**Frequently asked questions**

**Q1. Why does there need to be a review?**

The Council is on track to deliver 1,000 new Council homes by summer 2027, but demand continues to rise, driven by factors including the Cost-of-Living Crisis. More than 7,000 people are currently on the Housing Register.

**Q2. Do the changes apply to existing housing applications?**

Yes, due to the number of active housing applications, the changes will apply to both new and existing applications.

**Q3. Will I still qualify to be on the housing register?**

Existing applications that qualify under the current Allocation Policy will not be removed from the housing register, however all other changes will apply. New applications from Monday 1 December 2025 will be subject to the new qualification criteria.

**Q4. What if I’ve had a change in my circumstances?**

It is important to notify Key Choices if you’ve had a change in your circumstances. The Council operates a housing register of need, and applications are placed in a band depending on the level of housing need. If your housing need has changed, or there have been other changes to your household, your housing application will need to be reassessed.

**Q5. Will my banding change?**

The aim of the Housing Allocation Policy is to assist applicants in housing need. The bandings determine the level of priority awarded; the Housing Act 1996 requires the Council to award reasonable preference to certain housing needs. All current applicants, across all bands, will be reassessed under the new policy to ensure fairness and consistency; therefore, your banding may change.

**Q6. Can I still bid for the same type of properties?**

Due to the demand for Council housing, it’s important that the Council makes best use in allocating its homes to ensure as many people access affordable accommodation.

From Monday 1 December 2025 occupancy levels have been amended, meaning that you may not be able to place “bids” on properties for which you’ve previously been eligible to bid for. Page 21 of the new Housing Allocations Policy shows what type and size of property applicants are eligible for.

**Q7. Can I stay on the housing register even if I’m not ready to move yet?**

The Council operates a housing register of need; therefore, you should be actively bidding on properties that are suitable and meet your re-housing requirements. If you do not wish to move at this time, you will need to contact Key Choices so that your housing application can be closed. From Monday 1 December 2025 if you fail to bid within a 12-month period, your housing application will automatically be cancelled.

If you are not able to place “bids” yourself, automatic bids can be applied to your housing application. Please contact Key Choices if you need to discuss this further.

**Q8. Will there be any disruption to the service or advertising properties?**

To enable the 22 changes to be made effective in the housing management system, there may be a period in which properties may not be advertised, and changes to housing applications cannot be made. However, the Council’s Housing Service will operate as normal. Further information will be published nearer the time, including a message on your housing online account.

For more information including the new policy and a summary of the changes please visit:

[www.rotherham.gov.uk/downloads/download/613/housing-allocation-policy-documents](http://www.rotherham.gov.uk/downloads/download/613/housing-allocation-policy-documents)