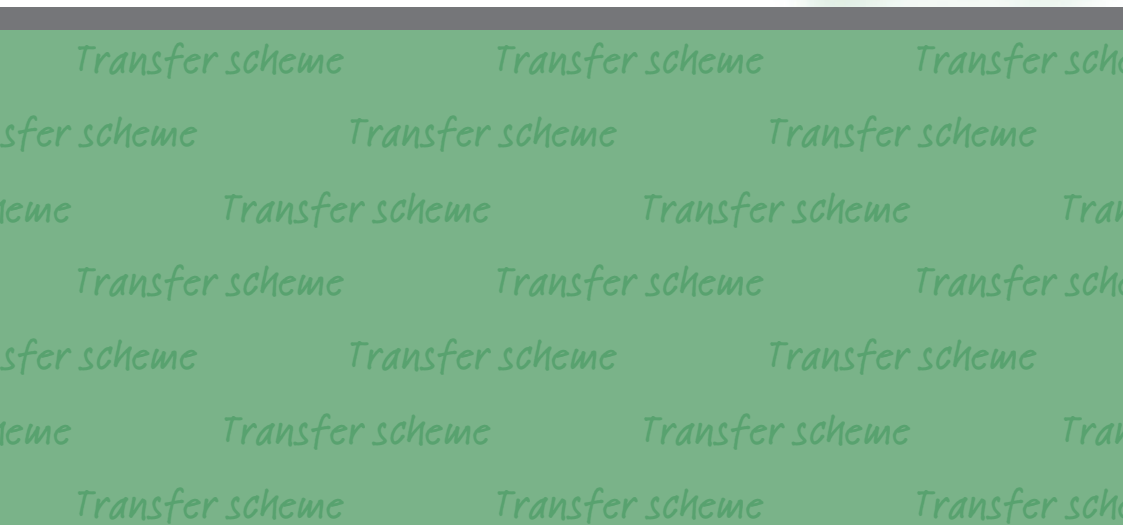




CROSS KEYS Homes

You'll be at home with us

Star tenant transfer scheme



If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter or have it translated for you. Please call us on: **01733 385116**.

You will need to tell us your name, address, telephone number and the language you speak.

Arabic:

إذا كنت تواجه أي صعوبة في فهم هذا المستند يمكننا تفسيره لك من خلال مترجم فوري أو القيام بترجمته لك. الرجاء الاتصال بنا على: 01733 385116.

سيتعين عليك إخبارنا باسمك، عنوانك، رقم تليفونك واللغة التي تتحدثها.

Farsi:

اگر درک مطالبی که در این متن نوشته شده برای شما سخت است می توانیم ترتیبی بدهیم که یک مترجم شفاهی آنها را برای تان توضیح بدهد یا اینکه متن را برای شما ترجمه کنیم. لطفاً به ما تلفن کنید: 01733 385116.

شما باید نام، آدرس، شماره تلفن و زبانی که به آن صحبت می کنید را به ما بگویید.

Kurdish:

ئەگەر هیچ گرتتیکت هەیه له تیگەشتنی ئەم بەلگەنامەیە، ئەو دەتوانین لە ڕینگای زمان وەرگیرێک بۆت 01733 385116 ڕوون بکەینەو یان بۆت بگۆڕینە زمانی خۆت.

پێویستە ناگاداران بکەیتەو بە ناوت و ناوێشان و ژمارە ی تەلەفون و هەروەها زمانی قسە کردنت.

Polish:

Jeśli masz trudności ze zrozumieniem tego dokumentu, możemy go przetłumaczyć na język polski, albo zorganizować pomoc tłumacza, który go wyjaśni. Jeśli potrzebujesz pomocy tłumacza, zadzwoń: 01733 385116.

Musisz podać swoje Twoje imię i nazwisko, adres, numer telefonu i język, w jakim życzysz sobie tłumaczenie.

Portuguese:

Se tiver alguma dificuldade em compreender este documento, podemos contactar um intérprete que lho explique ou mandá-lo traduzir para si. Telefone para o número: 01733 385116.

Iremos precisar que nos diga o seu nome, morada, número de telefone e qual a língua que fala.

Urdu:

اگر آپ کو یہ دستاویز سمجھنے میں کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعے آپ کی خاطر اس کی وضاحت کا انتظام کرسکتے ہیں یا آپ کے لئے اس کا ترجمہ کروا سکتے ہیں۔
برائے مہربانی ہمیں کال کریں: 01733 385116

آپ کو ہمیں اپنا نام، پتہ، ٹیلیفون نمبر، اور وہ زبان بتانے کی ضرورت ہوگی جو آپ بولتے ہیں۔



If you require an audio or large print version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or email: translation@crosskeyshomes.co.uk

This is a free service.

What is the star tenant transfer scheme?

This scheme has been set up for certain new build properties only. Under the scheme a proportion of our properties on a new development site will be let to current registered social landlord tenants who meet the qualifying criteria.

Do I meet the current criteria?

To register for the star tenant transfer scheme, you must be an existing social landlord tenant and you must have:

- A clear rent account - maintained for six weeks
- No current open anti-social behaviour cases against you (for borderline cases, liaise with your anti-social behaviour manager, who will make the final decision)
- A well maintained existing property and garden

How do I apply to become a star transfer tenant?

You will need to contact either your dedicated neighbourhood manager or Peterborough City Council's housing options' team (**01733 864064**) to apply for the scheme. If you contact the housing options' team they will forward your request on to us.

How is my application assessed?

Once you have applied to become a star transfer tenant, your neighbourhood manager will fill in the necessary application form and assess you against it. This assessment will also include a home visit to view your property and garden. Once all this has been carried out your neighbourhood manager will inform you if you have been successful in qualifying for the scheme.

If you have been successful we will then inform Peterborough City Council's housing options' team.

If I have successfully qualified, how do I get allocated a new build property?

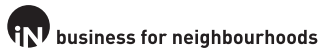
Once housing options has been notified of your successful application they will add your details to the star tenant transfer waiting list. You will then be given a category based on which band you fall under:

- | | | | |
|-------------------|----------------|------------------|----------------|
| Band one | = STAR1 | Band four | = STAR4 |
| Band two | = STAR2 | Band five | = STAR5 |
| Band three | = STAR3 | | |

You will then be able to bid for star transfer properties as and when they become available in the normal way.

What if I do not currently meet the criteria?

If you do not currently meet the criteria but are working towards it, you will be set up as 'provisional' on the star transfer waiting list. Provisional star tenants will be unable to bid for star transfer properties (you will still be able to bid for other transfer properties as normal) until they meet and maintain our criteria of having a clear rent account, no open anti-social behaviour cases against them and a well kept home and garden.



www.crosskeyshomes.co.uk

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