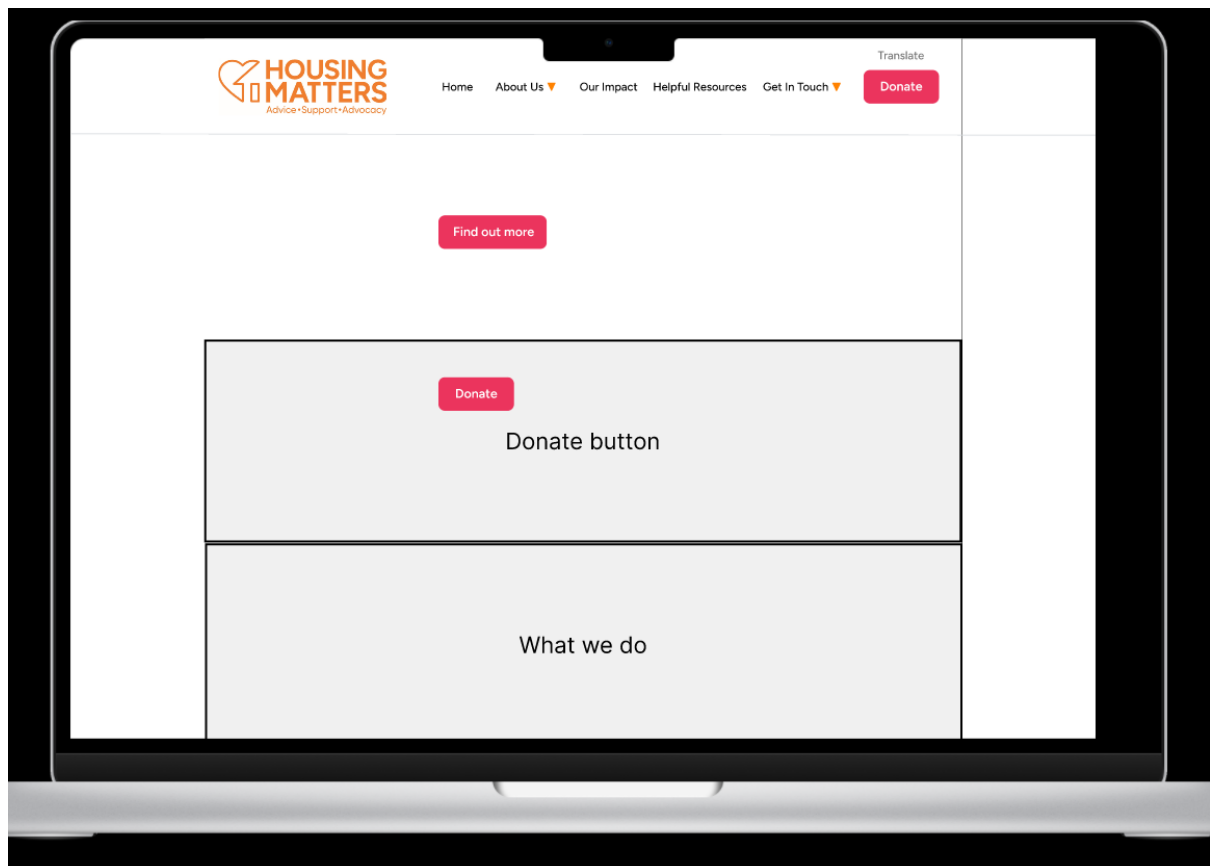


## Homepage content



### **Button: What we do**

*Directs to: "What we do" page*

Copy (above or below button): We are housing experts, here to help the people of Bristol and beyond navigate the path to a safe and secure home.

Established in 1965, we give clients the advice, support, and advocacy they need to avoid or escape homelessness and find long-term stability.

We have a strong focus on areas of high socio-economic deprivation.

We believe that housing is a human right, and we fight tirelessly for everyone to have a safe, secure home.

### **Button: Get Help**

Copy (above or below button): "Are you currently homeless, threatened with homelessness or in housing stress? Find out about the different ways you can access our advice and support services."

Directs to: page currently titled "Get in touch". Can see you've already included the correct content:

- Advice line and advice inbox information and HM postal address

- Link to drop-in page with short overview of drop-ins (incorporated into the banner that you've already got on the wireframe): "Are you looking for face-to-face support on dealing with your housing issues or the cost-of-living crisis? Head to one of our drop-in advice sessions around Bristol. All sessions are free, confidential and one-to-one. Find your nearest [here](#)." [link to drop-in page]
- "For no-nonsense guides on common housing issues, check out our [Housing Helpsheets](#)" [link to helpsheet page]

**Button: Donate**

Directs to: Donate page

**Button: Find out more**

Copy (above or below button): "Sign up now to find out more about what we're doing to prevent in Bristol"

Directs to: Then this can go straight to [this landing page](#)

## About us

So on the nav bar, there will be a drop-down with all of the headings currently on [this](#) page?

And then [this](#) page will still exist if you just click on the "about us" item?

Can we exclude "our impact", "helpful resources" and "Get in touch" seeing as they're already in the nav bar?



[Home](#)
[About Us](#)
[Our Impact](#)
[Helpful Resources](#)
[Get in Touch](#)
[Donate](#)

[Donate](#)

# About Us

We've put together the following Housing Helpnotes to offer guidance on matters related to housing.

## Discover us by topic

- [What We Do](#)  
Find out what we do for our clients.
- [Our Team & Our Trustees](#)  
Our staff are brilliant! Find out a bit more about them here.
- [Our Partnerships](#)  
We believe that working collaboratively makes us stronger.
- [We Have Changed Our Name](#)  
We believe that working collaboratively makes us stronger.

## Learn

- [Our Impact](#)  
Find out what we do for our clients.
- [Helpful Resources](#)  
Our staff are brilliant! Find out a bit more about them here.
- [Get in Touch](#)  
We believe that working collaboratively makes us stronger.

### Housing Matters (Bristol)

Tasdon Business Centre  
Fido Road, Easton  
Bristol  
BS5 0HE

Camera  
Connectivity

Housing Matters (Bristol) is registered with the Information Commissioner's Office under 20442265. We will process your personal data in accordance with the General Data Protection Regulations and the Data Protection Act 2018.

Charity Number: 1188337  
Company Number 10675390

We will never disclose or share your data without your consent, unless we need to do so by law. You have a right to access data we hold about you and we only retain data for as long as is necessary.

[Click here](#) to access our full data privacy notice.






Our Partners

















## Your Stories

At Housing Matters, we help anyone in housing stress.

In the majority of cases, we can help resolve clients' issues through 'brief advice' - a few phone calls over a short period of time.

But nearly 50% of our advisers' time is spent on 'casework'.

This is long term, multi-agency support and advocacy, spanning over several months - sometimes years - until the best possible outcome is achieved for the client.

Bristol's housing crisis is having a huge impact on the lives of local people. Learn more about the stories behind the statistics below.

**Jo's story: living in limbo**

*"It seems like you're the only ones who care at the moment... your support is everything to me right now"*

Jo came to Housing Matters because she was facing eviction. Her landlord wanted to sell the property and her four children had lived in for 14 years.

The family were about to become homeless. As a single parent, Jo felt particularly vulnerable.

The local authority usually only provides temporary accommodation when a tenant has received a notice letter from the landlord with the date they'll be coming. They take this as evidence that it's not a long-term issue and Jo spent months. However, with the Royal Mail action, Jo found she wouldn't receive a letter, and that the landlord would turn up at Court. Then Jo was told that they could change the date without any notice at all.

She spent Christmas in a state of constant anxiety, dreading a knock on the door. Jo had even cooked everything up in boxes in preparation for eviction.

When Jo received advice from Housing Matters, we began negotiating with the council and advocating on her behalf. We supported Jo throughout the process, ensuring she knew what to expect at each stage.

**Ubax's story: no home to return to**

**Emir's story: the power of brief advice**

I think that case studies are really important to each audience – could they have their own tab in the nav bar? I would be worried they'd get missed here.

On Figma, the teams/Trustees and partnerships pages are in the "Our Impact" column... is this just whilst you're working on the wireframe still rather than them being included as part of our impact?

## Helpful resources



### Housing Helpsheets

We've put together the following Housing Helpsheets to offer guidance on matters related to housing.



Heading

Subheading

Button

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### Partnerships and Services

Subheading

[Hyperlink](#)

Subheading

[Hyperlink](#)

Subheading

[Hyperlink](#)

Under the “partnerships and services heading”, are you planning to include our partners’ web pages or would this link to our own “Our Partnerships” page?

## Drop-in page

## Drop In Sessions



[Home](#)
[About Us](#)
[Our Impact](#)
[Helpful Resources](#)
[Get In Touch](#)

[Translate](#)  
[Donate](#)

### Drop In Sessions



#### Drop-in sessions in Easton

We'll be at Easton Community Centre fortnightly to offer free housing advice on a drop-in basis.

Upcoming sessions:

- Tuesday 6th February – 10am to 12:30pm
- Tuesday 20th February – 10am to 12:30pm
- Tuesday 5th March – 10am to 12:30pm
- Tuesday 19th March – 10am to 12:30pm

No need to book.

Address: [Kilburn Street, Easton, BS5 6AW](#)



#### Drop-in sessions in Barton Hill

Housing Matters will be at the BOCST sessions every fortnight. To make sure we can give each person enough of our time, we will be seeing 6 people per session only.

Upcoming sessions:

- Friday 2nd February – 9:30am to 12:30pm
- Friday 16th February – 9:30am to 12:30pm
- Friday 1st March – 9:30am to 12:30pm
- Friday 15th March – 9:30am to 12:30pm

Please reserve your place by:

- Calling BOCST on 0117 956071 or 07516584057
- Or emailing [book2@housmatters.co.uk](mailto:book2@housmatters.co.uk)

Address: [Barton Hill Settlement, 43 Trueman Road, Barton Hill, Bristol, BS5 0ES](#)

#### Drop-in sessions in Lockleaze

Drop into the Hub in Lockleaze for free advice on your housing situation.

Upcoming sessions:

- Wednesday 21st January – 11am to 1pm
- Wednesday 14th February – 11am to 1pm
- Wednesday 28th February – 11am to 1pm
- Please note that your adviser for 28th Feb will be Desanna Roberts from Shelter Bristol
- Wednesday 13th March – 11am to 1pm

No need to book.

Address: [Unit 1, Lockleaze Hub, Gainsborough Square, Lockleaze, BS7 0BB](#)



#### Drop-in sessions in Knowle West

Join us in Knowle West Healthy Living Centre for free housing advice and support on a drop-in basis.

Upcoming sessions:

- Wednesday 7th February – 10am to 12:30pm
- Wednesday 21st February – 10am to 12:30pm
- Wednesday 14th March – 10am to 12:30pm
- Wednesday 28th March – 10am to 12:30pm

No need to book.

Address: [Knowle West Healthy Living Centre, Knowle West Health Park, BS4 1JH](#)

#### Drop-in sessions in Hartcliffe

Head to the Spines Centre in Hartcliffe for housing advice and support from [Carolyn in Bristol](#) and [Zoe in Bristol](#).

Upcoming sessions:

- Friday 26th January – 10am to 12pm
- Friday 2nd February – 10am to 12pm
- Friday 9th February – 10am to 12pm
- Friday 16th February – 10am to 12pm

No need to book.

Address: [Spines Resource Centre, Hartcliffe, BS13 0BE](#)


Not sure if this page is finished but at the moment, but it looks like the Hartcliffe and Knowle West drop-ins are separate from or less important than the other ones. Please can you move them above the banner with the photo of Bristol?



Could you remove the top banner? I think it looks a bit cluttered with the text box within it. Also the photo is of a workshop made up of professionals. Clients get worried about the drop-in sessions not being one-to-one or confidential, and I think this image makes the sessions look like group support sessions.


## Donate page

# Donate



HomeAbout UsOur ImpactHelpful ResourcesGet in TouchDonate

Translate




We are able to do the work we do because of our fantastic supporters.

We are so thankful for the support we receive from individual people, as well as Trusts, foundations, churches and other bodies.

We achieve a lot with a little, so any donation has a lasting impact and is hugely appreciated.

## Support Us



"You have done something amazing for us. Thank you, thank you!" - Salim

In our [Your Stories](#) and [Our Impact](#) pages, you can discover more information about how our service helps to make a positive change in our clients' lives.

If you would like to make a one-off or regular donation towards the work of CHAS (Bristol) Housing Advice Service, please follow the pink button above. We are so very grateful for any help you can give.

If you have any questions or queries, please contact us on [admin@housingmatters.org.uk](mailto:admin@housingmatters.org.uk)

Thank you so much for your help.

Contact Us Here

**Housing Matters (Bristol)**  
Eastern Business Centre  
Felix Road, Easton  
Bristol  
BS5 0UR

Housing Matters (Bristol) is  
registered with the Information  
Commissioner's Office under  
ZAMQ268. We will process your  
personal data in accordance with

We will never disclose or share  
your data without your consent,  
unless required to do so by law.  
You have a right to access data we  
hold about you and we only retain

The first thing I see on this page is the contact us button rather than the donate button. It would give me the impression that you need to contact Housing Matters to make a donation. Could the second button be a donate button as well as the top button?

## **Colour hierarchy**

H1 - #FF8200 (brand orange)

H2 - #FF8200 (brand orange)

H3 - #082B78 (brand blue)

Main body text - black

Links - #FF005A (brand pink)

Buttons - #FF8200 (brand orange) (but turn to #FF005A/brand pink when you hover, if possible? Like the current donate button)

**Thanks for all your work, it's shaping up nicely!**