

*News and information for anyone looking for
a new home to rent in and around Walsall*



**New homes for rent from whg
You said... we did!
Your questions answered**

Contact us

choose&move is the way people can find a home to rent from Walsall Housing Group (whg). To access our services please visit our website at

www.chooseandmove.co.uk, call us on **0300 555 6666** (all calls charged at your local rate, even from mobiles), or visit our **property shop** or **offices** across the borough:

choose & move property shop
10-12 Bridge Street
Walsall
WS1 1EW

Brownhills Housing Office
13 Silver Court
High Street
Brownhills
WS8 6HA

Bloxwich Housing Office
Bloxwich Hall
Elmore Court
Elmore Green Road
Bloxwich
Walsall
WS3 2QW

Blakenall Housing Office
Blakenall Village Centre
Thames Road
Blakenall
Walsall
WS3 1LZ

Darlaston Housing Office
45 King Street
Darlaston
Walsall
WS10 8DE

Willenhall Housing Office
Beechwood House
22 New Road
Willenhall
WV13 2BG

Online

If you have called into a choose&move or whg office recently you will know that you can now access the service online using one of our computers. This means you can log-on, check the properties available and make bids. Thanks to everyone who has given positive feedback about these changes and please let us know what more we can do.

You can also access the whg and choose&move websites at your local library and at some local schools and community centres. Some libraries offer free or low cost training courses for absolute beginners and most courses can be tailor made to suit your needs.

Why not visit your local library and/or the Walsall Council website at www.walsall.gov.uk to find out when and where you can get access to the internet.

Giving us your views

If you have visited our website recently you may have noticed that we are asking customers to let us know what they think about the site and our service.

During the summer 166 visitors took the time to complete the survey - the majority of whom said that they visited the site at least once a week. We are pleased to see that the majority of people said that they thought that the site was appealing, well organised and provided useful



information. We were also pleased to see that people had lots of ideas for improvements to the site and told us about other sites that they had visited and liked. Nearly everyone said that they found the choose&move

service easy to use.

We are currently developing plans to deliver the improvements highlighted by our customers; so keep surfing and keep sharing your views with us.

Keep us posted

Please let us know if you move to a new home, change your phone number or your email address or if there are other changes to your household – you could miss out if we cannot contact you or if you have not told us about any changes.

New phone number

Wherever you live and whoever you wish to speak to, you can now access the choose&move service by calling just one number, **0300 555 6666**, always charged at your local rate, even from mobiles.



whg colleagues Casey Grey and Sue Cripps

Latest lettings

This table shows the number of homes we let during the six months from April to September. The types of property are on the left hand side while the columns show how many properties were let by area with a total figure at the end for the whole of whg. If you require any further explanation of our service please do not hesitate to contact us.

Number of homes let from 1st April 2008 to 31st September 2008

KEY	
■	Bungalows
■	Low rise flats (age 60+)
■	Low rise flats
■	Multi-storey flats
■	2 bedroom house/maisonette
■	3+ bedroom house/maisonette

Aldridge & Brownhills - total homes let 209



Bloxwich - total homes let 204



Central Walsall - total homes let 176



Darlaston - total homes let 149



Willenhall - total homes let 157



You said... **WE DID**

Linda's helpful hint

Linda Green has been looking at returning to Walsall from the North-East for some time, and has been using our website to check available properties every week.

Linda thought it would be a good idea to show all of the properties on one page so that applicants could tell at a glance

whether there was anything they might be interested in that week.

A one page sheet is already available to customers who call into our offices and it is now available on the website too.

Feedback so far is that other customers find this quick view facility helpful. Thanks for the suggestion Linda!

Greater use of the web

The majority of customers who took part in a recent survey told us that they found out about properties available each week by using the internet so we have reduced the amount of other advertising we carry out.

Even customers who did not have access at home said that they used computers at the library, at work, or at a friend's or relative's house.

Even if you have never used a computer before, we can help. Just call in to one of our offices!

New homes for rent in Pleck

whg has finished a range of new apartments in Wycliffe Grove, Oxford Place, Pleck. The 1 and 2 bedroom apartments have already been advertised by the choose&move service. A number have been let to people who have given up a house in order to down-size to a smaller home. Please contact us for more information if down-sizing appeals to you. If you are currently living in a house that is owned by whg and would like to move into one of our apartments in Oxford Place we might even be able to help you with your moving costs.

To find out more please phone us on **0300 555 6666** and ask to speak to someone from the choose&move team at King Street – we can then explain how this would work and let you know if you would qualify for £250 towards your moving costs.



whg colleagues – always here to help

Debts or bad behaviour can affect your application

If a choose&move applicant has a rent debt or has been involved in anti-social behaviour, then we can deny them access to our service until the debt has been cleared or the applicant can demonstrate that they are no longer guilty of acts of anti-social behaviour. This restriction can be in place for up to two years before being reviewed.

Getting more from our service



Come and meet the Blakenall team

Our team based at Blakenall Village Centre in Thames Road provides a service from 9am to 5pm, from Monday to Friday.

The team works hard to deliver the whg mission to provide affordable, good quality, community based services, run for local people and delivered by well trained professional colleagues.

An average of 150 people visit the centre each week to use the recently installed computers to register on-line, check out the properties available, and make bids.

They can also discuss any problems with a member of the team and get advice and assistance as necessary.

HomeSwapper

This scheme enables people from different parts of the country or with different landlords to swap homes with each other.

We signed up to it last year and it has been so popular with our customers that we have just agreed to keep the service running for at least another 12 months.

So if you want to move to a larger or a smaller property down the road, or even in another part of the country, HomeSwapper may be the answer. You can register with the service through ourselves or by going to the homeswapper website:
www.homeswapper.co.uk



Your questions answered

Q Can you tell me why some properties are only available to specific age groups?

A This is a question that lots of people ask because most weeks there are a number of properties advertised as available to applicants over a specific age. Some homes are

reserved for applicants over the age of 60 for example, but sometimes the properties are only suitable for the more active elderly person. If no-one over 60 wants the property then someone under that age may be able to rent the property instead. Preference will still be given to the oldest people applying, however.






Q Can you tell me how long I will have to wait for an offer ?

A It is difficult for us to give accurate timescales because some homes are more popular than others. The wait for a three bedroom house, for example, will usually be longer than the wait for a one bedroom flat simply because there is more

demand for three bedroom houses than other types of property.

Waiting times are also difficult to predict because there is a limit to how many properties become available each week or month and, in some areas, properties become empty less often than in others. Other factors include how many properties of that type we own and in the areas that you want to live in.

The table below gives information about the number of properties that were let over the past year. The information is given by property type and by area and will give you some idea about the levels of availability for different types of home.

Applicants aged 18 to 59 years	 FLAT 1/2	 2	 3	Applicants over 60 years of age	 1/2	 FLAT 1/2
	flat with 1 or 2 bedrooms	house or maisonette - 2 bedrooms	house or maisonette - 3 or more bedrooms		bungalow with 1 or 2 bedrooms	flat with 1 or 2 bedrooms
Aldridge & Brownhills	101	34	77		73	63
Bloxwich	78	29	187		36	49
Central Walsall	120	13	93		35	37
Darlaston	82	50	109		10	37
Willenhall	172	32	84		9	13
Total	553	158	550		163	199

Q What type of property can I bid for?

A We decide which family size is most suited to each property. Generally, properties will be advertised as available to specific groups. You should check the table below to find out what size and type of property you can bid for.

Property Type	Family Size
Bedsitter / studio flat	Single applicant
1 bedroom flat	Single applicant, couple
2 bedroom flat or maisonette	Single applicant, couple, families with 1 child, expectant families
2 bedroom house	Families with 1 child or 2 children of same sex
3 bedroom flat or maisonette	Families with 1 or 2 children
3 bedroom house	Families with 2 or more children
3 bedroom parlour type house	Families with 3 or more children
4 or 5 bedroom house	Families with 3 or more children
age restricted bungalow or flat	Single applicant or couple – over 60
age restricted bedsitter	Single applicant – over 60



whg managing director, Gary Fulford, handing new customers David Hancock and Victoria Doley, of New Invention, the keys to their new home. David and Victoria were able to find their new home thanks to whg colleagues in the Willenhall housing office.

English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

Bengali

জনসংস্প, অক্ষর, বড় ছাপ, ব্রেইল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বসাতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় আবাসিক ট্রাস্টের সাথে যোগাযোগ করার জন্য সাহায্য করতে পারেন।

Furabi

ਵੇਰਕਾ ਪੋਸ਼ਾ, ਅਨੁਵਾਦ, ਵੱਡੇ ਖ਼ਿੱਟ, ਬ੍ਰੇਲ ਜਾਂ ਸਾਥੀਆਂ ਨਾਲੋਂ ਕੋਈ, ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੀ ਸ਼ਾਦੀ ਕਰੋ ਜਿਹੜੀ ਉਹ ਚੁਗਲੀ ਸਹਾਇਕ ਗਵੱਸ਼ਟਿੰਸਟ੍ਰ ਨੂੰ ਸਹਾਇਕ ਕਰਨ ਵਿੱਚ ਸੁਝਾਵੀ ਮਦਦ ਕਰੇ।

Gujarati

ਅਰਥਸੰਨ, ਅਨੁਵਾਦ, ਵੱਡੀ ਫ਼ੋਂਟ, ਬ੍ਰੇਲ ਜਾਂ ਸਾਥੀਆਂ ਨਾਲੋਂ ਕੋਈ, ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੀ ਸ਼ਾਦੀ ਕਰੋ ਜਿਹੜੀ ਉਹ ਚੁਗਲੀ ਸਹਾਇਕ ਗਵੱਸ਼ਟਿੰਸਟ੍ਰ ਨੂੰ ਸਹਾਇਕ ਕਰਨ ਵਿੱਚ ਸੁਝਾਵੀ ਮਦਦ ਕਰੇ।

Hindi

भाषांतरण, अनुवाद, बड़े फ़ॉन्ट, ब्रेल या साथियों/बन्धुओं के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करें।

Urdu

اشرح، ترجمہ برے چھپرے برے یا آڈیو فرمیٹ کے لیے انگریزی بولنے والے کسی دوست سے درخواست کریں کہ وہ آپ کی مقامی ہاؤسنگ ٹرسٹ سے رابطہ کر لیں۔

French

Pour toute demande d'interprétation, de traduction, en gros caractères, en braille ou en format audio, veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

Turkish

Sözlü, ya da yazılı tercümesini, ya da büyük puntuyla, köner alfabesyle ya da sesli kayıtlarda edinebileceğiniz İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanızda yardımcı olmasını isteyin.

