

# Home Choice Plus



HOME  
CHOICE  
PLUS.ORG.UK

Working in partnership to  
offer choice from a range  
of housing options for  
people in housing need



# Home Choice Plus

With high house prices and rental prices and a high demand for social housing from Councils, housing associations and housing providers, being able to find a home that is affordable can be difficult.

There are options that you may not have considered and it is important to be flexible and to think imaginatively about how to increase your opportunities to find a home.

## Here are a few tips

### 1. Consider staying where you are

There may be a solution to the reason you are looking for a move:

If you have problems paying your mortgage or rent, perhaps through ill health or because you have lost your job, there may be benefits or help that you can access.

If there are repairs that need doing, there may be help available.

There may be help available if you need aids or adaptations due to mobility problems. If there are problems with your neighbours these may be resolvable.

Speak to your local housing options team to see what solutions may be available to you. See Advice and Contact points listed below.

### 2. Think about renting privately

Finding something in the privately rented sector may be quicker for you and will give you more choice about location and property type.

You can find privately rented accommodation through letting agents, local landlords, local newspapers, shop windows and supermarket community boards. If you are on a low income your local council may have schemes that can assist you with some of the upfront costs required by private landlords and lettings agents. There are many websites advertising privately rented properties, for example [www.rightmove.co.uk](http://www.rightmove.co.uk).

If you are on a low income and worried about how you will afford the rent, speak to your local housing benefit team to see what help may be available.

### 3. Find out about low cost ownership

You may not think that you can afford to buy, but there are low cost schemes that may be within reach.

Some are affordable because they allow you to buy a share of your home, and rent the rest of the property from a registered provider, this is called shared ownership.

Some shared ownership properties are advertised through the Home Choice Plus scheme, if you are interested in this option you will find more information at [www.helptobuymidlands.co.uk](http://www.helptobuymidlands.co.uk) or telephone 0345 850 2050 (select option 2).

You will also need to register with Home Choice Plus.

## 4. Mutual Exchange

If you already rent from a housing provider you may have a better chance of moving quickly by exchanging your home with another tenant.

Most housing providers in the Home Choice Plus partnership are signed up to a mutual exchange scheme eg Homeswapper ([www.homeswapper.co.uk](http://www.homeswapper.co.uk)) or Swap and Move ([www.swapandmove.co.uk](http://www.swapandmove.co.uk)). You may be able to access this free of charge – check with your landlord.

You will need to check with your own housing provider to find out if they will agree to you moving, there may be a charge for gas and electric checks.

## 5. Check Home Choice Plus

You may be able to apply for housing through Home Choice Plus. There is further information throughout this booklet about how to apply and how to bid for properties which are available through the Home Choice Plus scheme.

## 6. Look in different areas and consider another property type

Expand the areas where you want to live; some areas are very popular and the opportunities of finding accommodation there is limited. Only considering one type of home can also limit your opportunities. The more areas and types of accommodation you consider, the more options you have.

## 7. Improve your prospects

The options available to you may be limited financially if you are currently unemployed or are in a low paid job. Your options may increase if you are able to find work or sign up for a training course.

Job Centre Plus can give you advice on this, call 0800 169 0190.

If you have debts or money worries contact the Citizens Advice Bureau to get advice on budgeting and how to manage your debts - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) and search for your local office.

Most housing associations/registered providers will not offer you a property if you have outstanding housing related debts, like rent arrears.



# What is Home Choice Plus?

Home Choice Plus has been designed to make the allocation of affordable housing simple and transparent across the Home Choice Plus area.

Home Choice Plus has been developed by a number of local authorities, housing associations and registered providers working in partnership and is a way of allocating affordable housing and advertising other housing options across the participating local authority areas.

The advantage is that you only register once and the scheme allows you to view and bid on available properties, which you are eligible for across all of the districts in the partnership area.

This booklet explains how to look for housing across all of the districts involved in this scheme.

## The Home Choice Plus area contains the following Districts:

- Bromsgrove • Malvern Hills • Stratford-on-Avon • Worcester City
- Wychavon • Wyre Forest

## Who is eligible to join the Home Choice Plus register?

Not all applicants will be accepted onto the scheme. Eligibility for registration is explained below:

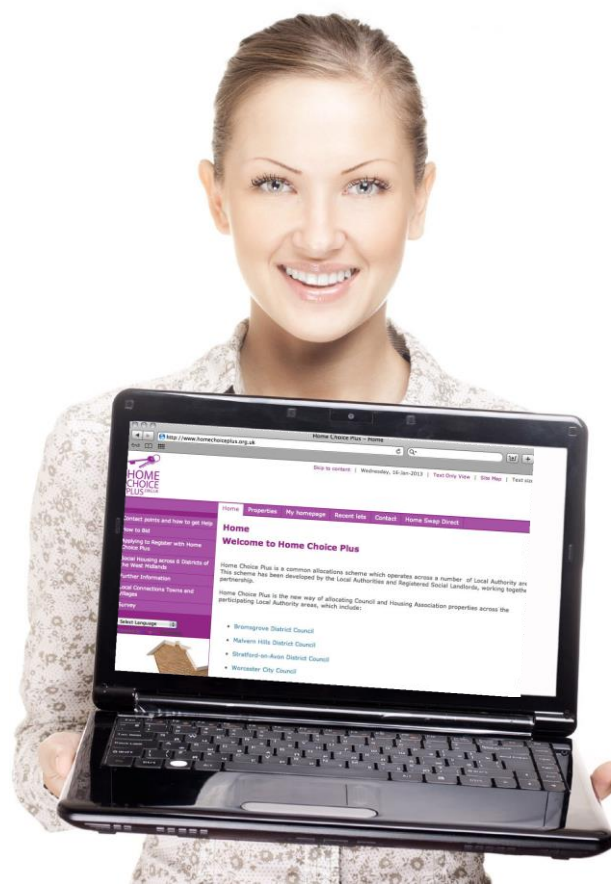
- Some people travelling to the United Kingdom from abroad are not entitled to housing association/ registered provider accommodation on the basis of their immigration status.
- You must be over the age of 16 to apply to join. However, some housing associations/registered providers may not consider you for a tenancy if you are under the age of 18, please contact your local housing advice team to discuss your options further.
- In order to register, applicants must have a local connection to the partnership area and have a housing need. Applicants without a local connection and a housing need will be ineligible, unless exemptions apply.
- There are specific arrangements for some Armed Forces/ former Armed Forces personnel and for social housing tenants who do not live in the partnership area. Please see the Allocations Policy for more information (available on the Home Choice Plus website) or contact your local housing office.

## Qualification criteria

### Local connection

Applicants are not eligible to join Home Choice Plus unless they have a local connection as described below:

- Current residence in the Home Choice Plus partnership area by choice for at least two years at date of application.
- Current permanent paid employment for a minimum period of 6 months in the partnership area.





- Current residence of a close family member in the partnership area who has been resident for at least five years.
- Previous residence in the partnership area for at least three out of the last five years.
- Local connection due to special circumstances

## Housing need

Applicants are not eligible to join Home Choice Plus unless they have a housing need, as described below:

- The applicant falls into one of the following bands: Priority / Gold Plus / Gold / Silver Plus / Silver / Reduced band.
- Households with low level medical or welfare issues.
- Households that are newly forming.
- Households who are suffering financial hardship.
- Households who are sharing facilities with other non-related households.
- Households in insecure accommodation (e.g. tied accommodation or lodging with family)

The following household types are eligible and will be exempt from requiring a housing need:

- Eligible for and interested in shared ownership only.
- Eligible for and interested in older person accommodation only.
- Current housing association tenants living in the Home Choice Plus partnership area who are seeking a transfer.

## The Home Choice Plus process



# Registering with Home Choice Plus

## How do I apply?

### Online

Go to [www.homechoiceplus.org.uk](http://www.homechoiceplus.org.uk) and complete the Home Choice Plus application form online or download an application form; or use the online request for an application form to be sent to you; or email:

**Bromsgrove District Housing Trust**  
**Fortis Living (Malvern Hills)**  
**Stratford-on-Avon District Council**  
**Worcester City Council**  
**Wychavon District Council**  
**Wyre Forest District Council**

**customer\_services@bdht.co.uk**  
**housingoptions@fortisliving.com**  
**housingadviceteam@stratford-dc.gov.uk**  
**housing@worcester.gov.uk**  
**housingneeds@wychavon.gov.uk**  
**housingadviceteam@wyreforestdc.gov.uk**

### On the Telephone

**Bromsgrove District Housing Trust**  
**Fortis Living (Malvern Hills)**  
**Stratford-on-Avon District Council**  
**Worcester City Council**  
**Wychavon District Council**  
**Wyre Forest District Council**

**0800 085 0160**  
**01684 579579**  
**01789 260864**  
**01905 722233**  
**01386 565020**  
**01562 732787**

**In Person** At any of the contact points which are listed in this brochure.

## What happens next?

When we have received your fully completed application form, we will check your eligibility and that you qualify. If you do, we will register your details and send you a letter confirming your personal registration number, date of registration and the banding you have been placed into. If you are not eligible or do not qualify, we will write to you and let you know the reasons for this.

### Your responsibilities once accepted onto Home Choice Plus

**Tell us if there are any changes in your circumstances, either online, by phone or in writing, changes may include:**

- A change in your contact details
- Birth of a child
- Medical reasons
- Someone moves in or out of your household
- If your or your partner's income changes
- If you change jobs

**We will remove you from Home Choice Plus if you:**

- Ask to be removed
- Change address and do not tell us
- Do not contact us when we ask you to do so
- Do not make a bid within one year



## How does the banding system work?

Your housing need will be assessed in accordance with the Allocations Policy and, if you are eligible, you will be placed in the relevant band. If further information is required we will write to you. We will place you in bronze or bronze plus band until the information is received. You will still be able to bid for properties. Evidence will be collected and checked before households are placed into a higher band.

**Please note:** If there is a significant change in your circumstances, which results in a higher banding being awarded, then your waiting time on the list will be effective from the date the band changed.

If you have multiple housing needs, this may be reflected in the band you are given

## Local connection

**Local Connection for banding purposes are indicated below:**

- Those who are normally resident in the local authority area – Local Government Association guidelines define this as having resided in the area for six out of the last twelve months, or three out of the last five years, where residence has been out of choice.

- Those who are employed in the local authority area – Local Government Association guidelines define this as employment other than of a casual nature.
- Those who have family connections in the local authority area – Local Government Association guidelines define this as immediate family members who have themselves lived in the area for five years or more.

**Local Connection is defined in Part VII of the Housing Act 1996**

## Reduced banding

This band may be used for households with a medium or high housing need where their banding is reduced for one of the following reasons.

This decision will be reassessed by the local authority or their agent after a period of six months, or upon the applicant's request at any time (please note where there has not been any change of circumstances a review will not be considered).

**1. Financial resources** – applicants who are judged to have sufficient financial resources available to them to meet their housing needs; e.g. applicants who have a gross household income of more than £35,000 per annum and or savings, capital, assets or equity of £50,000 or more.

**2. Deliberately worsening housing circumstances** – where there is evidence that an applicant has deliberately worsened their circumstances or deliberately moved into another property that is unsuitable and as a result qualifies for a higher banding on Home Choice Plus, their banding will be reduced; e.g. where an applicant has surrendered their tenancy, which was reasonable to occupy, against the advice of the housing advice/ options officer, or where an applicant has moved to a property that was smaller than their requirements for no good reason.

**3. Housing related debts** – where households have housing related debts. These include arrears owed on former housing association/registered provider or council tenancies, a mortgage, or to a private landlord. The applicant will be encouraged to make arrangements to pay. The reduced band will apply until a repayment arrangement has been made, with regular payments being maintained and/or the debt being cleared in full.

**4. Anti-social behaviour and other tenancy breaches** - where there has been a breach of tenancy such as anti-social behaviour, or due to the property condition and where formal legal action has commenced. The local authority will expect the landlord, where the problems have occurred, to demonstrate they have taken reasonable steps to resolve the issue prior to the reduced banding being given.

**5. No bidding or refuses offers of accommodation** - where applicants in Gold Plus, Silver Plus, Gold and Silver bands have failed to place bids, or have placed successful bids but refused properties for no good reason and there is evidence that properties that would suit their needs have been advertised on Home Choice Plus. Their banding will be reviewed within the set time period (see over) and they will be placed in the reduced banding category.

## Community Contribution

Additional preference will be given to applicants who qualify for a Community Contribution. This is by way of additional waiting time to be awarded within the band they are given.

Community contribution can be awarded as follows:

- To applicants who are in employment, or who have been employed for six out of the last nine months, for 16 hours or more per week
- To applicants who are volunteering for a minimum of 20 hours per month and for a continuous period of at least six months at the point of application.
- To applicants who are in education or training and have been for at least six months at the point of application

- To applicants who are a full time carer and have been so for at least six months and are in receipt of carers allowance

Additional waiting time is also awarded:

- To applicants who are severely disabled and who are in receipt of the support element of Employment Support Allowance or higher rate DLA / PIP.
- To applicants who are to be discharged from the Armed Forces, or who have been discharged in the last five years, who have a high and urgent housing need.

Additional waiting time means the start date within the specific band will be backdated by six months.



# Bandings

## Priority

Priority is initially awarded for three months and is only awarded where a local authority has accepted a duty under part VII of the Housing Act 1996 as amended.

- Applicants will be expected to bid for all properties for which they are eligible.
- Applicants will be expected to have made a bid within the first two weeks of being awarded this banding. If they have not made a bid within this time then bids will be made on their behalf, by Home Choice Plus on properties for which they are eligible.
- If a suitable offer is refused the homeless duty may be discharged and the applicant may cease to have a priority band.

## Gold Plus

Awarded for 6 months to applicants who have a local connection for the following:

- Homeless cases where there is no statutory duty to re-house (excludes those who are intentionally homeless).
- Households who are occupying property in a serious state of disrepair; factors taken into consideration by the local authority or its agent include where the local authority could have served an improvement notice for a Category 1 Hazard or equivalent (not for overcrowding and space hazards).
- Households with high medical need/disability that is directly affected by the current housing situation and would be immediately improved by moving.
- Where an applicant is homeless or threatened with homelessness, through no fault of their own (excludes those in priority band).
- Requiring move-on from supported accommodation.
- Tenants who are under-occupying social rent or affordable rent homes in the Home Choice Plus partnership area.
- Tenants who are occupying a social housing property in the Home Choice Plus partnership area with major adaptations that they do not need.
- Households suffering with serious overcrowding (lacking 3 or more bedrooms).
- Two or more criteria in Gold Band (excluding intentionally homeless).
- Households who are accepted as homeless and in priority band with the decision making Local Authority area and a local connection to another Home Choice Plus district.
- Applicants is homeless or threatened with homelessness under the HRA 2017 (prevention and relief)

## Gold

Awarded for 12 months to applicants who have a local connection awarded for the following:

- Households who have been determined to have become homeless intentionally.
- Households suffering from harassment (excludes priority band cases).
- Households who are overcrowded and lacking up to and including 2 bedrooms.
- Those living in exceptional circumstances.
- Households with children under 10 years old and living in an upstairs flat.
- Households suffering some disrepair in their property.

## Silver Plus

Awarded for 6 months to applicants who have no local connection and is awarded for the following:

- Homeless cases where there is no statutory duty to re-house (excludes intentional homeless and those in a priority band).
- Households who are occupying property in a serious state of disrepair; factors taken into consideration by the local authority or its agent include where the local authority could have served an improvement notice for a Category 1 Hazard or equivalent (not for overcrowding and space hazards).
- Households with high medical need/disability that is directly affected by the current housing situation and would be immediately improved by moving.
- Where an applicant is homeless or threatened with homelessness, through no fault of their own.
- Applicant requires move-on from supported accommodation.
- Applicants is homeless or threatened with homelessness under the HRA 2017 (prevention and relief)



- Tenants who are under-occupying social rent or affordable rent homes in the Home Choice Plus partnership area.
- Tenants who are occupying a social housing property in the Home Choice Plus partnership area with major adaptations that they do not need.
- Households suffering with serious overcrowding (3 or more bedrooms lacking).
- Two or more criteria in silver (excluding intentionally homeless).
- Households who are accepted as homeless and in priority band with the decision making area and do not have a local connection to another Home Choice Plus district.

## Silver

Awarded for 12 months to applicants who have no local connection and is awarded for the following:

- Households who have been determined to have become homeless intentionally.
- Households suffering from harassment (excludes priority band cases).
- Households who are overcrowded and lacking up to and including 2 bedrooms.
- Households who are living in exceptional circumstances.
- Households with children under 10 years old and living in an upstairs flat.
- Households suffering some disrepair in their property.

## Reduced Banding

Awarded for 6 months to applicants who have been in Priority, Gold Plus, Gold, Silver Plus, Silver Band, but where one of the following applies:

- Households with financial resources above defined limits.
- Households who have deliberately worsened their circumstances.
- Households with housing-related debts owed to a local authority, housing association or registered provider.
- Households who have committed acts of anti-social behaviour and other tenancy breaches where legal action has been commenced.
- Households who are not bidding for properties that are available and suitable for their needs or successfully bid but then refuse properties that are suitable for their needs.

## Bronze Plus

Awarded for 12 months. Please note that applications will be closed if no bids are placed within a 12 month period. This banding is awarded for the following with a District connection:

- Eligible for and interested in shared ownership
- Eligible for and interested in older people's accommodation
- Households with low level medical or welfare issues
- Households that are newly forming
- Households who are suffering financial hardship
- Households who are sharing facilities with other non-related households
- Households residing in an institution or supported housing scheme e.g. hospital with no access to settled accommodation
- Households who have insecurity of tenure (those in tied accommodation or lodging with family members)
- Existing social housing tenants in the Home Choice Plus area seeking a transfer

## Bronze

Awarded for 12 months. Please note that applications will be closed if no bids are placed within a 12 month period.. This banding is awarded for the following with no District connection:

- Eligible for and interested in shared ownership
- Eligible for and interested in older people's accommodation
- Households with low level medical or welfare issues
- Households that are newly forming
- Households who are suffering financial hardship
- Households who are sharing facilities with other non-related households
- Households residing in an institution or supported housing scheme e.g. hospital with no access to settled accommodation
- Households who have insecurity of tenure (those in tied accommodation or lodging with family members)
- Existing social housing tenants in the Home Choice Plus area seeking a transfer

# How do I find out what properties are available?

All properties are advertised in a number of ways...

## Online

Available to anyone with access to the internet, the website enables applicants to view all available properties online at [www.homechoiceplus.org.uk](http://www.homechoiceplus.org.uk)

## On the telephone

You can listen to a recorded message detailing the properties available each week by calling the **Property Line** on:

**Bromsgrove District Housing Trust**  
**Fortis Living (Malvern Hills)**  
**Stratford-on-Avon District Council**  
**Worcester City Council**  
**Wychavon District Council**

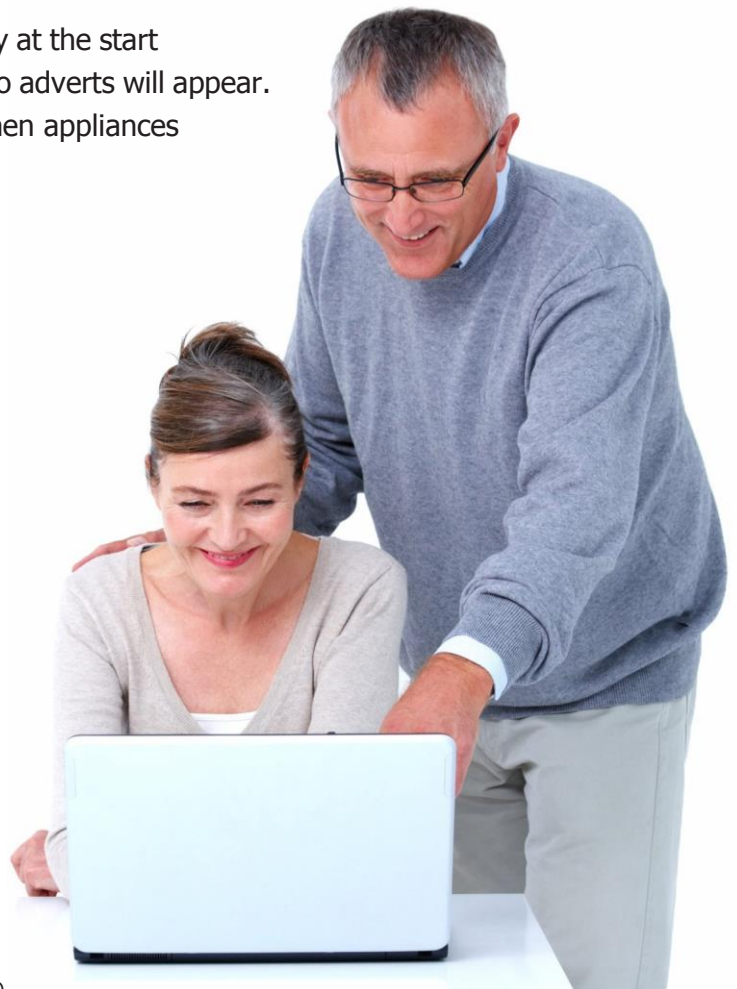
**01527 557543**  
**01684 579356**  
**01789 260840**  
**01905 721163**  
**01386 565220**

## In person:

At any of the contact points in this booklet,

- Posters advertising properties that week.
- Free internet access to view as well as being able to bid online.

**Please note:** Properties will be advertised every Tuesday at the start of the bidding cycle. If no properties are available then no adverts will appear. Properties are unlikely to have carpets, furniture or kitchen appliances (cooker, fridge etc).



# How do I 'bid' for a property?

If you do not bid for properties you cannot be considered for them, so it is important to be active in the Home Choice Plus scheme.

## How do I make a bid?

**You can make a bid in a number of ways.** To make a bid you will need to have details of your personal registration number, your memorable date and the property reference number(s).

If you see a property that you are eligible for you can ask a friend, relative or any other helper to make a bid on your behalf.

Don't be worried about the word 'bid'; you won't be parting with any money. All this means is that you are actively interested and wish to be considered for the property or properties you are applying for.

**You can only bid for properties where you match what the advert asks for.**

For example, the property advert states 'suitable for a couple and two children only', regardless of your banding if you are a couple with two children you can bid for that property. Please read the advert carefully.

Housing associations and registered providers may advertise properties as giving preference to existing tenants, certain types of household or those applicants above a certain age. Local lettings plans and local occupancy restrictions may be applied by housing associations/registered providers.

## Advert Information

**What do the symbols mean?**

### Bedrooms



### Has garden



### Min Age



### Affordable rent



### Off street parking



### Sheltered housing



### Pets allowed/not allowed



### Energy efficiency rating



# When can I bid for a property?

Properties will be advertised each Tuesday morning. You can bid any time until 11.59pm on the following Monday. This is called the 'weekly bidding cycle'.

## How many properties can I bid for?

The properties will be advertised for one week and you can make up to 3 bids in any one weekly bidding cycle, **as long as you match what the advert asks for.**

**Please note** you can bid at any time within the bidding cycle and the system will place you on the shortlist.

You can remove and replace your bids at any time throughout the cycle. Your position may change as other people add and remove bids.

## False statements and withholding information

Anyone making false applications may be liable for prosecution.

This scheme falls within the provisions of Part VI of the Housing Act 1996. Section 171 of the Act states:

- 1) A person commits an offence if, in connection with the exercise by the local housing authority of their functions under this Part –
  - a) He knowingly or recklessly makes a statement which is false in material particular, or
  - b) He knowingly withholds information which the authority has reasonably required him to give in connection with the exercise of those functions.

Where section 171 applies, a relevant partner of Home Choice plus may bring prosecution and the applicant may be excluded from the register.





# How do I bid...?

## Online

Available to anyone with access to the internet, the website enables applicants to view all available properties on line at [www.homechoiceplus.org.uk](http://www.homechoiceplus.org.uk)

If you do not have access to the internet, you can use a free internet service at all the contact points listed in this booklet at which staff will be able to help.

## By telephone

Automated bidding line number 0845 270 0557

This is a 24 - hour automated service.

## Text

You can text your bid from your mobile phone to **07781 486 644**

**1** Open a new text message on your phone.

**2** Enter your registration number followed by a space, your memorable date, followed by a space and the property reference which you wish to bid on.

For example 12345 16/03/1975 336699

If you wish to bid on further properties reference 445566 & 554433, your message will be:-

For example 12345 16/03/1975 336699 445566 554433

**3** Check the numbers are correct and press 'send' or 'ok' on your keypad enter 07781 486 644

**4** SMS bidding allows the bidding procedure to become a two way process where the system will automatically send a response back to the mobile phone to a) confirm eligibility for the property, b) confirm whether the bid has been accepted and c) to provide feedback on your current bidding position.



# If your bid is successful

Properties will be offered to the person in the highest band who has the earliest band start date, unless there is a local occupancy requirement or local lettings plan.

The relevant housing association or registered provider will carry out appropriate checks, which may include;

- Asking for proof of identification
- Asking for proof of income
- Arranging a home visit

It is important that you provide information as quickly as possible when asked for it. If you delay, it may result in a property being offered to someone else.

Once they are happy with your application, a viewing will be arranged and a date to sign for the tenancy will be agreed.

Note: If you are offered a property you will not be short-listed for other properties until you decide to either accept or refuse the offer.

The results of the successful bidder's banding and date of registration in that banding, for each week will be advertised on the website [www.homechoiceplus.org.uk](http://www.homechoiceplus.org.uk)

## What if I refuse a property?

If the housing association or registered provider offers you a property and you refuse this may affect your banding. You may be placed into the reduced band if you qualify for Gold Plus, Gold, Silver Plus or Silver Bands and refuse suitable properties which are offered to you.

If you are in Priority Band and a homeless duty has been accepted and you refuse a suitable offer, the homelessness duty may be discharged and your priority band may be removed.



# Compliments, reviews and complaints

If you wish to send a compliment in to Home Choice Plus, please contact the relevant office.

If you disagree with a decision made on your application to Home Choice Plus you have a right to request a review of that decision from the owning local authority or its agent within 21 days of the date of the decision letter.

If necessary, applicants can appoint an advocate to work on their behalf and once appointed, the Home Choice Plus partner will deal directly with the advocate.

Applicants have the following further and specific rights to information about decisions and rights of review of decisions:

- the right, on request, to be informed of any decision about the facts of their case which has been, or is likely to be, taken into account in considering whether to make an allocation to them
- the right, on request, to review a decision mentioned above, or a decision to treat them as ineligible due to immigration controls or unacceptable behaviour serious enough to make them unsuitable to be a tenant
- the right to be informed of the decision of the review and grounds for it.

The applicant will be notified of the outcome of the review including the reasons if the original decision is confirmed. We will aim to determine the review within 56 days of the request or such longer period as may be agreed with the applicant.

The applicant will also have the right to seek judicial review, make a formal complaint through the Local Authority's complaints procedure (please see below) or to the Local Government Ombudsman.

Reviews will be carried out by a senior member of staff within the Home Choice Plus partnership or delegated to an appropriate organisation and an officer who was not involved in the original decision.

## Complaints

An applicant who is not satisfied with the service that they receive may register a complaint with the appropriate Home Choice Plus partner by telephone, e-mail or in person.

All complaints will be acknowledged and investigated in line with the relevant complaints procedure.

Where the complaint concerns an issue with the letting of a property, the applicant should address their complaint directly to the relevant housing association or registered provider and follow that organisation's complaint procedure.

You can ask someone else or an organisation such as Citizen's Advice Bureau to make a complaint on your behalf or to assist you with your complaint.

For those whose first language is not English, assistance can be made available.



# Advice and contact points

## Bromsgrove District Housing Trust

Buntsford Court, Buntsford Gate,  
Bromsgrove, Worcs, B60 3DJ

T: 0800 0850 160

E: [customer\\_services@bdht.co.uk](mailto:customer_services@bdht.co.uk)

[www.bdht.co.uk](http://www.bdht.co.uk)

### Opening Hours:

Mon - Thurs 8.30am - 5.30pm,  
Fri 8.30am - 4pm

## Bromsgrove District Council

T: 01527 881288

E: [worcestershirehub@bromsgrove.gov.uk](mailto:worcestershirehub@bromsgrove.gov.uk)

[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)

### Opening Hours:

Mon - Fri 9am - 5pm

## Malvern Hills District Fortis Living

Festival House, Grovewood Road,  
Malvern, Worcs, WR14 1GD

T: 01684 579579

E: [housingoptions@fortisliving.com](mailto:housingoptions@fortisliving.com)

[www.fortisliving.com](http://www.fortisliving.com)

### Opening Hours:

Mon - Fri  
9am - 5pm

## Malvern Library

Graham Road, Malvern,  
Worcs, WR14 2HU

T: 01684 862151

### Opening Hours:

Mon - Fri 9am - 5pm

## Tenbury Wells Library

24 Teme Street, Tenbury Wells, Worcs, WR15 8AA

T: 01684 862151

**Opening Hours:** Mon, Tue, Thur, Fri 9.30am - 5.30pm (closed on Wed)

## Upton Upon Severn Library

School Lane, Upton Upon Severn, Worcs, WR8 0LE

T: 01684 862151

### Opening Hours:

Mon 1.30pm - 5.30pm,  
Wed and Fri 9.30am - 5.30pm  
(closed 12.30 - 1.30)

## Stratford-on-Avon District Council

Elizabeth House, Church Street,  
Stratford-upon-Avon, Warks,  
CV37 6HX

T: 01789 260861/2

E: [housingadviceteam@stratford-dc.gov.uk](mailto:housingadviceteam@stratford-dc.gov.uk)

[www.stratford.gov.uk](http://www.stratford.gov.uk)

### Opening Hours:

Mon - Wed 8.45am - 5.15pm  
Thur - Fri 8.45am - 5pm

## Worcester City Council

Worcestershire Hub Customer Service Centre,  
The Hive, Sawmill Walk, The Butts, Worcester,  
WR1 3PB

T: 01905 722233

E: [housing@worcester.gov.uk](mailto:housing@worcester.gov.uk)

[www.worcester.gov.uk](http://www.worcester.gov.uk)

### Opening Hours:

Mon - Fri 9am - 5pm



## **Wychavon District Council**

Civic Centre, Queen Elizabeth Drive, Pershore,  
Worcs, WR10 1PT

T: 01386 565020

housingneeds@wychavon.gov.uk

www.wychavon.gov.uk

### **Opening Hours:**

Mon - Fri 9am - 5pm

## **Droitwich Community Contact Centre**

Droitwich Spa Library, Victoria Square, Droitwich  
Spa, Worcs, WR9 8DQ

T: 01386 565000

www.wychavon.gov.uk

### **Opening Hours:**

Mon, Wed and Fri

9.30am - 5.30pm

## **Evesham Community Contact Centre**

Abbey Road, Evesham, Worcs, WR11 4SB

www.wychavon.gov.uk

### **Opening Hours:**

Mon - Fri 9am - 5pm

## **Rooftop Housing Group**

70 High Street, Evesham, Worcs WR11 4YD

T: 01386 420800

www.rooftopgroup.org

### **Opening Hours:**

Mon, Tue, Thur, Fri 9am - 5pm Wed 9.30am - 5pm

## **Fortis Living**

The Royal Exchange, 9 Queen Street,  
Droitwich Spa, Worcs,  
WR9 8LA

T: 01905 823100

www.fortisliving.com

### **Opening Hours:**

Mon - Fri 9am - 5pm

## **Wyre Forest District Community Housing Group**

Community House, Stourport Road,  
Kidderminster, Worcs, DY11 7QE

T: 0800 169 5454

E: allocations@communityhg.com

www.communityhg.com

### **Opening Hours:**

Mon - Fri 9am - 4.30pm

## **Wyre Forest District Council - Worcestershire Hub**

Kidderminster Town Hall, Vicar Street,  
Kidderminster, Worcs, DY10 1DB

T: 01562 732928

www.wyreforestdc.gov.uk

### **Opening Hours:**

Mon, Tues, Thur, Fri 9.00am - 5pm,

Wed 10am - 5pm

### **Housing Advice Team**

Wyre Forest House Finepoint Way  
Kidderminster DY11 7WF

T: 01562 732787

www.wyreforestdc.gov.uk

### **Opening Hours:**

Mon - Fri 9am - 5pm

# Home Choice Plus area towns and villages

## Bromsgrove District

Aston Fields  
Alvechurch  
Barnt Green  
Beoley  
Belbroughton  
Bentley  
Catshill  
Charford  
Clent  
Cofton  
Dodford  
Fairfield  
Finstall  
Frankley Green  
Hagley  
Hollywood  
Hopwood  
Millfields  
Norton  
Romsley  
Rock Hill  
Rubery  
Sidemoor  
Stoke Heath  
Stoke Prior  
Tutnal  
Wythall  
Bromsgrove Town Centre

## Malvern Hills District

Malvern Rural  
Astley  
Alfrick  
Abberley  
Bransford  
Broadheath  
Birtsmorton  
Bockleton  
Broadwas  
Bayton  
Bushley  
Berrow  
Castlemorton  
Callow End

Croome D'Abitot  
Colletts Green  
Clifton-on-Teme  
Cotheridge  
Doddenham  
Earls Croome  
Eldersfield  
Eastham  
Guarlford  
Great Witley  
Grimley  
Hallow  
Hanley Castle  
Hill Croome  
Hillhampton  
Hanley  
Holt  
Holdfast  
Hanley Swan  
Kempsey  
Kenswick  
Knightwick  
Knighton-on-Teme  
Kyre  
Lindridge  
Leigh  
Longdon  
Leigh Sinton  
Lulsley  
Little Witley  
Little Malvern  
Lower Sapey  
Madresfield  
Mamble  
Malvern Wells  
Martley  
Newland  
Pendock  
Powick  
Pensax  
Queenhill  
Ripple  
Rochford  
Rushwick  
Ryall  
Shelsley Beauchamp  
Shrawley  
Shelsey Kings  
Stockton-on-Teme  
Stanford with Orleton

Severn Stoke  
Suckley  
Shelsley Walsh  
Stoke Bliss  
Tenbury  
Tunnel Hill  
Upton-upon-Severn  
Welland  
Wichenford  
Malvern Town  
Chase  
Dyson Perrins  
Link  
Pickersleigh  
Priory  
Malvern West

## Stratford-on-Avon District

Admington  
Alcester  
Aldermminster  
Ashorne  
Aston Cantlow  
Avon Dassett  
Barton/Heath  
Bearley  
Bidford  
Binton  
Bishops Itchington  
Blackwell  
Brailes  
Broom  
Burmington  
Butlers Marston  
Cherington  
Claverdon  
Clifford Chambers  
Coughton  
Darlingoscote  
Dorsington  
Dunnington  
Earlswood  
Ettington  
Exhall  
Farnborough  
Fenny Compton  
Gaydon

Great Alne  
Great Wolford  
Halford  
Hampton Lucy  
Harbury  
Haselor  
Henley-in-Arden  
Honington  
Idlicote  
Ilmington  
Kineton  
Knightcote  
Ladbroke  
Lighthorne  
Lighthorne Heath  
Little Compton  
Little Wolford  
Long Compton  
Long Itchington  
Long Marston  
Loxley  
Luddington  
Mappleborough Green  
Marlcliff  
Moreton Morrell  
Napton  
Newbold-on-Stour  
Northend  
Norton Lindsey  
Oxhill  
Pillerton Priors  
Priors Hardwick  
Priors Marston  
Quinton  
Radway  
Ratley  
Salford Priors  
Sambourne  
Shipston-on-Stour  
Shotteswell  
Snitterfield  
Southam  
Stockton  
Stratford-Upon-Avon  
Stretton on Fosse  
Studley  
Tanworth  
Temple Grafton  
Tiddington  
Tredington

Tysoe  
Ufton  
Ullenhall  
Warmington  
Welford-on-Avon  
Wellesbourne  
Weston-on-Avon  
Whatcote  
Whichford  
Willington  
Wilmcote  
Wolverton  
Wootton Wawen

## Worcester City

Claines  
Blackpole & Brickfields  
Barbourne & Northwick  
Battenhall & Redhill  
City Centre  
Dines Green  
Ronkswood  
St Peters & Barnshall  
Tolladine  
Tunnel Hill  
Rainbow Hill &  
Goodrest  
St Johns  
Warndon Villages  
Warndon

## Wychavon District

Droitwich Town Central  
Chawson  
Chawson Valley  
Copcut  
East Holloway  
Westlands  
Droitwich Rural  
Bradley Green  
Broad Common  
Crowle  
Cutnall Green  
Doverdale  
Fernhill Heath  
Hadzor  
Hampton Lovett  
Hanbury

Hartlebury  
Himbleton  
Hindlip  
Martin Hussingtree  
Oddingley  
Ombersley  
Sale Green  
Salwarpe  
Tibberton  
Upton Warren  
Westwood  
Wychbold  
Evesham Town  
Abbots Morton  
Bengeworth  
Evesham Central  
Fairfield  
Four Pools  
Hampton  
Rynal  
Evesham Rural  
Abbots Morton  
Aldington  
Ashton-under-Hill  
Aston Somerville  
Badsey  
Beckford  
Bickmarsh  
Bretforton  
Broadway  
Charlton  
Childswickham  
Church Lench  
Cleeve Prior  
Cookhill  
Conderton  
Crophorne  
Fladbury  
Harvington  
Hinton-on-the-Green  
Honeybourne  
Inkberrow  
Kemerton  
North & Mid Littleton  
Norton & Lenchwick  
Offenham  
Overbury  
Pebworth  
Rous Lench  
Sedgeberrow  
South Littleton  
Wickhamford

Pershore Town  
Abbey Estate  
Pershore Central  
Station Road  
Pershore Rural  
Abberton  
Besford  
Birlingham  
Bishampton  
Bredicot  
Bredon  
Bredons Norton  
Bricklehampton  
Broughton Hackett  
Churchill  
Defford  
Dormston  
Drakes Broughton  
Eckington  
Elmley Castle  
Flyford Flavell  
Grafton Flyford  
Great Comberton  
Kington  
Little Comberton  
Lower Moor  
Naunton Beauchamp  
Netherton  
North Piddle  
Norton Juxta Kempsey  
Peopleton  
Pinvin  
Pirton  
Spetchley  
Stoulton  
Strensham  
Throckmorton  
Upton Snodsbury  
Wadborough  
White Ladies Aston  
Whittington  
Wick  
Wyre

## Wyre Forest District

Kidderminster  
Kidderminster Town  
Baxter Gardens  
Birchen Coppice  
Broadwaters

Charles Street /  
George  
Street  
Comberton  
Foley Park  
Franchise  
Habberley  
Hoobrook /  
Aggborough  
Horsefair / Broad  
Street  
Hurcott Road / Lark Hill  
Juniper Court  
Orchard Street  
Offmore  
Rifle Range  
Spennells  
Sutton Farm  
Wood Street Estate /  
Park Street  
Woodfield Estate  
Worcester Road  
Stourport-on Severn  
Stourport Town  
Areley Kings  
Lickhill  
Newtown  
Wilden  
Walshes

## Bewdley

Bewdley Town  
Barkhill  
Hales Park  
Wribbenthal

## Rural

Blakedown  
Chaddesley Corbett  
Churchill  
Cookley  
Far Forest  
Harvington  
Low Habberley  
Rock  
Rushock  
Shatterford / Arley  
Stone  
Wolverley

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