



Getting a home with Housing Plus Group

June 2026



Thinking about moving – can we help?

We provide around 2,000 homes each year across Shropshire, Telford & Wrekin, Staffordshire and Cannock.

We currently have more people needing homes than we have available, so we make sure to prioritise those in the most urgent situations, including those who are homeless. If you need help at any stage, you can:

- **Call us on [insert phone number]**
- **Speak to us in person at one of our hubs**
- **Ask us for help to access online services**

If you already rent from us

If you're one of our customers and thinking about moving, please get in touch first. We'll always look at whether we can help you stay in your current home. For example, we might be able to help solve a problem or offer support.

If moving is the best option, we'll talk you through what you can do next and the ways you might be able to move.

If you're homeless or worried about losing your home

If you are homeless or at risk of becoming homeless, contact your local council as soon as you can.

They can:

- Give you advice and support
- Explain your options
- Help you find somewhere to stay

They are usually the best place to go for urgent help.

Other housing options

If you don't have an urgent housing need, you may still be considered, particularly if your local authority is unable to support you.

However, we do have other types of homes, such as:

- Houses, flats and bungalows for general needs
- Homes for people aged 55 and over
- Extra care or supported housing with help on site

You can visit our website to see what's available and how often homes become free.



How we let our homes

There are three main ways we let our homes:

- **Through local councils** – most homes go to people in highest need
- **Waiting lists** – mainly for our current customers who need to move
- **Homes advertised online** – a small number of homes you can apply for directly

Homes advertised online are usually offered on a first come, first served basis. There are usually only a few available at any one time.

Applying for a home

To apply, you need to:

- Be 18 or over
- Have the right to rent in the UK
- Be able to pass our checks

What happens when you apply:

1. **Fill in an online form** – tell us about you and your household
2. **Send us your documents** – such as ID and bank statements
3. **We will contact you if your application progresses** – if your application is shortlisted, we'll get in touch to talk about your situation and housing needs in more detail.

If a suitable home becomes available, we'll invite you to view it.

If you're not confident using the internet, our team can help you with your application.

What we check

We want to make sure any home we offer is right for you and that you'll be able to afford it.

We'll look at:

- Your income and spending
- Your previous tenancies
- Any rent arrears or housing-related debt

We may also ask for references and carry out other checks if needed.

If you need extra help, we can point you towards support with things like benefits, budgeting or getting essential furniture.

If we can't offer you a home

Sometimes we might not be able to offer you a home straight away. This could be because:

- It wouldn't be affordable for you
- There are issues from previous tenancies
- There is outstanding housing-related debt



If this happens, we'll explain why and what you can do to improve your chances next time. You can also appeal the decision or apply again in the future.

Viewings and offers

If you're being considered for a home:

- We'll contact you with the details
- You'll be invited to view it
- You'll usually have a short time to decide

If you're on a waiting list, you can usually refuse up to three suitable offers before being removed.

Moving into your new home

If you accept a home, you'll receive:

- A clean, safe and secure property
- A tenancy agreement
- Your keys
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Before you move in, you'll need:

- Some rent in advance
- Basic items such as beds, seating and cooking equipment

You may also need to budget for flooring or moving costs. In some cases, your local council may be able to help.

When you move in, we'll:

- Show you around your new home (including key features like the fuse box, meters and safety information)
- Explain how to contact us and get support
- Tell you about local hubs and opportunities to get involved

After you move in, we'll check in to make sure you're settling in and see if you need any support.

Need help?

Our Lettings Team is here to help you at every step.

You can:

- Contact us for advice
- Visit our website to search for homes
- Set up alerts so you know when something becomes available

