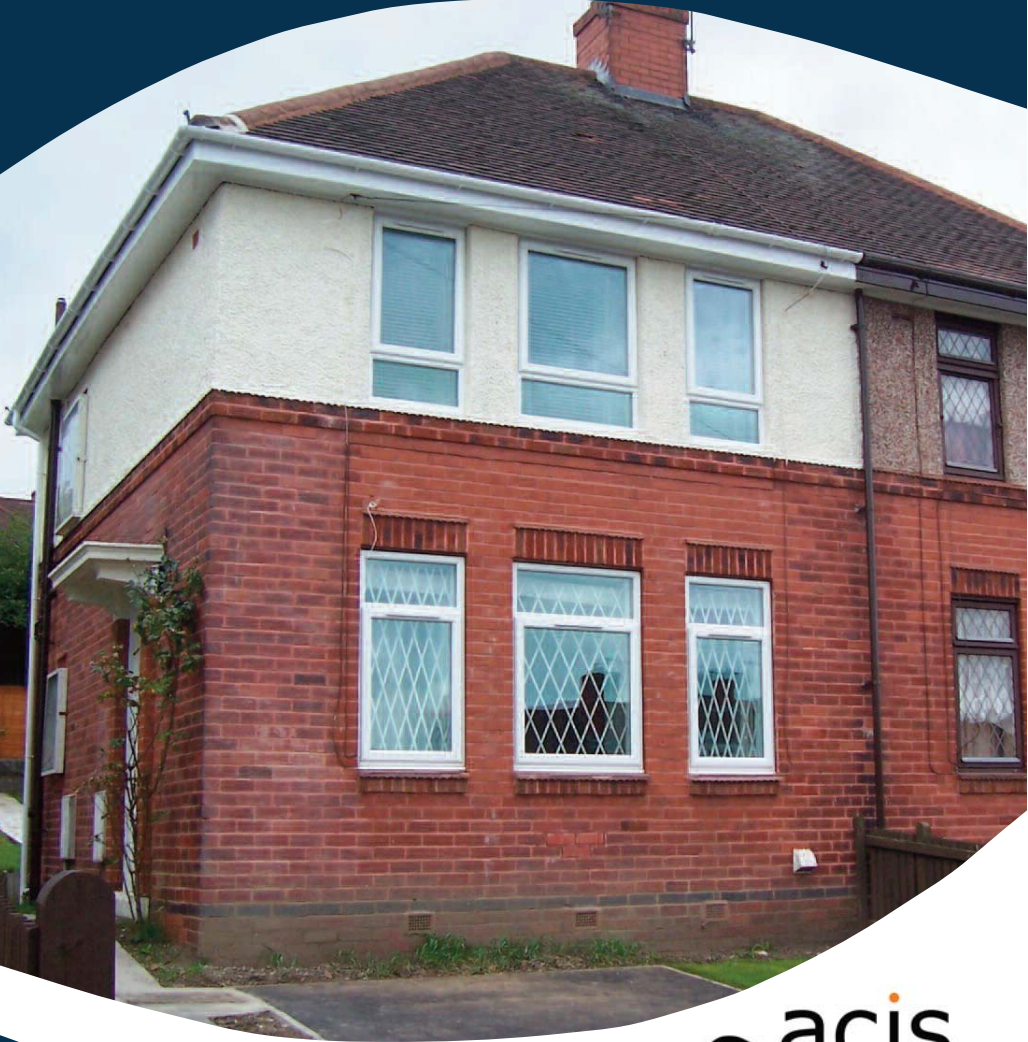


# Transfer Requests in Sheffield



"Better homes and better services for better lives"

## This guide helps to explain:

- How you can apply to transfer to another property with Acis Group in Sheffield
- How we assess applications
- How we choose who to offer our properties to
- How you can bid for properties

## Applying for a Transfer

### Can anyone apply for a transfer?

Anyone who holds a tenancy with Acis Group and lives on the Lower Manor or Woodthorpe estates can apply.

### How do I apply?

You will need to fill in a Transfer Request form. Please contact us to ask for a form.

### How long will it take to deal with my application?

We will try to make a decision and write to you about this in twenty working days.



## What type of property can I ask to move to?

The table below sets out the type of property that different household types will be eligible for:

1 bedroom flats	Single person or couple
2 bedroom flats*	Single person or couple with one child
1 bedroom bungalow	Single person or couple. Either over fifty-five years old or in need of a ground-floor property on medical grounds
2 bedroom bungalow	Single person or couple. Either over fifty-five years old or in need of a ground-floor property on medical grounds
2 bedroom house*	Household with one child or pregnant and baby due within three months
3 bedroom house	Household with one child or pregnant and baby due within three months. Preference given to households with two children
4 bedroom house	Households with three or more children

*\*Some lower demand two-bedroom properties will be available to households with limited access to a child. Other family size properties will be offered to households with children who will use the property as their principal home.*

## Access

### **I have limited access to my children, can I be considered for a house?**

We always have a shortage of houses to let so we give preference to families who have children living with them all the time. We can consider you for some houses, which are in lower demand or alternatively for a two-bedroom flat.

## Application Assessments

### **What do you need to assess?**

We need to decide if you are eligible for the type of property you wish to move to. This includes us seeing how you have conducted your tenancy.

We also need to decide if your request should be given any extra priority.

### **Why would an application be given priority?**

We may decide to give extra priority to an application if there is at least one significant reason for the transfer request. This can be because of overcrowding, medical or welfare reasons.



## **How will I know if my application has been given extra priority?**

If you are eligible for a transfer we will place you in one of the following bands. Band 1 has the highest priority and Band 3 no priority.

Band 1 – priority already given by Sheffield Homes

Band 2A – two or more significant reasons for needing to move home

Band 2B – one significant reason for needing to move home

Band 3 – a request to move home

## **How to Bid for Properties**

### **How do you do this?**

If you have not used the Property Shop before please ask us for more information about this.

### **Do I still need to be registered with Sheffield Property Shop?**

Yes, we let all our properties, except emergencies, in this way.

## **How do I know which properties I can bid for?**

You will be able to bid for any suitable property, but some will give first choice to someone requesting a transfer. These will be advertised as 'preference given to existing Acis tenants'.

## **Why do your property adverts give preference to different people?**

We have an agreement with Sheffield Homes that 50% of available properties will be let to people from their Housing Register. The different preferences help us to do this.

We also have a local agreement that 10% of properties will give preference to existing tenants who wish to transfer within Lower Manor and Woodthorpe.

## Offers

### **How do you decide who to offer a property to?**

We are sent a list of all the people who bid for each property by Sheffield Homes. We look first at those households who are in the chosen preference group. From this we choose the household which has the highest priority and has been waiting longest.

### **How long will I have to wait to move home?**

This will depend upon several things including the type of property you wish to move to, the number of properties we have to let and demand from other customers. We will try to give you an approximate timescale once we have built up our Transfer Register.



This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

ਅਨੁਵਾਦਕ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।

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## Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

### Acis Group Limited

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**Gainsborough**  
**Lincolnshire**  
**DN21 1GG**

**email:** [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk)

**web:** [www.acisgroup.co.uk](http://www.acisgroup.co.uk)

**FREEPHONE:** 0800 027 2057

**text:** 07800 002270

