



staffordshire  
HOUSING ASSOCIATION

# Transfers and exchanges



We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተርጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከራሳችን እባክዎን ይጠይቁ።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’  
ARABIC

‘আমরা কিছু তথ্য অন্য ভাষায় অনুবাদ করতে সক্ষম। এই বিষয়ে অনুগ্রহ করে আরোও তথ্যের জন্য জিজ্ঞাস করুন।’  
BENGALI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat  
POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema  
PORTUGUESE

‘ہم کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’  
URDU

‘ما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’  
FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta  
SOMALI

نیمە دەتوانین هەندێن زانیاری تر وەرگیرێنەو هەسەر زمانەکانی تریش. تکایە بۆ دەستەبەهێکردنی زانیاری زۆرتر، پەیوەندیمان پێوەبکەن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo  
LINGALA

ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ኣብራታ ክህልዎና ክኢልና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ኣብራታ ንምርካብ ድማ ብኻብራቲኩም ኤተቱና።  
TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.  
SHONA

This document is also available in:



Large print



Audio CD



Braille



Other languages

If you are not happy with your Staffordshire Housing Association home or it does not suit your needs, you can apply to transfer or register for an exchange.

### **Transfers.**

To apply for a transfer, you will need to fill in a form to register with Select-a-Home, our choice based lettings system. We will then visit you to discuss your requirements. We will also confirm that your current home is in good decorative order and that you are keeping to your tenancy conditions, such as paying your rent.

Once you have registered, every fortnight you will get a vacancy sheet with a list of vacancies. Then, if you see a home you'd like to transfer to, you can register your interest in that home. Some of the advertised homes will be set aside for people who want to transfer but you can register your interest in any home we advertise.

For more information on how

everything works, please call our housing team. We'll explain it all to you and pop you a leaflet in the post.

### **Mutual exchanges.**

You might be able to exchange your home with another tenant from Staffordshire Housing Association, another housing association or a local authority. We call this a mutual exchange.

You can find out more by visiting [www.homeswapper.co.uk](http://www.homeswapper.co.uk) - a website which helps people find other tenants to swap with. As well as registering with homeswapper, you can advertise that you want an exchange.

There are some rules about exchanging your home, though. To find out more about how an exchange works, please call our housing team. They will explain the process and give you advice on exactly what to do.

# How to contact us

### **Phone.**

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

### **Email.**

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

### **Address.**

Staffordshire Housing Association  
308 London Road  
Stoke on Trent  
ST4 5AB

### **Website.**

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

### **Office opening hours.**

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.