



New Homes FAQ videos

Spring 2023

What our customers were telling us About moving into a newly built home

Sign-up and defect period

Issues raised by customers included:

- Not realising that the carpeting/blinds are the tenant's responsibility
- Unexpected costs like paying a lump sum up front
- Understanding the defect process – what can and can't be done
- Knowledge of the defect end date (why is it different from the date I moved in?)

New homes engagement project Summer 2022

"I wasn't aware from the beginning that I had to do the flooring – only on the day I signed up.

This was; a big cost and meant I couldn't start moving when I planned until the floors were sorted."

"Give more information on what you can and can't do."

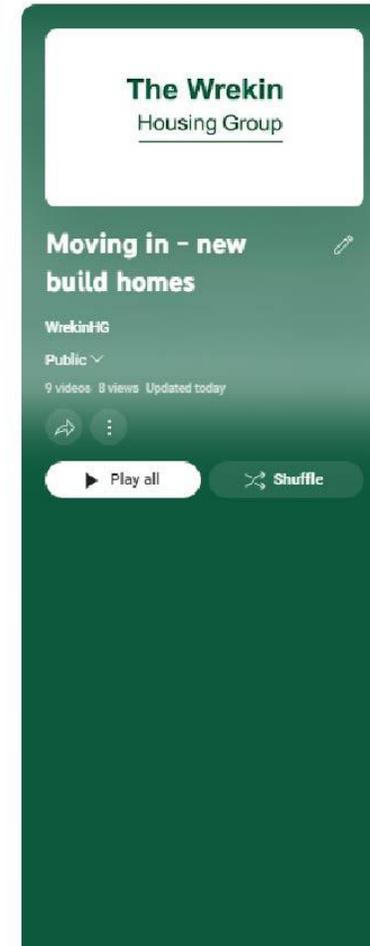


The Working Group...

- **A working group was set up to create video frequently asked questions videos for tenants.**
- **This was a real collaborative approach ensuring teams across the organisation were consulted and everyone had their say.**
- **The teams involved directly were Housing, Marketing, Social Value, Development, Managed Services, Property, Gas Team, Money Matters, Customer Contact Centre.**
- **Once everyone had provided feedback and information was collated, the working group became smaller to create the planned videos and information.**
- **At this stage, we sent the script was developed into the videos.**

Example content

Video Section	Voiceover / Script	Content Details
Introduction	<p>This series is for anyone interested in applying for a new build property covering information for:</p> <ul style="list-style-type: none"> Your application Viewings Handovers Sign-ups Ongoing – after you move in and during your first 12 months <p>You can also read our FAQ's and additional information.</p> <p>Please get in touch with the local housing team or your Housing Executive if you have any further questions.</p>	<ul style="list-style-type: none"> Title comes in from left Screens to moving in from left to right Similar style to “how we let and sell our homes” Might need a series on application process / breakdown the above Old Park Drone footage Old Park interior footage / exterior footage Housing / Dev footage looped behind moving triangles artwork
Your Application	How do I apply for a new build property?	<ul style="list-style-type: none">
Viewings	<p>Application accepted, next steps</p> <ul style="list-style-type: none"> Who should I speak to about viewing a new build property? Who can attend a viewing? What happens at the viewing? Can I take measurements and photos during the viewing? When will the viewing take place? 	<ul style="list-style-type: none"> Old Park interior footage / exterior footage Housing / Dev footage looped behind moving triangles artwork
Sign-ups & Handovers	<p>Getting ready to move in</p> <ol style="list-style-type: none"> How quickly can I move in? Will internet broadband be set up? Do I need to register my address for a post code if it hasn't got one? 	<ul style="list-style-type: none"> Old Park / handover walk-through Housing / Dev footage looped behind moving triangles artwork



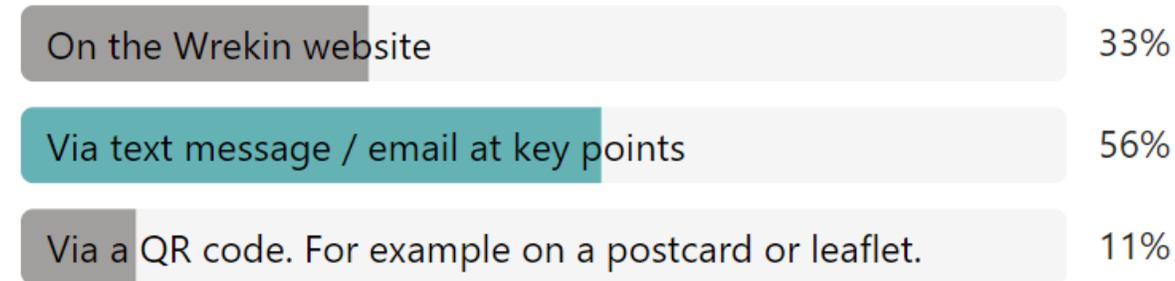
Video Title	View Count & Time	Content Details
New Build Homes - Full Video	WrekinHG · 7 views · 3 months ago	<i>New Build Homes - Full Video</i>
New Build Homes - Introduction	WrekinHG · 4 views · 3 months ago	<ol style="list-style-type: none"> What this series includes Who it is for Where to find additional information
New Build Homes - Viewings	WrekinHG · 3 views · 3 months ago	<ol style="list-style-type: none"> Who should I speak to about viewing a new build property? Who can attend a viewing and what happens at the viewing? When will the viewing take place?
New Build Homes - Sign ups	WrekinHG · 5 views · 3 months ago	<ol style="list-style-type: none"> Getting ready to move in... How quickly can I move in? Will I need to set up my broadband or register my address?
New Build Homes - Handovers	WrekinHG · 2 views · 3 months ago	<ol style="list-style-type: none"> What is a consumer unit, stop tap, and thermostat, where are they and how do they work? What is "Fill, Fire & Test" and how do I book it? How do I set up gas and electric supply, and where are my meters located?
New Build Homes - First 12 months	WrekinHG · 1 view · 3 months ago	<ol style="list-style-type: none"> Who do I do if I have a repair or any other issues with the property, and how quickly will they be fixed? What is the "defect period", and how should I look after my home in the first 12 months? Some information will differ depending on your home, please contact the local housing team...
New Build Homes - Additional support	WrekinHG · 1 view · 3 months ago	<ol style="list-style-type: none"> What's available to me as a Wrekin tenant? How to get your 30% Wrekin Revive discount Home Contents Insurance and more...
New Build Homes - FAQs	WrekinHG · 1 view · 3 months ago	<ol style="list-style-type: none"> Where to find your Tenant Handbook Where to find cost of living support Where to find all the FAQs in text format from this series

What customers thought of the idea

5. Do you think video guides about letting our new build homes will be useful?



6. How would you like to access videos like these?



“I think the plan is very useful. As it would answer a lot of questions I wondered about before I became a Wrekin resident.”

“I think it covers everything you need to know .”

Digital inclusion and accessibility

Website URL link:

<https://www.wrekin.com/new-homes-faqs>

The screenshot shows the top navigation bar of the website with the logo 'The Wrekin Housing Group' and links for 'Find a home', 'Careers', 'Corporate', 'Make a payment', and 'Complaint or Compliment'. Below the navigation is a hero image of a person. The main content area is titled 'FIND A HOME' and contains text about 13,000 homes in Telford & Wrekin, Shropshire and Staffordshire. It lists benefits for customers and options for sale, rent, and retirement living. A map of the region is shown. A sidebar on the right contains a list of links, with 'New homes FAQs' highlighted in yellow. A blue arrow points from the 'New homes FAQs' link in the sidebar to the video player on the left page.

Navigation > Home > Find a Home > New homes FAQs

NEW HOMES FAQs

There are some important things to keep in mind if you're interested in our new build homes. Please watch these short videos to find out more about what happens after you have had your application accepted.

Download the [New Homes FAQs PDF here](#).

Introduction



The New Homes frequently asked questions are directed at tenants who have already had their application accepted, with information on:

1. Viewings
2. Sign ups
3. Handovers
4. What to expect in the first 12 months
5. Additional support



Positive feedback already!

*This is very informative and well
done 🙌*

Wrekin Voice Member

I've just watched this, its amazing.
Wish we had this years ago, the
amount of people that used to ask
about the gas/ electric/broad band
and trying to explain a fill fire and test
took an age. *Area Housing Manager*