

FAQ (Frequently asked questions)

Allocations Policy Review

How long will the consultation survey be live for?

- The consultation will be live until 13th April 2025.

Where will I be able to find the consultation link?

- The consultation survey will be available via the have your say website <https://haveyoursay.sheffield.gov.uk/allocations-policy-review>
- Paper copies of the survey, flyers and posters with an accessible QR code linking to the survey, will be available from your local area housing offices, Council First Points at Howden House and local libraries across the city. They will be available from the 24th March 2025.

What will this consultation mean for me?

The current Allocations Policy has not been fully reviewed since it was implemented in 2013. This consultation will allow you to share your views, and have your say to help the Council consider:

- How we can make the most effective use of this limited social housing.
- How we help those who need a new home urgently.
- Who should be able to join our Housing Register.
- How we can make better use of homes that have been adapted.
- If we should make changes to bedroom eligibility and succession rights to tenancies.
- Any other improvements we could make to the way we allocate social housing in Sheffield.

How will my responses from this survey will be used?

The responses received from this consultation will help us to draft a new Allocations Policy for Sheffield that:

- Is in line with Government policy and our legal responsibilities.
- Reflects the demand for social housing in Sheffield.
- Helps the Council's commitments to ensure best use of social housing in Sheffield.
- You will not be able to be identified by completing this consultation.

Where will I be able to access the current Allocations Policy?

- The current Allocations Policy is accessible to all and available on the Sheffield Property Shop website:

<https://www.sheffieldpropertyshop.org.uk/content/Information/AllocationsPolicy>

What is the Allocations Policy?

The Allocations Policy explains who will be offered Council and Registered Providers (Housing Associations) homes which become available for rent in Sheffield. It explains how we decide:

- Who can join our Housing Register.
- Where someone will be placed on our Housing register - currently we use a banding system to help us decide between people's housing need.
- How those with an urgent need to move will be assessed - we call this priority rehousing.
- Which households are given 'Reasonable Preference'.
- Who will be offered the properties that are advertised.

Will the responses from this survey affect me?

- The responses you provide in this survey may affect existing households on our current Housing Register.

Can the survey be translated if English is not my first language?

- Yes, there is translator built-in to the browser. If you are using the website version of the survey a "Select language" icon will appear on the top right hand side of your screen.
- If you are using your phone to access the survey there is also a "Select Language" icon which will appear on the top right hand side of your screen. You will then be able to request a translation of the survey in your preferred language.
- Translated papers copies of the flyers, posters and survey will be available from the 24th March 2025.

Do I need to complete the consultation survey?

- No, it is not considered mandatory to complete the survey, however, the responses received will help consider how in the long-term social housing will be allocated in Sheffield.
- The Council would like to you to have your say on some of the challenges facing social housing in Sheffield and your views on our current Allocations Policy. Especially if you are thinking about joining, or are currently on, our Housing Register.

What if I own my own home but I am on the Council's Housing register can I respond?

- Yes, if you are a resident of Sheffield, existing social housing tenant or in any other tenure type we would like you to have your say.
- This consultation survey is open to all, and your views are important to us.

Where will I be able to access further advice and assistance regarding the Allocations Policy consultation?

- If you have received a link to the consultation survey and need to discuss this further, you can contact our Housing Call Centre on 0114 293000 and ask to speak to a member of staff within Rehousing Services who will be able to help you.
- Alternatively, if you wish to discuss the survey in person then you can attend the Sheffield Property Shop at Howden House to speak to one of our Customer Service advisors. If you are in need of translation, then please discuss this at the time of attending the property shop at Howden House.
- Alternatively, If you are having issues accessing or require support with the consultation survey then please contact us via our email address AllocationsPolicyConsultation@sheffield.gov.uk.

What are the alternative rehousing options if I am wanting to be rehoused or access a property through social housing?

- If you wish to discuss your housing needs, you can contact us in the following ways:
 - In person at Howden House and Area offices details
 - Telephone details
 - Website details
- Private Rented accommodation. Further information is available on our website [Find Your Let - Sheffield Property Shop](#)
- You may also wish to apply directly to some Housing Associations. While we work alongside many of these housing providers and advertise some of their properties, a few of them also advertise a proportion of their own stock directly. There are links to each of these housing associations through our website at <http://www.sheffieldpropertyshop.org.uk>.
- If you are currently an existing Sheffield City Council or Housing Association tenant, then a Mutual Exchange maybe an efficient way to be alleviate your rehousing need. Further information is also available on our Sheffield Property Shop website Mutual Exchanges - Sheffield Property Shop or alternatively do register/visit our <http://www.homeswapper.co.uk/> website.