



# FIND A HOME

New website pages proposal  
November 2023

**The Wrekin**  
Housing Group

## Introduction

Hi everyone. I'm Kylie, Home Options Manager for Wrekin Housing Group. I manage our lettings service.

I've been working with colleagues and customers on a review of Wrekin's Find A Home (lettings) website pages.

We've pulled some proposals for change together and would love to hear your views and feedback. Please let us know what you think.

If you would like to discuss any of the content in more detail, please contact me; on [kylie.anderson@wrekin.com](mailto:kylie.anderson@wrekin.com) or 01952 217067.

## New "Find a Home" page proposal

Please see the proposed new Find A Home website on the pages below. We have given you a summary of the information that will sit behind each page.

### Things to think about:

- If you were thinking about a move, is all of the information there that you would like to see?
- If not, what's missing?
- Is information easy to find?
- If not, how can we make things easier?
- How would you like to see the information presented?

# MAKING A DIFFERENCE TO PEOPLE'S LIVES

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## FIND A HOME

AVAILABLE NOW

CAN WREKIN HELP ME? >

Can Wrekin help me?

HOW TO APPLY >

How to apply

HOMES TO BUY >

Homes to buy

CAN I AFFORD A WREKIN HOME? >

Can I afford a Wrekin home?

CHANGE MY WREKIN HOME >

Change my Wrekin home

NEW HOMES >

New homes

FURTHER SUPPORT AND INFORMATION

The Wrekin Housing Group



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Customer  
Accessibility  
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AVAILABLE NOW

- Scroll through a list of all available to let Wrekin homes, or open waiting lists.
- Property adverts include key property details and images.



- Function to search where Wrekin have properties, how many, and how often they become available (detail displayed on a map).
- Signposting to other housing options and support if we haven't got what you are looking for, or it doesn't become available often.
- Function for customer to leave contact details so that we can notify you when homes that meet your search criteria are advertised.



- Summary information about how Wrekin let homes.
- How our waiting list approach works.
- Details about nominations and partnership working with our local authorities.
- How to apply in our different geographical areas.
- Who can apply.
- Our application processes.
- Advice for people at risk of homelessness or with an urgent need to move.
- Rent in advance information.



- Details of our Low-Cost Home Ownership homes such as Shared Ownership.
- Who can apply for Low Cost Home Ownership.
- Details about our application process and pre-tenancy checks.
- Affordability, deposits and minimum income levels.
- Low Cost Home Ownership FAQs.



- Pre-tenancy assessment; what to expect, how and why we do it.
- Rent in advance; how it's calculated and why it's required.
- Considering other moving costs; removals, carpets, white goods, essential furniture, and links to available support (charitable grants and funds).
- Interactive budget calculator to assess affordability.
- Links to support that may be available for new and transferring tenants.



- Assistance available if you have an urgent need to move (definition of an urgent need).
- Assistance for households who are downsizing or over occupying.
- What to expect as part of our transfer process.
- Signposting to cost of living pages.
- Signposting to adaptations pages.
- Book appointment function for tenants to contact their Housing Team.
- Mutual exchanges information.
- Link to end tenancy.



- How we let Wrekin new build homes.
- View development sites on a map (to include; number of properties, size and type, completion dates, how they will be let).
- Function to request further information for low cost home ownership and ShireLiving sites.
- Link to apply for any available properties.
- Link to New Homes FAQs.

FURTHER SUPPORT AND INFORMATION

- FAQs and housing advice scenarios
- Support anyone unable to access support or advice online / digitally.
- Signposting for housing advice and options.
- Tenant and landlord responsibilities.
- Example tenancy documents.
- Benefits of being a Wrekin tenant.