necessary to place the applicant in a different band.

The application will be changed from the date the customer advises of the change of circumstances.

Having determined the applicant's category of housing need, applicants will be placed on the Housing Register in one of the five bands from the date of assessment or from the date of receipt of the application and will be considered for rehousing in the date of application order.

The applicant will retain their banding application date throughout the rehousing waiting period. The only time a change will be applied is if the applicant has a change of circumstances and moves up a band.

Single applicants who subsequently add a joint applicant to their housing application will retain their application date.

In all other circumstances where the household accepts an offer of accommodation their application will be cancelled, this also includes mutual exchanges.

3.6 Cancelling applications

Applications will be cancelled in the following circumstances:

- People who complete a Right to Buy application.
- is granted a tenancy by the Council or Housing Association and has voluntarily terminated their secure tenancy.
- has been evicted from a Council or Housing Association tenancy
- has abandoned their Council or Housing Association home
- does not reply to a waiting list review letter within 4 weeks
- has more than one application registered
- has been nominated to a Shared Ownership Scheme
- has succeeded or been assigned a Council Tenancy
- On accepting and signing a Mutual Exchange
- Has applied and accepted major adaptation work that meets their long-term needs
- Has refused two suitable offers of Council or Housing Association accommodation
- Has told us to do so

Once an application is cancelled for any of the above reasons the applicant will not be allowed to re-join the Housing Register for 12 months.

Applicants who have been evicted from their Council or Housing Association will not be allowed to re-join the Housing Register for 5 years from the date of eviction.

3.7 Homeless Households

Where a person or persons present to the local authority as homeless or threatened with homelessness, enquiries will be made by the homeless team. If the person/s, are eligible for assistance a homeless application will be offered in line with the Homeless Reduction Act 2017. If the enquiries conclude the person/s is not eligible for assistance they will be informed of this and the decision will be put in writing. A referral will be made to either adult or children's services.

The homeless application and the enquiries made will determine which duty is owed. The homeless officer will assist in either preventing or relieving the homeless situation and all available housing options will be offered. If the person/s is in priority need and we have not either prevented or relieved them from homelessness they will go on to be owed the s193 main duty.

If the s195 prevention or s189b relief duty is owed and the person/s does qualify to join the housing register, the application will be placed in band 2 under the duty owed. This is regardless of priority need **or** intentionality. . . Applicants owed the S193 main duty and applicants currently residing in temporary accommodation, the homeless officer will request band 1 at the Housing Assessment Panel.

The Housing Assessment Panel will consider cases for households living in supported accommodation, once confirmation is received that they are ready for independent living.

A person, who is homeless, has no local connection to the borough of Rotherham will qualify to join the housing register and will be eligible for band 4. Homeless, in priority need and no local connection can be referred back to the local authority where they have local connection. This is in line with the process under the Homeless Reduction Act 2017. We do need to inform the person/s of this referral been made.

If an applicant is assessed under s190 Part VII of the Housing Act 1996 as intentionally homeless or if they satisfy the criteria for 'unacceptable behaviour' then the applicant will be deemed disqualified from the housing register, (see 'unacceptable behaviour'). Applicants who are intentionally homeless will be offered advice and assistance to access private rented housing or Housing Association accommodation. Where an applicant does not qualify to join the Council's Housing Register and at risk of homelessness, those who are willing and engage with the following services will be considered for a "second chance". Their case will be heard at the Housing Assessment Panel requesting to re-join the Housing Register.

The commitment includes:

1. Make a commitment to sign up and engage with a relevant employment or training programme.
2. Complete the Crisis Skyline or Shiloh Renting Ready course.
3. Agree to referrals to debt advice and attend appointments.
4. Agree and engage with tenancy support.
5. Agree and engage with drug and alcohol treatment services.

6. Agree and maintain a payment plan based on what is affordable to reduce outstanding debt.
7. Complete an anger management course

Their situation will be reviewed in 2 months and prior to making an offer of accommodation. If the applicant has not maintained the agreement, their application will be placed into suspension and reviewed monthly.

The agreement will also be continued to be monitored into the introductory tenancy period. If there are tenancy breaches, such as anti-social behaviour or rent arrears which are grounds for possession the tenancy will result in possession proceedings.

The revision of the code of guidance on the allocation of accommodation published in April 2018, states: "By virtue of s.167 (2B) and (2C) an allocation scheme may provide that no preference is given to an applicant where the housing authority is satisfied that he, or a member of his household, has been guilty of unacceptable behaviour serious enough to make him unsuitable to be a tenant of the housing authority; and the housing authority is satisfied that, in the circumstances at the time the case is considered, deserves not to be treated as a person who should be given reasonable preference." This will apply in Rotherham's Allocation Scheme.

It is recognised that social rented housing is not the only tenure available to accommodate a person/s who are owed a prevention, relief or main duty and where appropriate they will be supported to secure a private tenancy. Where a private rented tenancy is obtained the applicant can remain on the housing register in band 3.

Households who have been assessed as owed a prevention, relief or main duty are entitled to 1 offer on the Housing Register in Band 2 or a Private Rented Sector Offer, and are given time limits to their banding status and are listed on table 4.2. The homelessness duty will be discharged following acceptance or refusal of a suitable offer.

Homelessness households who have been assessed as owed a prevention, relief or main duty who refuse a suitable offer of Council, RSL or Private Rented Sector Offer will be moved to Band 3. Once the applicant refuses 2 offers in total their Housing register application is cancelled.

Homeless households who are owed a main duty or residing in temporary or supported accommodation, and who have been actively bidding will be considered by Housing assessment Panel to move to Band 1 (table 4.1) and will subsequently be made 1 suitable offer.

If the household has been actively bidding and have had no previous offers then subsequently refuse a successful bid in Band 1 their homelessness duty will end and they will move to the Band 3 and be entitled to 1 final offer on the Housing Register.

4. The tables below show descriptions of Bands:

4.1 Band One all Vacant Council properties will be offered first to Band One.

Housing Assessment Panel will consider placing applications in one of four Bands. Not all cases heard at panel will be actively bidding as they may not be eligible for the housing register i.e. rent arrears, eviction. The award must be agreed by members of the Housing Assessment Panel, with at least 2 senior officers of the Council, one of which must be either the Head of Housing Options, Housing Advice and Assessment Manager or Housing Advice Coordinator, Housing Assessment Co-ordinator or Housing Information Co-ordinator see terms of reference. In extreme urgent situations the award status can be considered by the Head of Housing Options under delegated powers.

Band One Award - The applicant will be awarded areas where we have sufficient stock and turnover. When determining suitable areas, the Housing Assessment Panel will consider the property household size, the type and size of property, affordability and subsequent stock, the turnover of a locality, the current demand, any support that maybe required and education of employment needs. The household will be advised by letter of the Housing Assessment Panel decision, including details of the property type and area they can bid for. Offers of accommodation will be dependent on confirmation that Care, and Support Services are provided and funded where necessary.

In certain circumstances properties may not necessary be allocated in date order but be considered against pressing need and waiting time, such as adaptations within a property, associated risks and where the assessment recommends specific streets, or where a Band Two application has been waiting for a long period due to being restricted to certain areas due to support needs.

One offer of a property is allowed in Band One, if the offer is refused the applicant will lose their Band One status and their housing application will be moved to Band 3, Council Tenants will be moved to the Transfer Band, where 1 remaining offer will be made. If the applicant has already had 2 offers the application will be cancelled following 2 refusals. Where a property is accepted the application will be cancelled. Time limits of 3 months is given to all applicants in Band 1. If the applicant has not made a request and properties, which meet the household size and area of choice, have been available, the applicant will be contacted to determine their circumstances. If there are no valid reasons for not bidding the Band 1 status will be cancelled and the application moved to Band 3. Homeless households will be supported by the Homeless team. The homelessness team will check available properties. If a suitable property becomes available a bid will be made on behalf of the applicant. If a suitable property is offered to the applicant and either accepted or refused the homelessness duty will be discharged.

BAND ONE	Status awarded by:	Details	Conditions
Main Duty Accepted	<p>Housing Assessment Panel</p> <p>Dated to date of Housing Assessment Panel Decision.</p>	<p>With a local connection</p> <p>Triage</p> <p>Full Investigation</p> <p>Homeless Assessment</p> <p>Personal Housing Plan</p>	<p>One Offer</p> <p>Restricted to agreed areas of stock and turnover</p> <p>Time limited to 3 months , if no bids are made within 3 months or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be cancelled.</p> <p>The Homeless Team and Resettlement team to monitor cases and bid for suitable, affordable properties advertised.</p>
Households living in Temporary or Supported Housing	<p>Housing Assessment Panel</p> <p>Dated to date of Housing Assessment Panel Decision.</p>	<p>Temporary accommodation and commissioned supported housing in Rotherham arranged by Rotherham's Homelessness Team</p>	<p>One Offer</p> <p>Restricted to agreed areas of stock and turnover</p> <p>Time limited to 3 months, if no bids are made within 3 month or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be cancelled.</p> <p>The Homeless Team and Resettlement team</p>

			to monitor cases and bid for suitable, affordable properties advertised.
Care Leavers in need of rehousing and are ready to live independently	Housing Assessment Panel Dated to date of Housing Assessment Panel Decision.	<p>Care Leavers living in Supported accommodation ready to live independently</p> <p>Care Leavers who have left foster care at the age of 18 and are living with family or friends. (Band 1 status will be applied up to the age of 25 – the housing application will remain in suspension until the applicant is ready to live independently.</p> <p>Joint applications where one of the applicants is a Care Leaver. The application will be placed in suspension</p> <p>Care Leavers who have been evicted from supported accommodation will be placed in suspension until they are ready to live independently</p>	<p>One Offer</p> <p>Restricted to agreed areas of stock and turnover</p> <p>Time limited to 3 months, if no bids are made within 3 month or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be cancelled.</p>
Armed Forces			

<p>Covenant</p>	<p>Housing Assessment Panel</p> <p>Dated to date of Housing Assessment Panel Decision.</p>	<p>Leaving Her Majesties Armed Forces, or former members of the Reserve Forces, or is a family member who has resided with the Service Personal and has no accommodation to return to. (As per Allocation of Housing Qualification Criteria for Armed Forces) (England) Regulations 2012 (SI 2012/1869)</p> <p>Former members of the forces or Former Members of the Reserve Forces who have made an application within 5 years and who are suffering from a serious injury, illness, or disability should be assessed by the Medical Assessment team and placed in Band 1. (Note that those Former Members of Armed Forces or Former Members of the Reserve Forces with medical</p>	<p>One Offer</p> <p>Time limited to 3 months, if no bids are made within 3 month or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be cancelled.</p> <p>Exempt from Local Connection</p> <p>Restricted to agreed areas of stock and turnover</p>
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		needs who make an application after five years from the date of discharge will be placed in Band 2)	
Severe Social and Welfare Circumstances	Housing Assessment Panel Dated to date of Housing Assessment Panel Decision.	Adult or Child Safeguarding High Risk Domestic Abuse subject to MARAC, and the recommendation is rehousing High risk offenders subject to MAPPA, Witness Protection, Harassment / Threat of Violence	One Offer Restricted to agreed areas of stock and turnover Time limited to 3 months, if no bids are made within 3 month or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be cancelled.
Housing Management Lettings	Housing Assessment Panel Dated to date of Housing Assessment Panel Decision.	Households decanted from their current tenancy Successions	One Offer Restricted to agreed areas of stock and turnover Time limited to 3 months, if no bids are made within 3 month or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be

			cancelled.
Severe Medical Need	Housing Assessment Panel Dated to date of Housing Assessment Panel Decision.	Terminal Illness and life expectancy has been medically diagnosed Bed Blocking This is where the applicant is unable to return home from hospital because their property does not meet their medical needs, and where temporary accommodation would be inappropriate	One Offer Restricted to agreed areas of stock and turnover Time limited to 3 months, if no bids are made within 3 month or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be cancelled.
Service Sector leaving employment and have no accommodation	Housing Assessment Panel Re-dated to date of housing assessment panel	Leaving employment where there has been a provision of Private Sector tied accommodation or Council tied accommodation and have no accommodation to return to This will only apply if conditions of employment have been met. Those applicants who have been dismissed will not be eligible.	One Offer Restricted to agreed areas of stock and turnover Time limited to 3 months, if no bids are made within 3 months or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be cancelled.
Applicants who live in an Adapted property or	Housing Assessment Panel Re-dated to date of housing	This will only include households who were allocated the property due to a	One Offer Restricted to agreed areas of stock and

Disabled Persons Unit (DPU) who wish to move once they no longer need the adaptation	assessment panel	medical need for an adaptation and the member of the household that needed the adaptation no longer lives there.	turnover Time limited to 3 months, if no bids are made within 3 month or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be cancelled.
Multiple Priority Needs.	Housing Assessment Panel Re-dated to date of housing assessment panel	People in band 2 with at least 2 reasonable preferences.	One Offer Restricted to agreed areas of stock and turnover Time limited to 3 months , if no bids are made within 3 months or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be cancelled.
Homes Subject to Repair, Renewal or Emergency Prohibition Order, or where demolition through regeneration schemes results in	Housing Assessment Panel Re-dated to date of housing assessment panel	This includes applicants in all sectors	One Offer Restricted to agreed areas of stock and turnover Time limited to 3 months , if no bids are made within 3 months or 1 offer is refused the application will move to band 3. If the applicant

only 25% of the scheme remaining occupied			has already had 2 offers in total and these have been refused the application will be cancelled.
-			
Households that are prospective foster carers, guardians or adopters that require suitable accommodation	Housing Assessment Panel Re-dated to date of housing assessment panel	Confirmation required from CYPS or a Solicitor of assessment or approval awaiting suitable housing/number of bedrooms to be a foster carer, guardian or adopter	One Offer Restricted to agreed areas of stock and turnover Time limited to 3 month, if no bids are made within 3 months or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be cancelled.
Ex -offenders who wish to voluntary terminate their Council tenancy on sentencing as their prison sentence is more than 6 months. Housing Assessment Panel will consider the voluntary termination and determine the level of priority that will be awarded one	Housing Assessment Re-dated to date of housing assessment panel	If the Housing Assessment Panel Award Band 1 status, the application will be re-dated to the date of the panel meeting. The applicant will be encouraged to make requests 1 month prior to their release from prison	One Offer Restricted to agreed areas of stock and turnover Time limited to 3 months , if no bids are made within 3 months or 1 offer is refused the application will move to band 3. If the applicant has already had 2 offers in total and these have been refused the application will be cancelled. Where offenders have voluntary terminated their tenancy, any live application will be cancelled. The person will be able to reapply to

month prior to being released.			go on the housing register on release from prison

4.2 Band Two: These applicants have been awarded Band 2 through an assessment process as having some form of priority status. Offers are made in date order in Band 2.

In certain circumstances properties may not necessary be allocated in date order but be considered against pressing need and waiting time, such as adaptations within a property, associated risks and where the assessment recommends specific streets, or where a Band Two application has been waiting for a long period due to being restricted to certain areas due to support needs. For example, a property is advertised in August 2013 and a Band One applicant is at the top of the shortlist dated 24/7/2013 but the applicant in Band Two has a date of 19/8/2010 and the property meets their needs due to being close to support needs.

Applicants are entitled to 2 offers of accommodation on the Housing Register; if these are refused then the application will be cancelled. Where a property is accepted the application will be cancelled.

Re homeless households - The homelessness team will check available properties. If a suitable property becomes available a bid will be made on behalf of the applicant. If a suitable property becomes available a bid will be made on behalf of the applicant. If a suitable property is offered to the applicant and either accepted or refused the homelessness duty will be discharged.

Band 2	Status awarded by:	Details	Comments
Relief Duty Accepted	Homeless Officer	Priority Need / Non-Priority Need With a local connection	One offer in Band 2 time limited to 28 days This can be extended by the Officer if a suitable property does not become available.

		<p>Physically Homeless exploring all other housing options</p> <p>Discharge of duty can be through a suitable private rented sector offer.</p> <p>Triage Full Investigation Homeless Assessment Personal Housing Plan</p>	<p>If a suitable offer is accepted or refused, then the homelessness duty will be discharged. If the property is refused the application will move to band 3 with one offer of Council Housing remaining.</p>
Prevention Duty Accepted	Homeless Officer	<p>Priority Need / Non-Priority Need</p> <p>With a local connection</p> <p>Threatened with Homelessness in Priority Need exploring all other housing options</p> <p>Discharge of duty can be through a suitable private rented sector offer.</p> <p>Triage Full Investigation Homeless Assessment Personal Housing Plan</p>	<p>One offer in Band 2 time limited to 28 days However, this can be extended by the Officer if a suitable property does not become available.</p> <p>If a suitable offer is accepted or refused, then the homelessness duty will be discharged. If the property is refused the application will move to band 3 with one offer of Council Housing remaining.</p>
Homes Subject to	Strategic Housing	Homes subject to Demolition	Prohibition Orders Make requests in Key

Repair, Renewal, Demolition or Prohibition Order,	Development Team, Environmental Health Cabinet Member	or Prohibition Orders, whose property has been approved for demolition/clearance and where major works are required to a customer's property making it inhabitable. To be awarded Band 2 from the date of the Cabinet Member decision	Choices- 2 offers Regeneration makes requests in Key Choices - 2 offers. A Relocation Package will be offered to those affected by regeneration work
Medical Needs	Housing Advice and Assessment Team	Physical and Mental Health where current property no longer meets their needs.	2 offers and time limited to 28 days Confirmation of the support to be obtained by Social Care Assessment (if one undertaken by Adult Services) Distance to provide care and family commitments will be considered The medical team have the right not to offer a property if it doesn't meet the applicant's medical needs. Homeowners and applicants with savings over £16,000 will be considered on a case by case basis, e.g. where the applicant cannot access alternative housing options which meet their medical need. Former Members of the Armed Forces or Former Members of the Reserve Forces with assessed medical needs that have left the service over 5 years ago.
Current Rotherham Housing Association or Rotherham Council tenants who need to move for work related	Housing Advice and Assessment Team	Evidence of job offer required. The length of the employment contract must be intended to be at least 12 months,	Consider whether failure to move would result in the loss of an opportunity to improve their employment, for example a better job or promotion or an apprenticeship.

<p>reasons and where failure to move closer to work would cause hardship</p>		<p>voluntary and ancillary work is excluded. (Ancillary work means work that is occasional in an area, but the main place of work is in a different area)</p> <p>The travel distance and time taken to travel from home to work will be considered.</p> <p>The cost and availability of transport</p> <p>Medical conditions and childcare will be considered</p>	<p>If the applicant has had a previous application cancelled, then they will NOT be required to wait the 2-year waiting period.</p> <p>2 offers</p>
<p>Households who are in low paid work or attending college or university who cannot afford to access or maintain housing options such as home ownership or private rented</p>	<p>Housing Advice and Assessment Team</p>	<p>Dated from the date the applicant notifies the Council to advise of their circumstances.</p>	<p>2 offers</p> <p>Affordability check with Money Advice to be undertaken and the Council has the right not to offer a tenancy if the applicant cannot afford to take it on.</p> <p>To assist households who are struggling to manage private rented or homeownership due to affordability</p>
<p>Victims of Domestic Abuse not subject to a MARAC</p>	<p>Homelessness Team Rotherham Women's Refuge Domestic Abuse Coordinator (RMBC)</p>	<p>Victim supported by Women's Refuge, or Domestic Abuse Officer (SY Police)</p>	<p>2 Offers</p>

Statutorily Overcrowded	Environmental Health	Statutorily Overcrowded, and the household requires larger housing	2 offers No time Limit due to lack of stock of 4 bedrooms.
Households who are under occupying a Council or Housing Association Tenancy.	Housing Advice and Assessment Team	Households who are under occupying by at least one bedroom. Giving up a house to a bungalow or flat with the same amount of bedrooms The downsizing category of Band 2 is awarded 12 months before the expiry date of a fixed term tenancy.	Assessment of size of property in relation to occupants. Subject to bedroom tax Preference for bungalows will only be given to those applicants who are age eligible or have an assessed need. Behaviour and conduct of previous and current tenancy's will be considered when assessing for bungalows Affordability checks required DHP referrals Money Advice Referral

4.3 Band 3 Households in the Band 3 will be entitled to 2 offers of accommodation. If these are refused the application will be cancelled. Where a property is accepted the application will be cancelled.

Band 3	Status awarded by	Details	Comments
Homeless under investigation	Homelessness Team	Priority Need and Non-Priority Need	All other housing options to be explored
Homeless households who refuse a suitable/affordable offer of Council, RSL or Private Rented Sector Offer, and the homelessness duty have ended.	Homelessness team	Priority Need and Non-Priority Need	Homeless Households are entitled to 1 offer before the homelessness duty is discharged. Following refusal in Band 1 or 2, the application is moved to this band 3, and will have 1 remaining offer on the housing register. Once the applicant refuses 2 offers in total their Housing Register application is cancelled. No bids in the last 12 months the application will be cancelled
Households that have been moved from Band 1 having refused an offer (Council Tenants will be moved from Band 1 to the Transfer Band)	Housing Advice and Assessment Team		These include applications that: were time limited to 3 months in Band 1 and no bids were made within this time refused 1 offer in band 1 Note that if the applicant has already had 2 offers in total and these have been refused the application will be cancelled.
Households who are not employed or attending college and lack amenities or where the applicant cannot afford to access or maintain the rent or mortgage or where	Housing Advice and Assessment Team	<ul style="list-style-type: none"> Private tenants with lack of amenities (no hot/cold running water, inside toilet bath/shower, wash hand basin) or have shared facilities Households who cannot access or afford to maintain 	Offers. Coded and dated on receipt or to the date of notification of circumstances

their current housing is unsuitable for their individual circumstances		rent payments will have an affordability check and an analysis of income and expenditure to determine affordability	
Families forced to live apart.	Housing Advice and Assessment Team	Couples or family and the accommodation is not large enough or appropriate for the family to live together	2 Offers. Dated to the date the applicant informs the authority of the change of circumstances
Mobile caravans or boats with no static amenities	Housing Advice and Assessment Team	Mobile caravans or boats with no static amenities	2 Offers.
Overcrowded as defined by the bedroom space standard	Assessment made by Environmental Health	Locally Overcrowded Children of the opposite sex who share a bedroom and one has reached their 10 th birthday	2 Offers. Dated to the date the applicant informs the authority of the change of circumstances
Renting unsuitable Council or Housing Association accommodation in Rotherham for applicants with dependants under the age of 21. This includes a flat or a bedsit at all floor levels.	Housing Advice & Assessment Team	Council & Housing Association flats in Rotherham Households with dependants under the age of 21	2 Offers. Dated to the date the applicant informs the authority of the change of circumstances

If an applicant with children chooses to accept a Council or Housing Association tenancy which is a flat	Housing Advice and Assessment Team	Council & Housing Association flats in Rotherham only	2 offers and restricted for houses. Applicants can apply from the date the tenancy commences if desired. Otherwise, dated to date of application.
If a homeless applicant chooses to accept a private rented property to prevent or alleviate their homelessness	Homelessness Team	All property types	2 Offers - can bid for eligible properties Applicants can apply from the date the tenancy commences if desired. Otherwise, dated to date of application.
Applicants who wish to be considered for Council or Housing Association	Housing Advice and Assessment Team Coded on receipt by the Council	Applicants with no accommodation of their own, who are living with family or friends on a permanent basis and now require re-housing	2 offers – If no bids are made within 12 months the application will be cancelled

accommodation who are living on a permanent basis with family or friends and are ready to move on			
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4.4 Band Four – Applicants who are not eligible to be placed in Band 1, 2, 3 or the Transfer Band will qualify to join this Band as long as the applicant:

- has a local connection to Rotherham
- does not have any tenancy related debt to the Council or other Landlord
- has not been evicted from a tenancy during the last 5 years
- has not got a history of anti-social behaviour in the Community for the last 2 years
- has no intention to make the property overcrowded

- Households assessed and accepted as Homeless with no Local Connection to Rotherham will be awarded Band 4

The band 4 banding will not apply to those who present as homeless in the following groups:

- Members or Former Members of the Armed Forces, this includes Former Members of the Reserve Forces where the application is made within 5 years of discharge who present as homeless
- Bereaved spouses and civil partners of members of the Armed Forces leaving service family accommodation following the death of their spouse/partner
- Relationship breakdown and divorcees of Members of the Armed Forces and Former Members of the Reserve Forces at the time of application.
- Serving or former members of the Armed Forces Former and Former Members of the Reserve Forces who need to move in urgent

circumstances because of serious injury, medical condition or disability sustained as a result of their service irrespective of when this was.

- Care Leavers who present as homeless
- Applicants who present as homeless who are fleeing violence including domestic abuse and witness protection.

If a property has been advertised and no interest has been made from any suitable applicants, then this property will be advertised as a Direct Home and offered daily to the suitable/eligible applicant in the shortlist. The shortlist will be considered at the end of each day and will be offered in date turn order to Band One, then Band Two, then Band Three and then to a Transfer application and if still no demand then Band Four will be next. The offer won't be made on a first come first served basis.

Households in this Band will be entitled to 2 offers of accommodation. If these are refused the application will be cancelled

Applicants who accept a tenancy including a Direct Home will have their application cancelled.

4.5 Transfer Band - Council or Housing Association Tenants in the Transfer Band will be entitled to 2 offers of accommodation. If these are refused the application will be cancelled.

Tenants not in housing need who do not wish to move will be asked to reapply when they are ready to move.

Current Council or Housing Association tenants who live outside Rotherham and are seeking to transfer to Rotherham to take up a job offer of long-term work and need to move to avoid hardship will be placed in this Band. (1% of lettings will be considered for this group of applicants and 9% for Rotherham tenants)

4.5 Transfer	Status awarded by	Details	Comments
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Band			
<p>Existing Council and Housing Association tenants who have been a good tenant and have had no breaches in their current tenancy conditions in the last 12 months.</p> <p>Council or Housing Association tenants that have been moved from Band 1</p> <p>Current Council or Housing Association tenants who live outside Rotherham and are seeking to transfer to Rotherham to take up a job offer of long-term work and need to move to avoid hardship. (1% of lettings will be considered for</p>	<p>The Council's Area Housing Officers or relevant Housing Association to confirm eligibility of the tenant before the application is registered.</p>	<p>The tenant's current property and garden must be in good clean and tidy condition, with no unauthorised repairs.</p> <p>Breaches in tenancy conditions are defined in the Tenancy Agreement and includes rent arrears and reports of any anti-social behaviour</p> <p>For current Social Tenants who live outside of Rotherham consideration will be given to whether failure to move would result in the loss of an opportunity to improve their employment, for example a better job or promotion or an apprenticeship, and there must be:</p> <p>Evidence of a job offer is</p>	<p>2 Offers.</p> <p>Tenants who are not in housing need and don't want to move now will be asked to reapply when they are ready to move.</p> <p>Tenants will be able to bid for another home in accordance with the size of their household and bedroom need table section.3.4</p>

<p>this group of applicants)</p>		<p>required.</p> <p>The length of the employment contract must be intended to be at least 12 months, voluntary and ancillary work is excluded. (Ancillary work means work that is occasional in an area, but the main place of work is in a different area)</p> <p>For those moving within the South Yorkshire Region, the travel distance and time taken to travel from home to work will be considered.</p> <p>The cost and availability of transport</p> <p>Medical conditions and childcare will be considered</p> <p>Tenants with tenancy related debt that has accrued in the last 2 years must comply with the Allocation Policy debt rules.</p>	
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5. Housing Management Lettings

There are certain circumstances when vacant properties may not be advertised in the “Key Choices” letting scheme, and on some occasions, properties may have been advertised but the accommodation is required for a Management Letting for Rotherham residents.

These will normally apply to the following situations where the Council and its partner landlords may need to use vacant properties for specific management purposes in urgent circumstances. Some of the reasons include:

- Emergency re-housing, for example accommodation maybe required following fire, flood, or another major incident in Rotherham
- Witness protection scheme – this includes cross boundaries
- Safeguarding Rotherham Adults or Children
- Housing for those leaving foster care or ensuring foster placements are available for Rotherham residents
- Individuals re-housed through Multi Agency Public Protection Panel
- Customers who are in hospital and are well enough to return home, but their current home in Rotherham is not suitable for their needs; this is known as Bed Blocking and has direct financial consequences to the authority
- Customers who live in Rotherham are experiencing violence and need to move to ensure their safety
- Provision of homeless temporary accommodation
- Other exceptional housing management reasons assessed by the Housing Assessment Panel, Risk Management Panel or Cabinet Member Report
- Other Exceptional urgent housing management reasons.

In extreme urgent circumstances where cases require an immediate decision, the Director of Housing and Neighbourhood Services or the Head of Housing Options will consider the evidence including in a case and update the Housing Assessment Panel at the next meeting.

6. Furnished Homes

Applicants who have been offered a Council tenancy can choose to have a furniture package. Their application will be cancelled on taking a furnished home. A furnished charge is added to the rent account. It is advisable to check that furnished items are affordable. If claiming housing costs applicants will be advised to check with Department for Work and Pensions that the charge will be covered. The furniture charge is fully covered by Housing Benefit regulations for people on low incomes who would normally qualify.

There are different types of furnished packages to rent, which vary in cost.

7. Announcement of the Allocation Outcome

To ensure that all Allocations are transparent the results will be published on the internet on the Key Choices website and made available at all Customer Service Centres and at Key Choices. The General feedback will include the details of:

- The type of property, locality and advertised group
- Total number of requests received for the property.
- Registration Date and category of successful applicant.

8. List of Housing Associations

Anchor Housing Association
2 Godwin Street
Bradford
BD1 2ST

Tel: 0800 731 2020

Together Housing Association Ltd
2 Carbrook Street
Carbrook
SHEFFIELD
S9 2JE

Tel: 0300 555 5558

Riverside
3 Barley Close
Worsbrough
Barnsley

Tel: 01226 321211
0345 111 0000

Equity Housing Group
Weavers Court
51 Unwin Street
Penistone
S36 6eh

Tel: 0300 123 4460
01226 370440

Habinteg Housing Association
2 Dukes Pl,
Herringthorpe,
Rotherham S65 3BG

Tel: 01709 368663

Housing 21
Tricorn House
51–53 Hagley Road
Birmingham
B16 8TP

Tel: 0303 123 1622

Johnnie Johnson Housing Trust Ltd
Vulcan House, 58
Doncaster Rd,
Rotherham S65 2BU

Tel: 01709 375893

Guinness Partnership
20 Westfield Terrace,
Sheffield City Centre,
Sheffield S1 4GH

Tel: 0845 605 9000

Sanctuary Housing Association
36 Beck Rd, Sheffield
S5 0GB

Tel: 0800 131 3348

Sadeh Lok Housing Association
Trafford House
11 Halifax Road
HUDDESFIELD
HD3 3AN

Tel: 01484 435715

Salvation Army Housing
53-55 Victoria Square,
Bolton BL1 1RZ

Tel: 0800 970 6363

Yorkshire Metropolitan Housing Association
300 Barrow Rd,
Sheffield S9 1JQ

Tel: 0114 2564200

South Yorkshire Housing Association,
152 Rockingham
Street, Sheffield, S1
4EB

Tel: 01142 900 200