

Transfers and exceptional moves policy - key facts

South Staffordshire and Shropshire



From 17th November 2025, no new applications will be accepted on to the South Staffordshire waiting list. From this date, we will also not be accepting any changes to existing applications on the South Staffordshire waiting list.

You can find out more about these changes, on [our website](#).

Step by step guide to applying for housing

1. You will submit an application for a transfer online at www.myhomefinder.org.uk
2. We will aim to process your transfer application within five working days *
3. We will ask you to complete a virtual property inspection and provide the relevant information to us within ten working days. Guidance on how to do this will be sent to you.
4. If you need assistance, please contact the Homes Plus choice-based lettings team for support.
5. We will contact you within five working days of receiving your information, to confirm the outcome of your property inspection

Existing Homes Plus customers who wish to transfer must have:

- ♦ Lived in their current Homes Plus property for two years
- ♦ Two weeks rent credit on their rent account, when the formal offer of a new home is made
- ♦ Passed our property condition inspection

*** Please note: this does not apply to Homes Plus customers requesting a move to Shropshire.**

All transfer applications to homes in Shropshire are dealt with directly by Shropshire HomePoint.

Homes Plus cannot influence their timescales or provide additional support with their applications.

Your current housing circumstances

When applying for a transfer, you must be able to evidence the reasons why you need to move. You will be eligible if your circumstances meet the priority banding of Silver or higher, subject to the requirements set out above.

If you do not meet these requirements then your application will be cancelled and you will be unable to transfer to another Homes Plus property at this time.*

However, if you would like to consider a mutual exchange, you can find further information on our website www.homesplus.co.uk.

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Priority banding

We award applicants one of three priority bands based on the information provided by you at the time of your application, including information given in the application form and supporting evidence. All applications are assessed on housing and medical need, in line with the three priority bands outlined in the table below.

Gold Priority	An existing Homes Plus customer is occupying specialist, adapted accommodation and it is no longer required.
Gold	<p>An existing Homes Plus customer has been awarded high medical priority, defined as:</p> <ul style="list-style-type: none">♦ Extreme physical disability requiring care assistance, which restricts the customer's independence or impedes their ability to live safely, making their current property not suitable for their needs.♦ Instances of mobility support within the customer's current home that make facilities above ground floor inaccessible. <p>An existing Homes Plus customer is over-crowded by one or more bedrooms (details of this can be found in the eligibility section of the lettings policy).</p> <p>An existing Homes Plus customer is under-occupying their current property by one or more bedrooms.</p>
Silver	<p>Medium medical priority awarded where an existing Homes Plus customer suffers from incapacity or mobility problems, chronic illness or a long-term health condition, which either prevents them accessing all facilities within the home, or only reaching them with severe difficulty. For example – but not limited to – disabling arthritis, severe asthma or angina, which prevents them from climbing the stairs inside the home, or steps outside the home.</p> <p>An existing Homes Plus customer currently resides in a 2-bed flat above ground floor, with no lift access and two children occupying the second bedroom.</p> <p>An existing Homes Plus customer needs to receive support from – or give support to – a close family member.</p>

Other customers' priority banding

We understand that you may feel your neighbours, friends or family are being offered a transfer to a new home much quicker than you.

We are only able to discuss your own banding or housing status with you so please keep in mind that if you call to enquire why someone else has already moved, we won't be able to answer your questions.

Exceptional moves

For more information about exceptional moves, please refer to the Transfers and exceptional moves policy on the Homes Plus website www.homesplus.co.uk/documents

Further advice

You can find the Transfers and exceptional moves policy on the Homes Plus website www.homesplus.co.uk/documents or you can contact our Homes Plus lettings team for further advice and guidance:

Homes Plus Lettings Team

Tel: 0800 048 8955

Email: CBLteamstaffordshire@homeplus.co.uk

www.facebook.com/myhomesplus

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