

# HOUSING POLICY

Your summary guide to  
the new [Allocation Policy](#)

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### [What changes have been made?](#)

Stoke-on-Trent City Council has reviewed its Housing Allocation Policy to ensure that housing is allocated in a clear and fair way. The new policy reflects the Government's aim to help the most vulnerable people in society.

- If you have a housing need you will be placed in one of three bands on the city council's "Active Housing Register".
- If you have **do not** have a housing need, you will be offered a place on the city council's "Inactive Housing Register". You will be offered basic advice about options you have other than social housing.
- Housing Needs Officers will be able to carry out home visits OR see people in Local Centres OR have office based appointments to discuss your housing needs.
- The Choice Based Lettings system will be taken away. A more personal and bespoke property matching system will take its place.
- Each customer will have a dedicated Housing Needs Officer throughout their re-housing journey.

## How do I apply for Social Housing?

The Housing Solutions Service at the city council will assess the housing needs of all eligible customers who wish to be rehoused. This includes new customers and existing council tenants.

You are considered to have a housing need if you currently live in accommodation that is unsuitable for your requirements.

## What if I do have a housing need?

If you are considered to have a housing need, then you will be placed onto the city council's "Active Housing Register" for social housing.

You will be given the opportunity to discuss your housing needs in more detail with your Housing Needs Officer, who will then try to meet those needs in the best way possible.

Your Housing Needs Officer will look at all of the options that are available to you, which could include council housing, private rented properties, Housing Association accommodation or supported accommodation, depending on your circumstances.

## What if I don't have a housing need, but still want to move?

If you do not have a housing need, you will be offered a basic package of housing advice, which will encourage you to explore other options than social housing.

You will also be offered a place on the city council's "Inactive Housing Register", which will be used very rarely to allocate properties.

## What are the three priority need bands?

### Band 1 – Exceptional Housing Need:

- Homeless households owed a full homeless duty by the city council.
- People with a serious medical condition or a disability and living in unsuitable housing.
- People who need to move for Health and Safety reasons, including people suffering abuse, violence or harassment.
- People who are severely overcrowded i.e. people who need 3 bedrooms more than they have available to them.

### Band 2 – High Housing Need:

- People who need 2 bedrooms more than they have available to them.
- People who need to move because of a medical condition or disability and have been assessed as having a high priority need.
- People who are ready to move on from supported accommodation and Approved Premises, including those leaving care.
- People who qualify for a tenancy via discretionary succession.

### Band 3 – Medium Housing Need:

- People who are homeless, but where investigations are not yet finished.
- People who need to take up (or continue) employment, education or a training opportunity that is not available elsewhere and who do not live within reasonable commuting distance.
- People experiencing financial hardship as a result of changing circumstances beyond their control.
- People who need to access social services facilities and are unable to travel across the city.
- Those who need to move to give or receive care that is substantial and ongoing.
- People who need one more bedroom than they have available to them.
- People whose household includes someone with a medical condition or disability, which is linked to unsuitable housing.
- People who live in accommodation which is bigger than the household requires.
- People eligible for older people's accommodation including sheltered housing and extra care provision.