

## Community Profiling

We want our housing schemes to be balanced and to reflect the communities in which they are situated. We use community profiling to help create and maintain sustainable communities. This helps us to ensure there is a mix of household types at our schemes. For example, a mix of single people, couples, employed people, people from a range of ages etc.

## How Community Profiling Works

Each housing scheme will have a community profile which aims to maintain a balance in the types of households living there. The following is an example:

A scheme with 45 homes, comprising 36 x 1 bed flats and 9 x bedsits. Suitable for single people and/or couples with no children and no pets.

Community Profile: 60% single people - 40% couples, 50% male - 50% female, 50% of residents economically active, 5% of residents of BME origin

Particular homes on our vacancy list may have 'suitability criteria' for applicants. For example, we may advertise a home as suitable for a couple who are in employment. The purpose of the suitability criteria is to help us maintain a mix of households at our schemes.

If you do not meet the suitability criteria, you can still express an interest in a home as you may be considered if we don't get expressions of interest from people who do meet the criteria.

If you would like to discuss our policy on community profiling, please don't hesitate to contact us.

## Contact Us

Address: 2-4 Woodhouse Street, Stoke on Trent, ST4 1EJ

Telephone: 01782 744533

Fax: 01782 744931

Email: [mailbox@staffshousing.org.uk](mailto:mailbox@staffshousing.org.uk)

Website: [www.staffshousing.org.uk](http://www.staffshousing.org.uk)



# Your guide to SHA Select-a-Home

The choice-based lettings system at  
Staffordshire Housing Association



# What is SHA Select-a-Home?

Select-a-Home is the name for our choice-based system of letting homes. The system is fast, easy and fair, giving you more choice in where you want to live.

## How Select-a-Home works:

- Register with us on our form. Call us on 01782 744533 for assistance.
- Every two weeks we will send you a leaflet advertising new and upcoming vacancies. The leaflet will be sent by post or email - whichever you choose on Section A of your registration form. It will have a closing date by which you must contact us to express your interest in a home or homes.
- You can express interest in as many vacant homes as you like. The more homes you express your interest in, the greater your chance of finding a home more quickly.
- If you see a home or homes you like, get in touch with us as soon as possible to express your interest. You can do this by phone, email, letter, in person, or online at <http://sha-select.staffshousing.org.uk/> (no need to type www.). You must contact us by the closing date stated on the leaflet.
- If you have difficulty contacting us, someone else can do this for you as long as they tell us they are doing so and quote your reference number.
- On the closing date, we look at everyone who has registered an interest and sort them into date order. The person who has been registered with us the longest and meets our 'suitability criteria' will normally have first refusal.
- All new tenants, except people in older persons schemes, will be granted a 'starter tenancy'. This is a probationary tenancy for 12 months. Once the tenancy has run satisfactorily for 12 months, it will become a Standard Assured Tenancy and will give you extra rights as a tenant. We use starter tenancies to help prevent nuisance and anti-social behaviour.

We will sometimes give priority to people who are in urgent need, but the majority of our vacancies are open to everyone. We do not operate a 'points' or 'banding' system.

## Frequently Asked Questions

### Where are SHA homes situated?

Throughout North Staffordshire. There are examples in your registration pack, or you can look on our website at [www.staffshousing.org.uk](http://www.staffshousing.org.uk).

### Can anyone register?

Yes. However, if you have significant housing debt or a history of nuisance, anti-social behaviour or violence, or if you or anyone in your household has been convicted of certain criminal offences, you may not be eligible to register. Feel free to call us to discuss this if you have any concerns.

### What proof of identification should I send with my completed form?

You need to give us 2 photocopies of ID, such as driving licence, passport, birth or marriage certificate, benefit book, bank statement, wage slip or utility bill. Please do not send original documents.

### What about references?

If you have previously had or currently have a tenancy with a private landlord, council or housing association, we will ask them for a reference.

If you have not had a tenancy before, we will accept a character reference from your employer, or from someone who knows you in a professional

capacity, such as a doctor, lawyer, teacher or police officer.

### Now I'm registered - what next?

Every fortnight we will send you a vacancy leaflet. If you see a home you like, contact us quickly to express interest. See the previous page for what happens next.

### What are priorities and suitability?

By each home on the vacancy leaflet, we will list priorities and suitability.

For example, we give priority to people who are homeless or in urgent need if granted homelessness status by a local authority.

Other homes might have been specially built for particular groups of people, such as families or older people. At other times, we would like to balance the mix of households in the scheme or neighbourhood to encourage sustainable communities.

### What is the register review?

Every so often we will write and ask you if you still want to remain on our housing register. If you do not reply when we write to you, your name will be removed from our waiting list and you will no longer receive our fortnightly vacancy leaflet.

If you would like this leaflet in another language, or in Braille, large print or on tape, please call us