**FAQ (Frequently Asked Questions)**

**Allocations Policy Review – Consultation Phase 2**

**How long will the consultation survey be live for?**

* The consultation will be live until Monday 17th of November 2025.

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**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, Howden House and local libraries across the city. They will be made available from Monday 8th of September.

**What will this consultation mean for me?**

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The current Allocations Policy has not been fully reviewed since it was agreed in 2013. In March this year we launched our first consultation. This was to seek the views of residents on the options for changes to our Allocations Policy, to help address some of the key challenges we are facing around social housing in Sheffield.

We have considered the responses received to help write a draft Housing Allocations Policy. The second phase of the consultation has now been launched to get your views on the proposed changes:

* Who can join our Housing Register
* How we prioritise housing applications
* Who gets offered a home
* What happens when an offer is refused
* How we allocate highly adapted properties
* Who can be offered a property on our older person independent living schemes (OPIL)
* How we determine the number of bedrooms a household needs

**How will my responses from this survey will be used?**

Following this consultation, we will consider the responses received and use them to bring a finalised draft version of a Housing Allocations Policy to the Housing Policy Committee for approval in early 2026.

Your answers will help us decide which changes from this draft to include in the final version of the Allocations Policy

**Where will I be able to access the 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>
* Our draft Housing Allocations Policy, summary document, and a summary of the proposed changes table is available to download on [Housing Allocations Policy Review | Have Your Say Sheffield](https://haveyoursay.sheffield.gov.uk/allocations-policy-review)

**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 changes that are included in the draft Housing Allocations policy could mean:**

* Some applicants who currently qualify to join our Housing Register may no longer to do so.
* Some applicants would only be eligible to bid for smaller properties than they could previously.
* We can better prioritise those with the most urgent housing need and those that fall under the reasonable preference categories set by Government.
* Better bidding support for applicants who have priority for rehousing.
* More efficient allocation of social housing stock including adapted properties and specialist housing to those who need it the most.
* Everyone is treated consistently across all bands when they are offered a property.
* Everyone on our Housing Register will need to place bids on properties that are advertised for which they are eligible.
* Our Housing Allocations Policy continues to meet its aims and objectives.

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

* Yes, there is a 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.
* If you would like to request a translated paper copy in your preferred language, please e-mail our [AllocationsPolicyConsultation@sheffield.gov.uk](mailto:AllocationsPolicyConsultation@sheffield.gov.uk) or contact us on 01142930000.

**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 and also shape the final version of the Housing Allocations Policy.

The Council would like to hear from your around some of the proposed changes. The survey is open to everyone, and we want to hear the views of Sheffield residents, organisations, community groups and Registered Providers across the city.

It's important for us to hear from all Sheffield residents, whether you're already on the housing register or not. We’re aware that some groups were not well represented in the last round of consultation, and we’re committed to reaching and engaging with them more effectively this time.

**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 require translation, please discuss this at the time of attending the property shop at Howden House.
* If you are having issues accessing, or require support with, the consultation survey, please contact us via our email address [AllocationsPolicyConsultation@sheffield.gov.uk](mailto: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 local Area Housing Offices
  + Telephone: 0114 2930000
  + Via the Sheffield Property Shop website:

[www.sheffieldshop.org.uk](https://www.sheffield)

* Private Rented accommodation. Further information is available on our website [Find Your Let - Sheffield Property Shop](https://www.sheffieldpropertyshop.org.uk/content/Information/PrivateRentedSolutionsFindYourLetProcedure)
* 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 [www.sheffieldpropertyshop.org.uk.](https://www.sheffieldpropertyshop.org.uk)
* If you are currently an existing Sheffield City Council or Housing Association tenant, then a Mutual Exchange may be an efficient way to alleviate your rehousing need. Further information is available on our Sheffield Property Shop website: [Mutual Exchanges - Sheffield Property Shop.](https://www.sheffieldpropertyshop.org.uk/content/Information/MutualExchanges)

Alternatively, you can visit [HomeSwapper](https://www.homeswapper.co.uk/) and register to find a Mutual Exchange.

**Where would I be able to access further advice and support for the consultation?**

Throughout the duration of the consultation officers will be out and about in the community to speak to residents and attend community groups and engagement events. There will be various drop-in sessions across libraries and local Area Housing Offices where you can call in and speak to the team and receive support to complete the consultation.

Please visit the [Housing Allocations Policy Review | Have Your Say Sheffield](https://haveyoursay.sheffield.gov.uk/allocations-policy-review) website for any upcoming events that we may have in your area.