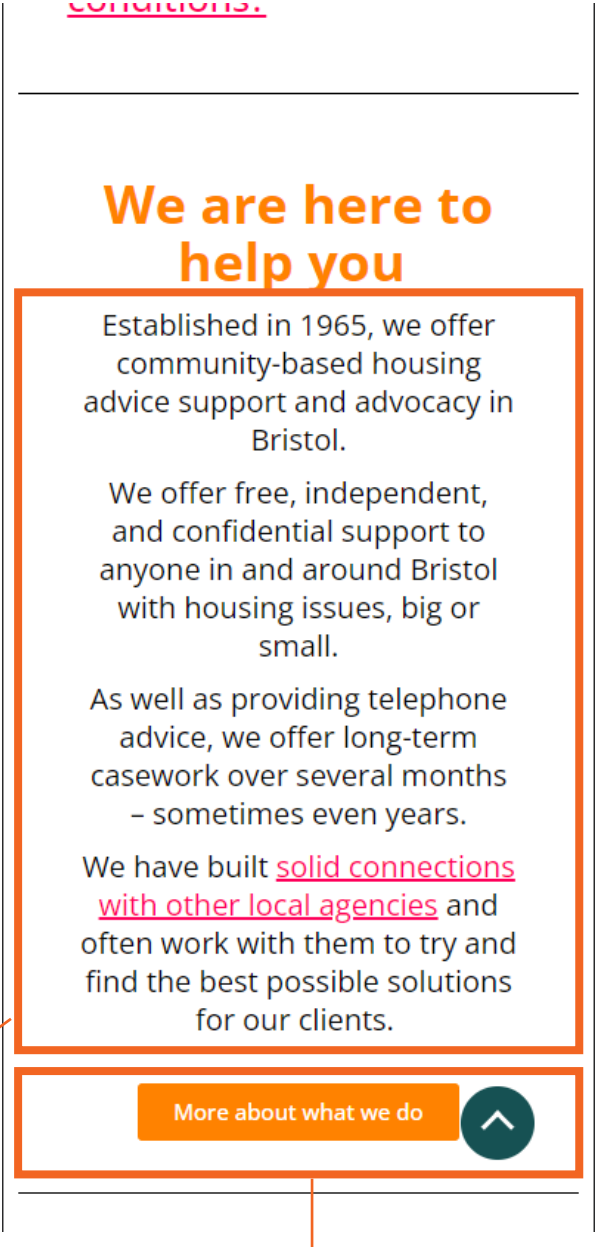
Home Page 1

Translate is a good option and allows for accessibility - is there perhaps an easier way to display to make it clear its an option as it is rather hidden

The drop down menu is originally red but if you press it and then click on it again to get rid of the drop down it will stay grey

I would argue this space is unneccessary and the images would like nice joined together - removing the space will also make the icons and text appear instantly on the page without the need to scroll.

Good choice of icons and is clear what they will mean even without text.
Would text in all caps be easier to read or perhaps a capital letter for a new word to differentiate when a new word begins?



Text alignment on pages is inconsistent - sometimes it is centre aligned and other times it is aligned to the left margin

Clear symbols and intuitive interaction

Home Page 2

Housing advice drop-in sessions

As well as our normal service, we are holding free drop-in housing advice sessions at venues around Bristol.

During these sessions, we will be providing advice to anyone struggling with housing, the cost-of-living crisis or rising energy costs.

Click here for details

Our impact

From April 2021 to March 2022, nearly half of our clients came to us at homeless or threatened with homelessness.

Of this group of people, we...

prevented homelessness for **46%**;

helped improve housing conditions/rehousing prospects for **25%**;

Could the sudden colour change be confusing for users - maybe colour change can be used elsewhere?

Is this a subheading? If it is why does it have a blue block background?

Unable to tell if it is a subheading - if it is why is it in a different font size
Subheadings should have capital letters for words to symbolise their status

Housing Matters – Advice, Support and Advocacy in Bristol

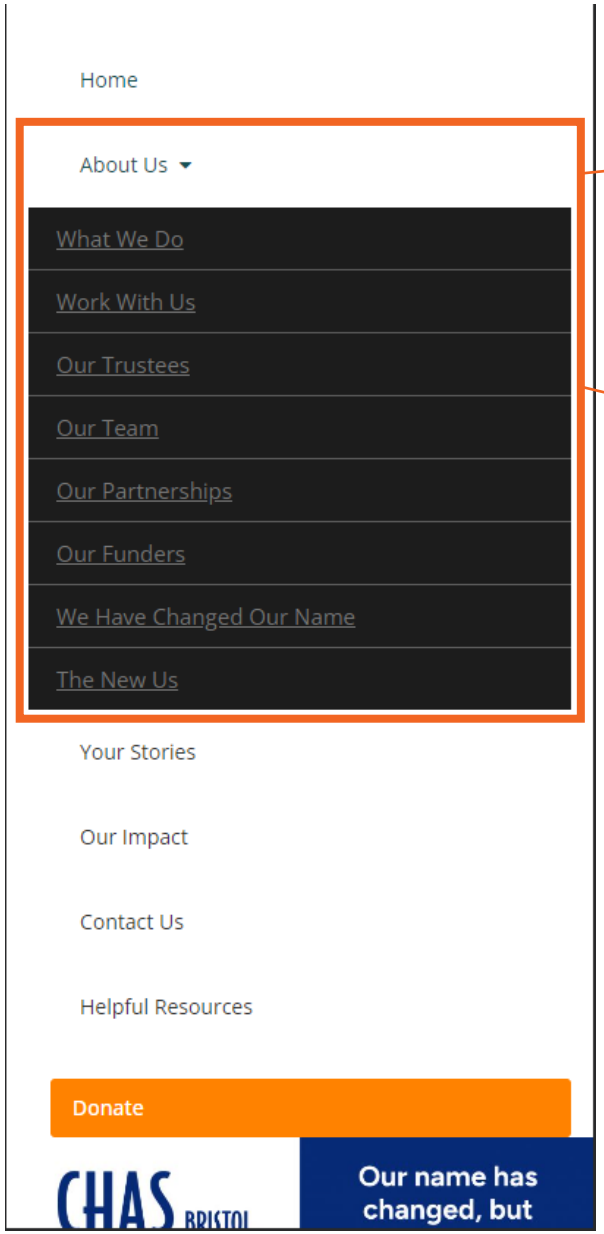
Professional memberships

advice quality standard

Homeless Link Member

advice UK MEMBER

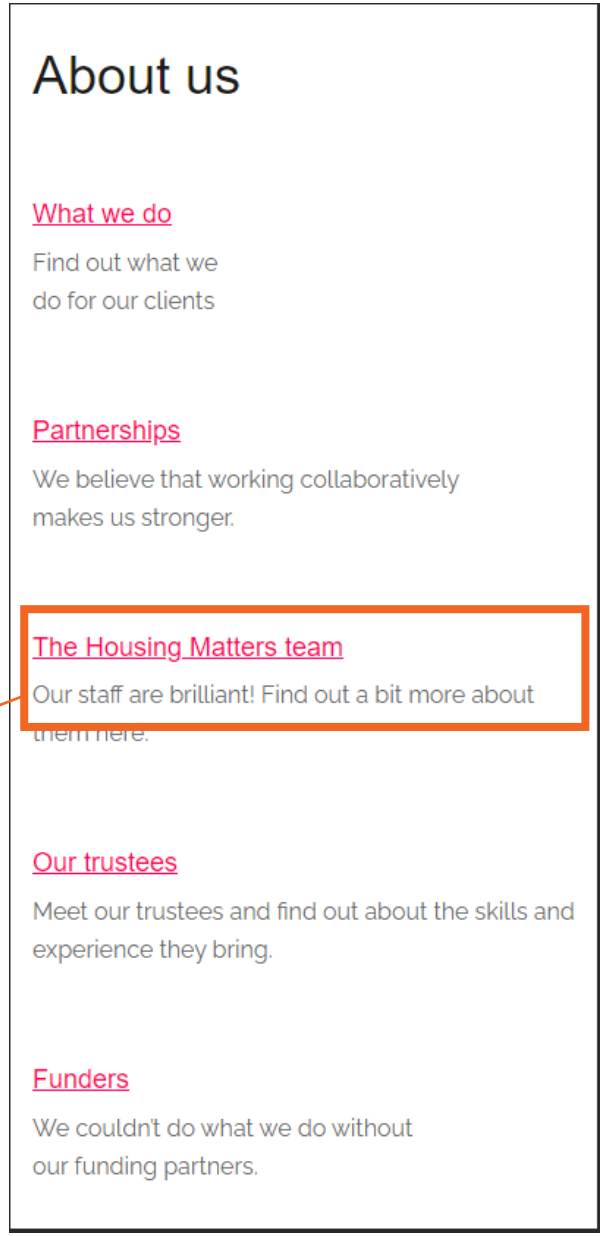
About Us/Drop Down Bar



The drop down bar is very inconsistent and I only got it to work once when using the mobile version and it wasn't intentional.

Could potentially benefit from the "About Us" needing to be pressed twice before being taken to the page

The "About Us" page has less options than the drop down menu and sometimes has different headings - this can cause confusion and must be kept consitent for ease of use.



What We Do 1

HOUSING MATTERS

Translate »

What we do

We are experts in housing advice, support and advocacy, here to help the people of Bristol and beyond navigate the path to a safe and secure home. We aim to find unique, long-term solutions for our clients, whatever their needs.

Established in 1965, Housing Matters (formerly CHAS Bristol) provides free, specialist advice, holistic support and legal advocacy for people in financial & housing crisis in Bristol & surrounding areas, particularly where there are high levels of deprivation.

How we do it

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

- **Brief advice** – an adviser may be able to resolve your issue fairly quickly via our helpline.
- **Long-term casework** – we support many clients for several months – sometimes years – until we achieve the best possible outcome.
- **Outreach work** – we've built strong partnerships with other local agencies, delivering support in locations around Bristol to reach people who may not otherwise find us.

The page title stands out in location and colour. Could be in bold/thicker text

Translate + navigation button in the correct location, could be made to look neater

Two types of text, looks confusing. If text is more important it could be made to look so in another way

Bold text is good, makes key points and info stand out clearly

Bulletpoint placement is wrong, off-centre leaving lots of white space on the side

Highlighted text and under-lining is a clear indicator of a clickable link

What We Do 2

Large white space, can make the page look lazy and bland

Illustrations look clear on white background, text may be a little small

Paragraphs are clear and easy to read. No confusion

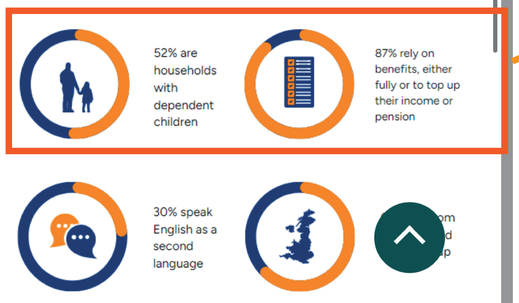
Images are colours clear and centred well. The text is hard to read and could be bigger

clients and their families are faced with the very real threat of homelessness. With reduced hours and lost jobs during the pandemic, a lot of people faced eviction after falling into rent debt to their landlord.

Our clients

We support people from many different backgrounds, including disabled people and their carers, refugees, single parents and people leaving care, prison or rehab with little support.

A lot of our clients face extra barriers when it comes to accessing good quality housing and housing support, such as language barriers, poverty, poor mental health and discrimination.



Work With Us

HOUSING MATTERS

Translate »

Work with us

Paid opportunities

We are not currently hiring for a paid role at the moment. Please check back in the future for any new opportunities.

Volunteer opportunities

Treasurer of Trustees

Role: Treasurer of Trustees

Contract Type: N/A
Hours: Part Time
Location: Bristol or the surrounding areas
Salary: The role of Trustee is not accompanied by any financial remuneration, although expenses for travel may be claimed

We are looking for a Treasurer to join our Board of Trustees. The desired person would align with Housing Matters' vision, mission and values. Holding financial qualifications and experience is desirable, but not

Subheading is clear and visible, spacing is slightly off

Paragraph style/colour is different to other pages, lack of consistency

Lines should keep the same spacing when flowing onto the next line

Lack of spacing between lines makes the text look cramped and confusing

Deadline: This a rolling application process, please do get in touch if you have any questions via recruitment@housingmatters.org.uk

Other opportunities

We are always open to individuals who can provide a regular committed time to the Housing Matters team e.g. Friday mornings or Monday's on a fortnightly basis

– Administration

– Communications, incl. photography, copy writing, web development etc.

– Legal specialism

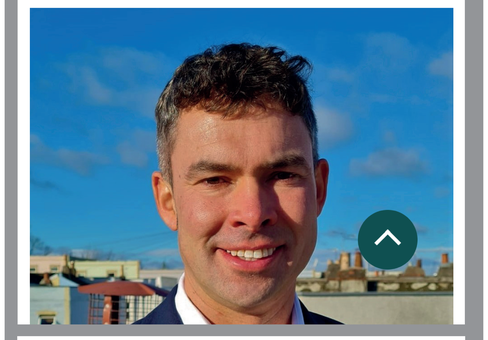
– Client support work, incl. form filling, signposting etc.

If you are interested in getting involved please email us at recruitment@housingmatters.org.uk

Our Trustees

Our Trustees

Our Trustees come from a variety of professional backgrounds, meaning that Housing Matters benefits from a wealth of skill and experience. Passionate about driving change in Bristol and its surrounding communities, the Board ensures that achieving the best possible outcomes for our clients is at the centre of our work.



Ben Banks

Trustee

Joining the Board in April 2022, Ben brings a wealth of experience in fundraising and project and relationship management to H ing Matters. He worked as a Senior Trusts Manager at Barnardo's for six years

Text style here is centred unlike in the rest of the page and site, causes confusion

Text can be confusing whilst scrolling in which imagie it is supposed to be relating to

Pictures look clear on mobile, take up a large amount of the screen but is fine

Text is clear, could be slightly bigger

Our Team

Jack Davey

Senior Housing Adviser

Sean Kinsella

Housing Adviser

Our Partnerships 1

HOUSING MATTERS

Translate »

Our partnerships

We know that housing issues are often linked to other things clients are struggling with, like insecure employment or poor mental health.

That's why we've built strong partnerships with other local organisations, enabling clients to access a much broader range of support.

Through our partnership projects, we aim to reach more socially excluded people.

We help them to deal with housing stress early on so they can avoid reaching crisis point and get back on their feet.

Missing captial letter

Sudden middle alignment - also the quote is missing ending quotation marks

Left margin alignment, appears to have bigger spacing between lines at the beginning compared to later on.

Consistency on capital letters

Overall nice use of an image and quote in block colour to break up text, however could the quote have been put in between wall of text to break it up?

"Housing Matters is such a lifeline for Bristolians. I know residents are benefitting immensely from your support. I called your team countless times when i was working in frontline housing support.

Anna Dietrich

Regional lead, Clean Slate (trauma support charity)

Aashyana

Aashyana, meaning 'beautiful home', is

Our Partnerships 2

Aashyana, meaning 'beautiful home', is our partnership with Citizens Advice Bristol & St Pauls Advice Centre.

Through this partnership, we offer support to Bristol's South Asian communities with housing & income e.g. helping them save money through switching their utilities or taking in lodgers.

Links take you off the page instead of opening a new tab - is this the aim?

HomeFull

Assume this is supposed to be one word?

Housing Matters and Talking Money work together with children's centres in Central Bristol to help parents and carers tackle debt, bills, benefits and housing issues. Many of these clients are lone parents, speak English as a second language and experience digital exclusion, all of which can be a barrier when trying to access services.

Clearer paragraphs may make this more reader friendly

The only image on the page to come after a subheading instead of before - could perhaps make this consistent especially as another image follows instantly after - doesn't look appealing

Early Doors

We began our Early Doors project in 2021 in partnership with the local homelessness charity, Caring in Bristol. Through this project, we've been able to expand our service delivery throughout East and South Bristol.

We aim to intervene with clients' housing issues before they reach crisis point.

We work with members of the community to design new projects in order to best match their needs.

Housing and Cost-of-Living drop-ins

We have partnered with Eastside Community Trust and Lockleaze Neighbourhood Trust to provide housing and cost-of-living support to the people of East and North Bristol.

Social housing drop-ins

Through our partnership with Black South West Network and Bristol City Council, we now offer a drop-in session in Barton Hill for social housing tenants from Black and other Minoritised

Our Partnerships 3

Housing Support Handbook

Housing, finances, benefits, employment, immigration, food access & mental health support. It can be overwhelming trying to work out how to get support with these & what your options are. So with our partner,

This paragraph isn't finished

That's why we have worked with Caring in Bristol and ACFA to put together a **no-nonsense guide to help.**

It is totally free for anyone to use. **Download our latest version here.**

To get more resources like this and to help support the creation of these handbooks, please sign up to Caring in Bristol's **mailing list.**

With the cost-of-living crisis, we know more people than ever may need support, so please share this resource with anyone who might need it.

THIS SECTION IS REPEATED TWICE ON THE PAGE

Housing Support Handbook

Housing, finances, benefits, employment, immigration, food access & mental health support. It can be overwhelming trying to work out how to get support with these & what your options are. So with our partner,

That's why we have worked with Caring in Bristol and ACFA to put together a **no-nonsense guide to help.**

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With the cost-of-living crisis, we know more people than ever may need support, so please share this resource with anyone who might need it.

Our Funders

HOUSING MATTERS

Translate »

Our Funders

We would like to say a huge thankyou to all our kind supporters. It was because of you that our work last year was possible.

Key funders in 2021/22

LLOYDS BANK FOUNDATION England & Wales

Quartet Community

Typo in text and could perhaps be broken into two paragraphs.

Is there a need for subheading? This looks and feels better in desktop - possible alternatvie way in mobile version?

Logos are different sizes and can come across as hierarchal

COMMUNITY FUND

Santander Foundation

Community Justice Fund

POSTCODE NEIGHBOURHOOD TRUST

We Have Changed Our Name

HOUSING MATTERS

Translate »

We have changed our name

Missing capital letters

Our clients tell us loud and clear, that what's important to them is what makes a house a home. They long for housing that is safe, secure, affordable and appropriate for their needs, in a community where they feel a sense of belonging.

Break up paragraph and potentially increase line spacing for easier read

To represent these needs more clearly, we have decided to move away from the name Churches Housing Aid Society (more commonly known as CHAS Bristol) and we have now relaunched as Housing Matters.

We worked with clients, staff, Trustees and partners to envisage what this might look like. Collaboratively, we updated our purpose and mission statements:

Potentially use images to break up text but also to visualise information

human right. We are experts in housing advice, support and advocacy, here to help the people of Bristol and beyond navigate the path to a safe and secure home. We aim to find unique, long-term solutions for our clients, whatever their needs."

Keeping with the rest of the website quotes should be centre aligned

We will continue to celebrate the longstanding history of CHAS Bristol and maintain the heart and vision of the organisation, but our legal name has now formally changed to Housing Matters (Bristol) on Companies House and Charity Commission.

We want to thank our partner (and neighbour!), Proctor + Stevenson, who have kindly donated some of their corporate social responsibility (CSR) budget to undertake the rebrand work in collaboration with us.

We would also like to say a huge thank you to everyone who has and continues to support our work.

Our name may have changed but we remain committed to supporting those facing homelessness and severe housing and financial difficulty. Our work is crucial – now more than ever.

The New Us

The New Us

Little spacing between subheading and header

To represent the needs of our clients more clearly, we've moved away from CHAS Bristol and have now relaunched as Housing Matters.

Over 9 months, we worked with clients, staff, Trustees and partners to undergo our rebrand.

We stripped back to the bare bones of our organisation to pin point exactly who we are and what our clients need from us.

We reflected on and updated our purpose, vision, mission and values to better represent who we are, what we do, and how we do it.

Perhaps caption images and do images have alt text attached to them?

Our updated purpose statement: Why do we exist?

We believe quality housing is a human right. We're here to give anyone in and around Bristol the knowledge and support they need to live in safe, secure homes.

Our updated vision statement: What is our ultimate goal?

Our vision is a society where everyone has a place they're happy to call home.

Our updated mission statement: How will we try to achieve our vision?

We are experts in housing advice, support and advocacy, here to help the people of Bristol and beyond navigate the path to a safe and secure home. We aim to find unique, long-term solutions for our clients, whatever their needs.

Our updated values: The way we work with and for clients

People First – Informed – Dedic – Inclusive – Resourceful

Our Impact

Our impact

At Housing Matters, we believe quality housing is a human right.

We fight tirelessly for everyone to have a safe, secure home and escape homelessness.

With lost jobs, debt and evictions last year, demand for our service was at an all time high.

And we're proud that – despite and increasingly severe housing crisis – our small team of 11 managed to help more people than ever before.

> **You helped me through the darkest time of my life**

Last year we worked on 1,075 cases

We worked with 945 households

Overall, we helped 2,143 people

This included 971 ch[illegible]n

Last year, we upskilled many of our clients to help them avoid crisis point in the future...

Percentages look good. Key text could be in bold

Titiles/headings inconsistent with the rest of the page

Text is small and maybe slightly unnecessary

Quotation clear, graphics look good. Who said it?

Reports are highlighted and clearly clickable

Text style is inconsistent, Heading? Important info?

92% Had a better understanding of their options, rights and responsibilities

83% Felt better able to plan and manage their own affairs

91% Felt empowered to take action for themselves if similar issues happened again in the future

Have a look at our recent Impact and Annual Reports to learn more about our work

Impact Reports

Find out about the people we support and how we help them to change their lives. Have a look through our Impact Reports from recent years.

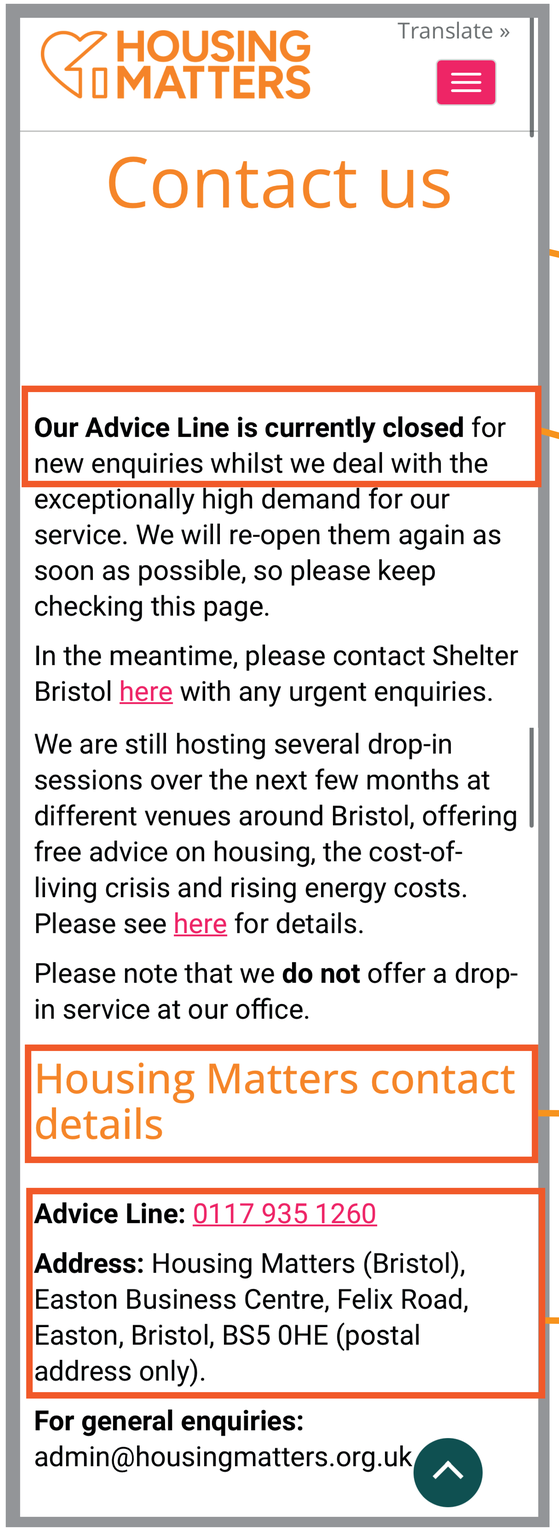
- Impact Report 22/23
- Impact Report 21/22
- Impact Report 2021
- Impact Report 19/20
- Impact Report 18/19

Annual Reports

Each year, we publish our annual report detailing our finances and achievements for the previous year, and our aims for the next. These are all also from when we were called CHAS Bristol.

- Annual Report 21/22
- Annual Report 20/21

Contact Us



HOUSING MATTERS

Translate »

Contact us

Our Advice Line is currently closed for new enquiries whilst we deal with the exceptionally high demand for our service. We will re-open them again as soon as possible, so please keep checking this page.

In the meantime, please contact Shelter Bristol here with any urgent enquiries.

We are still hosting several drop-in sessions over the next few months at different venues around Bristol, offering free advice on housing, the cost-of-living crisis and rising energy costs. Please see here for details.

Please note that we **do not** offer a drop-in service at our office.

Housing Matters contact details

Advice Line: 0117 935 1260

Address: Housing Matters (Bristol), Easton Business Centre, Felix Road, Easton, Bristol, BS5 0HE (postal address only).

For general enquiries:
admin@housingmatters.org.uk

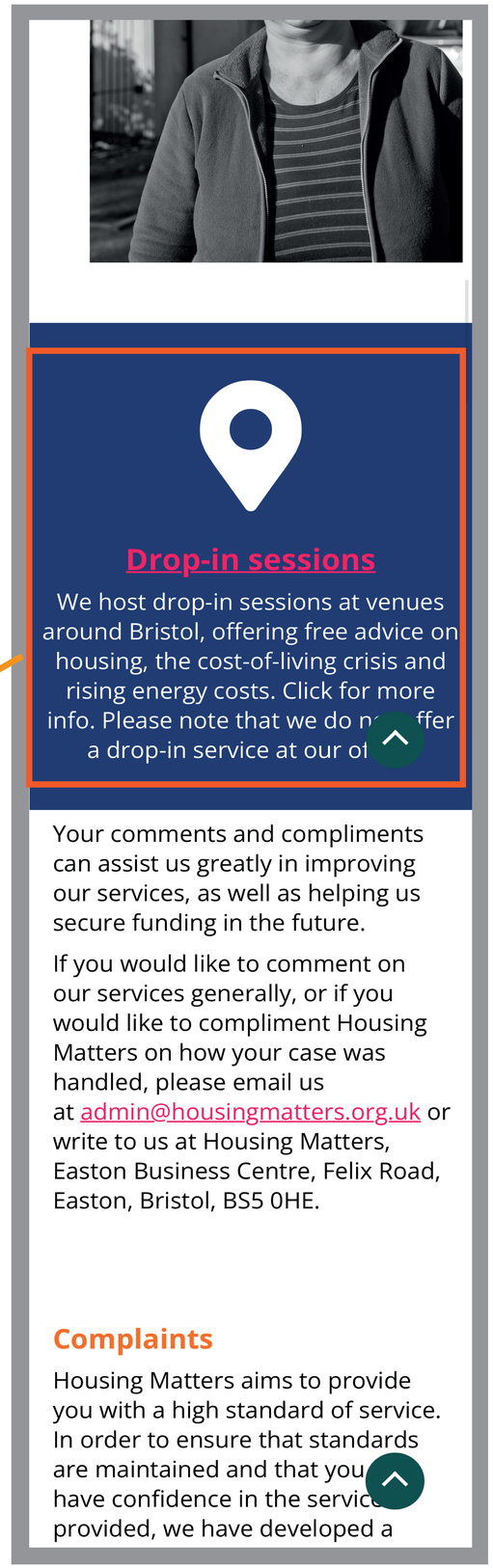
Large amount of white space below title

Key info is highlighted in bold

Blue background highllights the content well. The coloured link text can be hard to read on the blue background

Title is clear but spills over to the next line

The details are spaced out better than on other pages, it is a lot clearer to read



Drop-in sessions

We host drop-in sessions at venues around Bristol, offering free advice on housing, the cost-of-living crisis and rising energy costs. Click for more info. Please note that we do n offer a drop-in service at our of

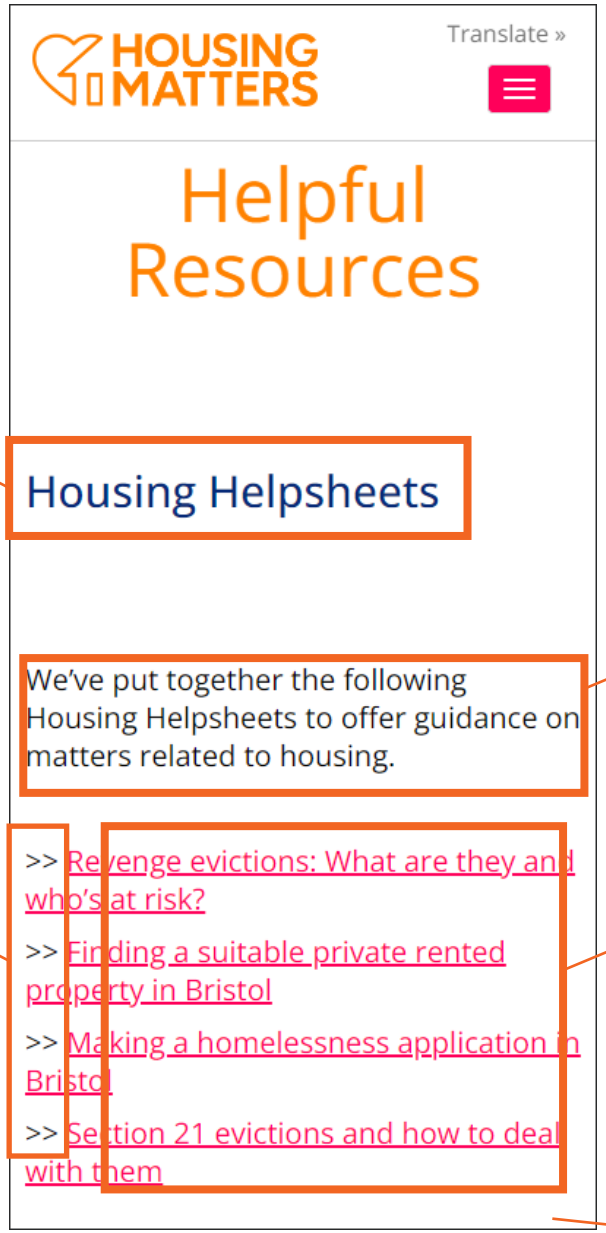
Your comments and compliments can assist us greatly in improving our services, as well as helping us secure funding in the future.

If you would like to comment on our services generally, or if you would like to compliment Housing Matters on how your case was handled, please email us at admin@housingmatters.org.uk or write to us at Housing Matters, Easton Business Centre, Felix Road, Easton, Bristol, BS5 0HE.

Complaints

Housing Matters aims to provide you with a high standard of service. In order to ensure that standards are maintained and that you have confidence in the servic provided, we have developed a

Helpful Resources



Lots of space which isn't consistent throughout other pages

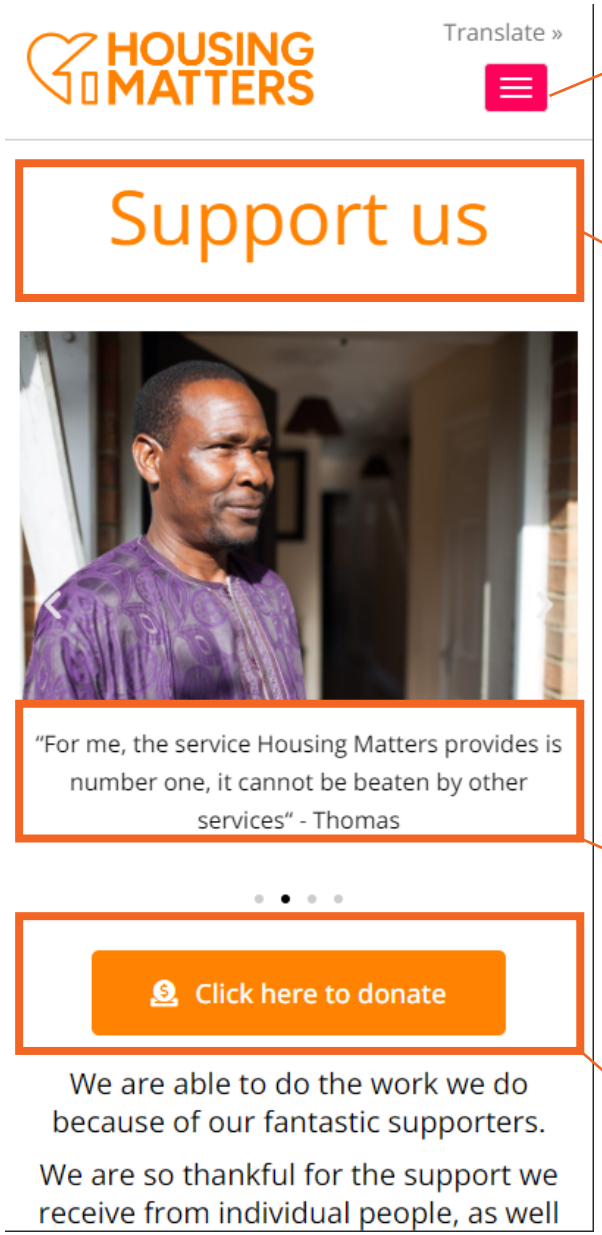
Good call to action but perhaps drive home with a "Click the links below for more information/ guidance"

Clear indication of wanting users to click. Is there an alternative?

Clear hyperlinks to show these are clickable but for those who may not be used to such options, perhaps a stronger call to action is needed, maybe even a written one.

While not visible in this screenshot there is a very nice and suitable image which gives the page the comfort the company is trying to convey.

Donate



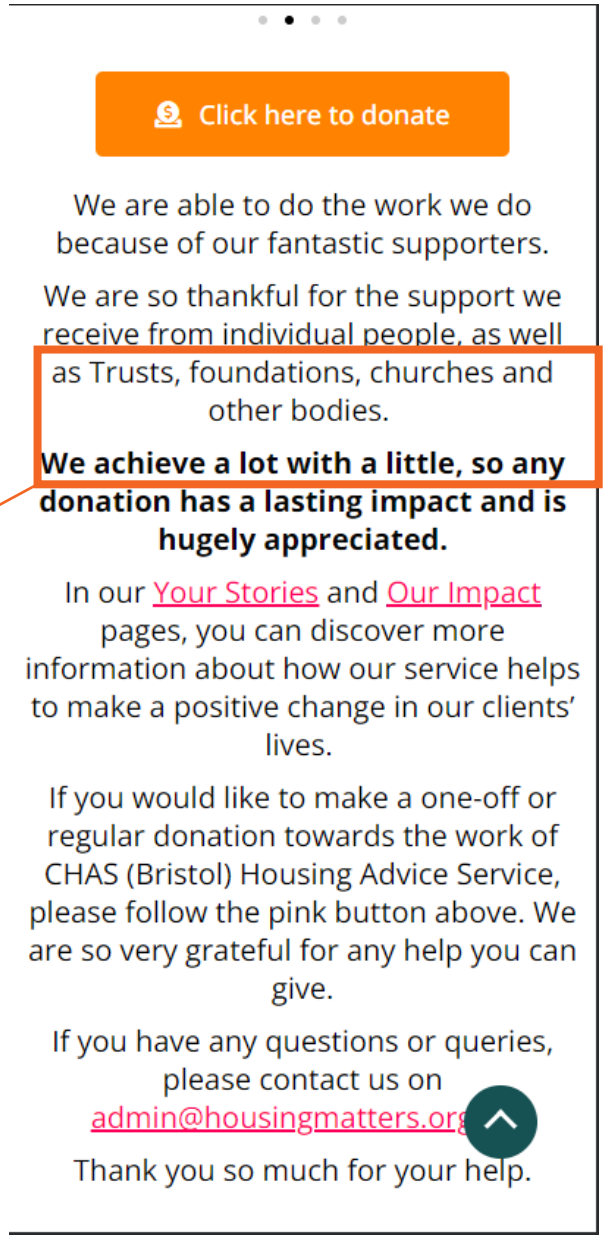
The donation button is only visible if users click in the drop down bar

The title page being support us could be misleading and confuse those who clicked donate. People may think they have been sent to the wrong page. Keep consistency.

With the impact report stating many users don't speak english as a first language bigger spacing between bodies of text may allow users to feel less intimidated. This can also be broken up with images or lines as seen on the home page.

Quotes are a great idea and enable users to feel connected - gives more reason to donate as they can see how their donation will contribute towards help before they even donate.

A bigger call to action may be beneficial. Users may get frustrated about having to press donate twice before being taken to an external donation page (which replaces the tab) in which they must press to donate again.



Footer

Nice call to action

Good idea of having logos but they are all in different sizing and could potentially display hierarchy.

One logo is not aligned and looks out of place - making the site looking unprofessional

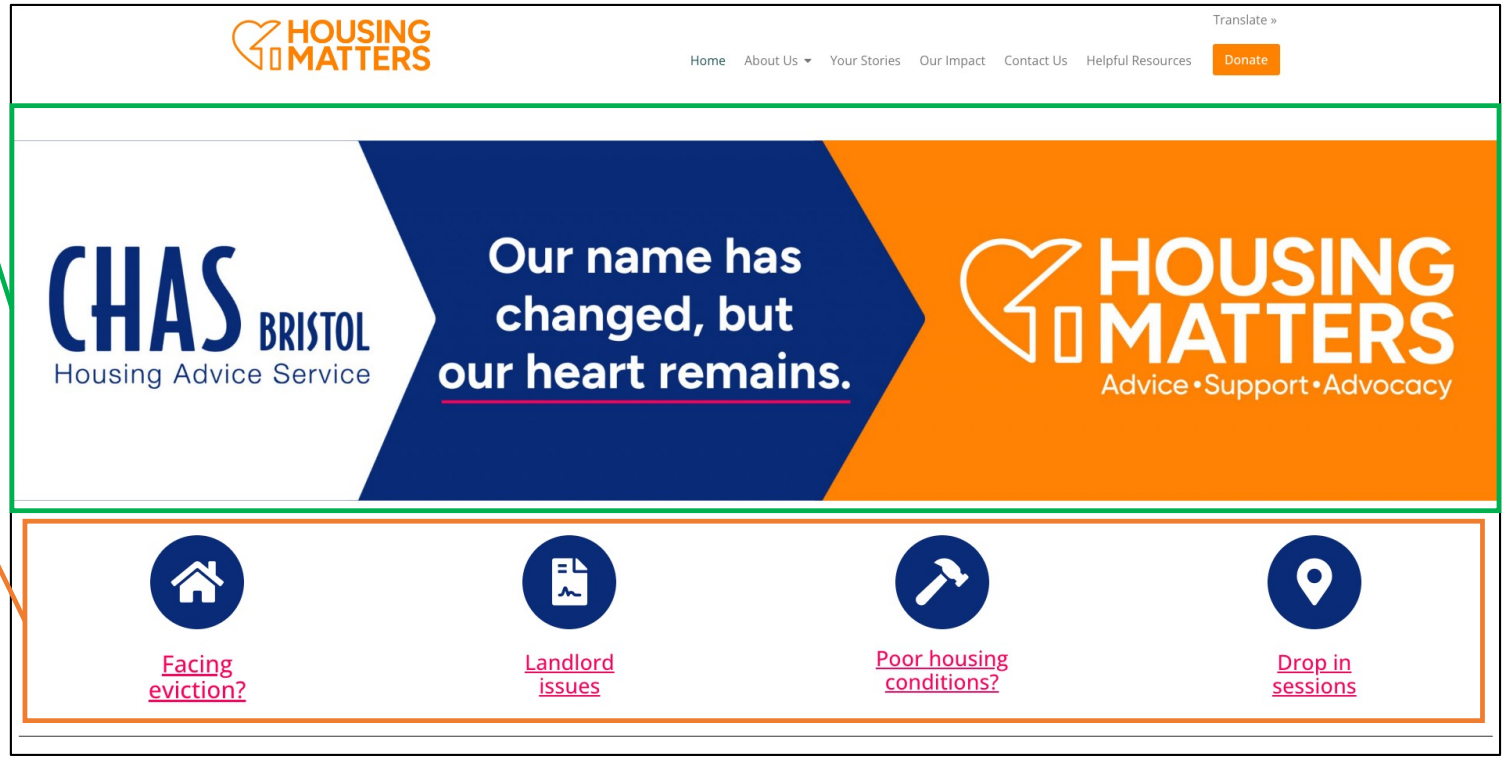
Housing Matters Website Analysis: Desktop

All Screenshots are taken at 1920x1080, the most common monitor resolution in the United Kingdom.

Homepage

Informative banner, fair resolution. In addition, folds nicely when in mobile.

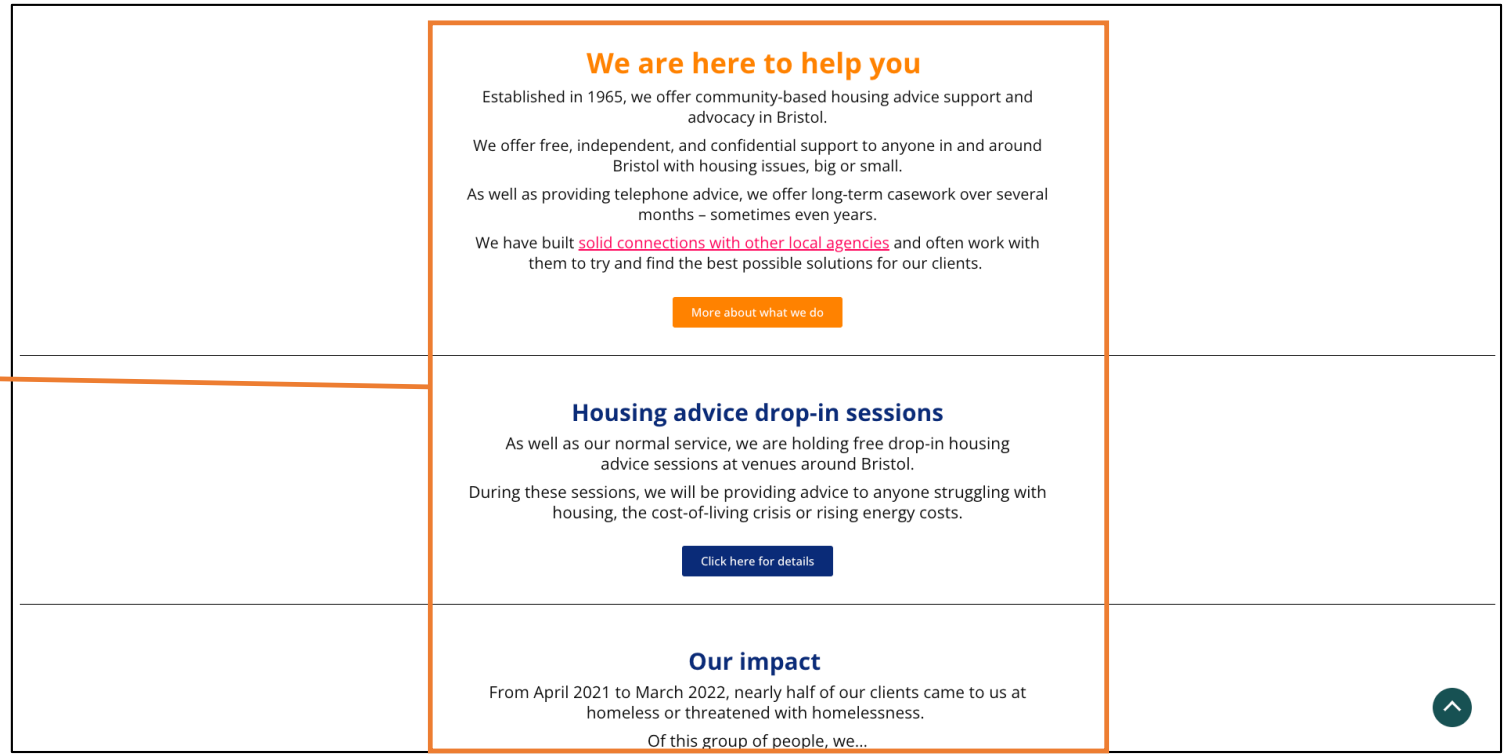
Relevant and Clear Icons, the use of the pink hyperlinks relevant to that of the underline on the banner makes the strong indication for interaction.



Homepage, cont.

Whilst it's understandable in the context of a mobile-priority, there is a significant amount of white space either side of the column. This is an uncommon practise within certain websites but tied with the banner above wonders if these segments can be better utilised.

In addition, changing the margins to be from the Left rather than the Centre may aid the user when reading.

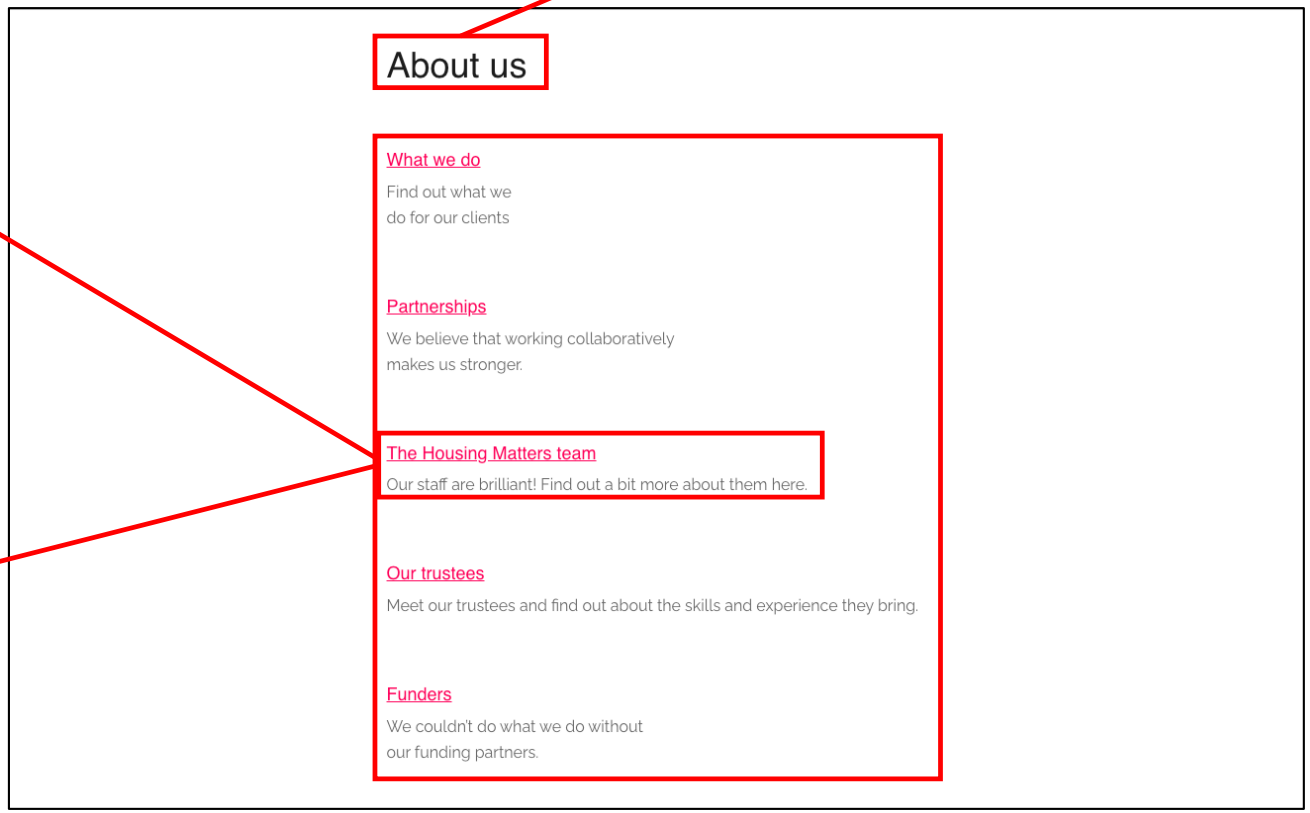


About Us

Heading isn't Bold nor the traditional Orange, inconsistent.

The margins amongst all these tabs don't match, some appear shorter than others even though they have a similar word count.

Title Inconsistency, this heading doesn't match what is presented on the navigation bar – potential trip for users.



>What We Do

Heading isn't Bold, inconsistent with other headings. Also isn't Capitalised.

This lacks form, the content is rich, important but it lacks any visual principle; all very compact. Spacing all the information out, allowing each segment to stand on its own but its still clearly apart of the group.

In addition, the bullet-points push too far to the right, leaving an awkward space between.

What we do

We are experts in housing advice, support and advocacy, here to help the people of Bristol and beyond navigate the path to a safe and secure home. We aim to find unique, long-term solutions for our clients, whatever their needs.

Established in 1965, Housing Matters (formerly CHAS Bristol) provides free, specialist advice, holistic support and legal advocacy for people in financial & housing crisis in Bristol & surrounding areas, particularly where there are high levels of deprivation.

How we do it

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

- **Brief advice** – an adviser may be able to resolve your issue fairly quickly via our helpline.
- **Long-term casework** – we support many clients for several months – sometimes years – until we achieve the best possible outcome.
- **Outreach work** – we've built strong partnerships with other local agencies, delivering support in locations around Bristol to reach people who may not otherwise find us.

We pride ourselves in working with clients **for as long as it takes** to solve their housing issues, and going beyond simply giving advice. For example, we support clients in emotional distress, refer clients to foodbanks, negotiate with landlords and advocate on a client's behalf if legal issues arise.

We also influence local housing policy, amplifying the voices of people with every day experience of the housing crisis at policy debates and decision-making forums.

Housing & immigration

Housing Matters has now registered with the Office of Immigration Services Commissioner (OISC).

This means we can now give Level 1 immigration advice to clients whose immigration status is affecting their housing situation.

Who we can help

We may be able to help you if your housing situation is being affected by the following immigration issues:

- **You have no recourse to public funds** (when you are unable to claim welfare benefits because of your immigration status);

>Work With Us

Heading could use Capitialisation for consistency.

Stands out against the rest of content with its blue typeface.

Another strong sense with the hyperlinks, however, there's inconsistencies within the spacing. The Role Heading has more space beneath in comparison to the additional information.

Work with us

Paid opportunities

We are not currently hiring for a paid role at the moment. Please check back in the future for any new opportunities.

Volunteer opportunities

Treasurer of Trustees

Role: Treasurer of Trustees

Contract Type: N/A
Hours: Part Time
Location: Bristol or the surrounding areas
Salary: The role of Trustee is not accompanied by any financial remuneration, although expenses for travel may be claimed

We are looking for a Treasurer to join our Board of Trustees. The desired person would align with Housing Matters' vision, mission and values. Holding financial qualifications and experience is desirable, but not essential. It is essential however, to have confidence analysing monthly financial reports and advising on annual budgets and accounts, as well as a good understanding of risk management, especially during a period of strategic growth.

Full job description here

How to Apply: If you are interested in applying, please send a short cover letter and CV to recruitment@housingmatters.org.uk

For questions regarding the role, please contact Alice Tibbert through the Housing Matters recruitment email (above) or our office phone line, 0117 935 1260.

Deadline: This a rolling application process, please do get in touch if you have any questions via recruitment@housingmatters.org.uk

>Our Trustees

Centering the text here may cause some drawbacks because of inconsistencies.

Heading isn't Bold, inconsistent.

Proximity and Repetition creates good unity. Utilising the grid

Great Use of Hierarchy, utilsing the colours to separate the roles from names. In addition to the informative paragraphs below expanding on their given role.

Our Trustees

Our Trustees come from a variety of professional backgrounds, meaning that Housing Matters benefits from a wealth of skill and experience. Passionate about driving change in Bristol and its surrounding communities, the Board ensures that achieving the best possible outcomes for our clients is at the centre of our work.

Andy Gibbard

Chair

Andy joined the Board as Trustee in September 2021, stepping up as Chair in April 2022. He is a marketing and communications professional with 15 years' experience. At present, he is the Global Director of Digital and Brand at SGS, the world's leading testing, inspection and certification company. On top of all of the

Jake Mathias

Secretary

Jake has been a Housing Matters Trustee since November 2019, and stepped up to the role of Secretary in 2020. Over his career, he has gained much expertise in the housing sector: He began his professional life as an Environmental Health Officer, specialising in private sector housing matters. Later, he moved

Ben Banks

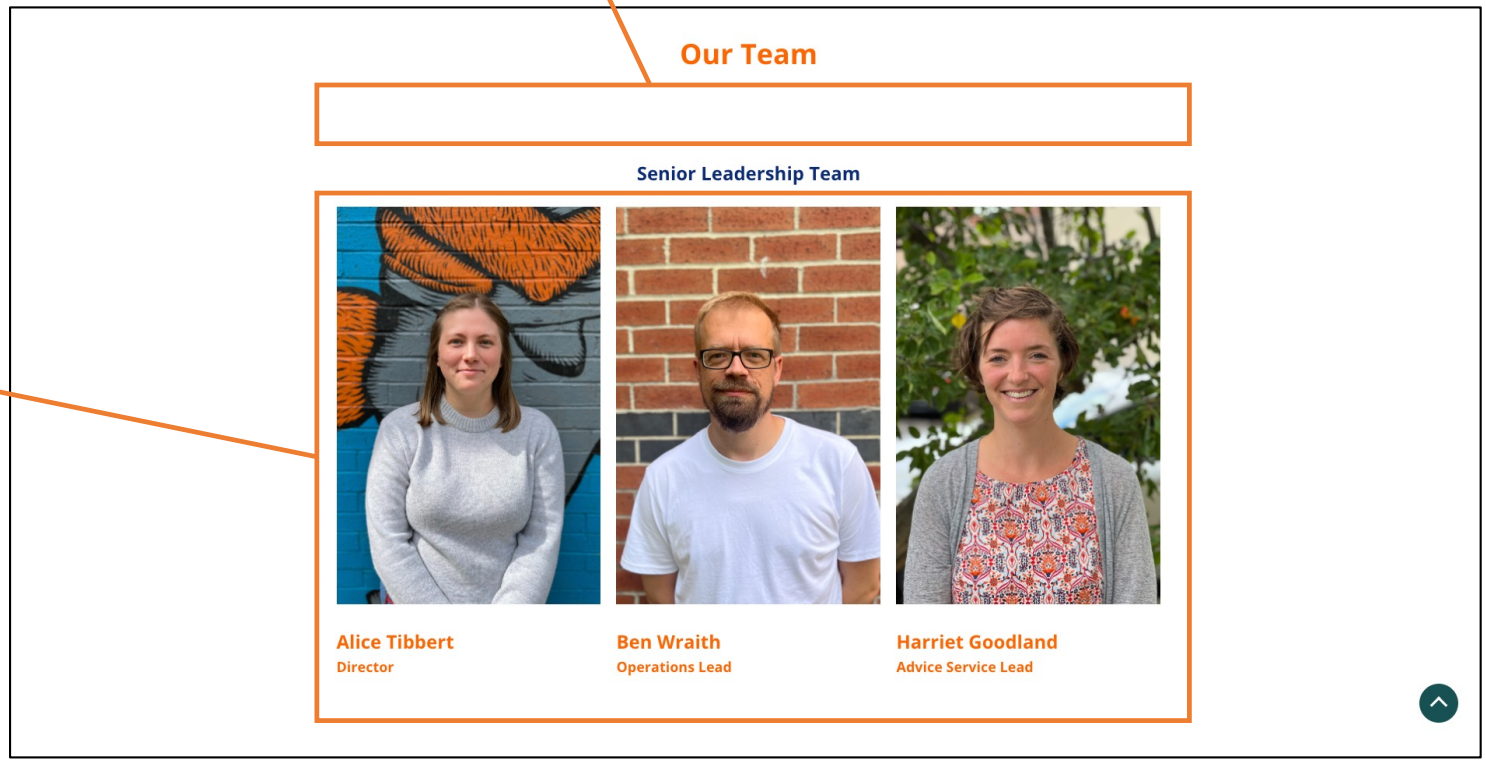
Trustee

Joining the Board in April 2022, Ben brings a wealth of experience in fundraising and project and relationship management to Housing Matters. He worked as a Senior Trusts Manager at Barnardo's for six years and now manages grants at Somerset Community Foundation, helping fund individuals, groups and social

>Our Team

Potential Space for a Subheading, on par with the Trustees Page.

In contrast to the Trustees Page, outside of some colour scheme inconsistencies, the page feels unfinished. Whilst there is the successful use for gridding and the obviously relevant titles, the additional information that exists on the Trustees page allows the viewer to understand more about who's involved. A short biography if you will.



>Our Partnerships

Heading isn't Bold, inconsistent with other headings. Also isn't Capitalised.

There is an inconsistency between the line spacing within these four paragraphs, this can become confusing for the viewer.

The pattern of text against relevant square (images, quotations etc.) works well. It's interpretable as the viewer scan from left to right.

Our partnerships

We know that housing issues are often linked to other things clients are struggling with, like insecure employment or poor mental health.

That's why we've built strong partnerships with other local organisations, enabling clients to access a much broader range of support.

Through our partnership projects, we aim to reach more socially excluded people.

We help them to deal with housing stress early on so they can avoid reaching crisis point and get back on their feet.

"Housing Matters is such a lifeline for Bristolians. I know residents are benefitting immensely from your support. I called your team countless times when i was working in frontline housing support.

Anna Dietrich
Regional lead, Clean Slate (trauma support charity)

Aashyana

Aashyana, meaning 'beautiful home', is our partnership with Citizens Advice Bristol & St Pauls Advice Centre.

Through this partnership, we offer support to Bristol's South Asian communities with housing & income e.g. helping them save money through switching their utilities or taking in lodgers.

>Our Funders

Subheading works in context of the Desktop, introducing the recent funder Additional Capitialisation is required.

Switch to Left Margin Alignment to avoid confusion when reading.

Our Funders

We would like to say a huge thankyou to all our kind supporters. It was because of you that our work last year was possible.

Key funders in 2021/22

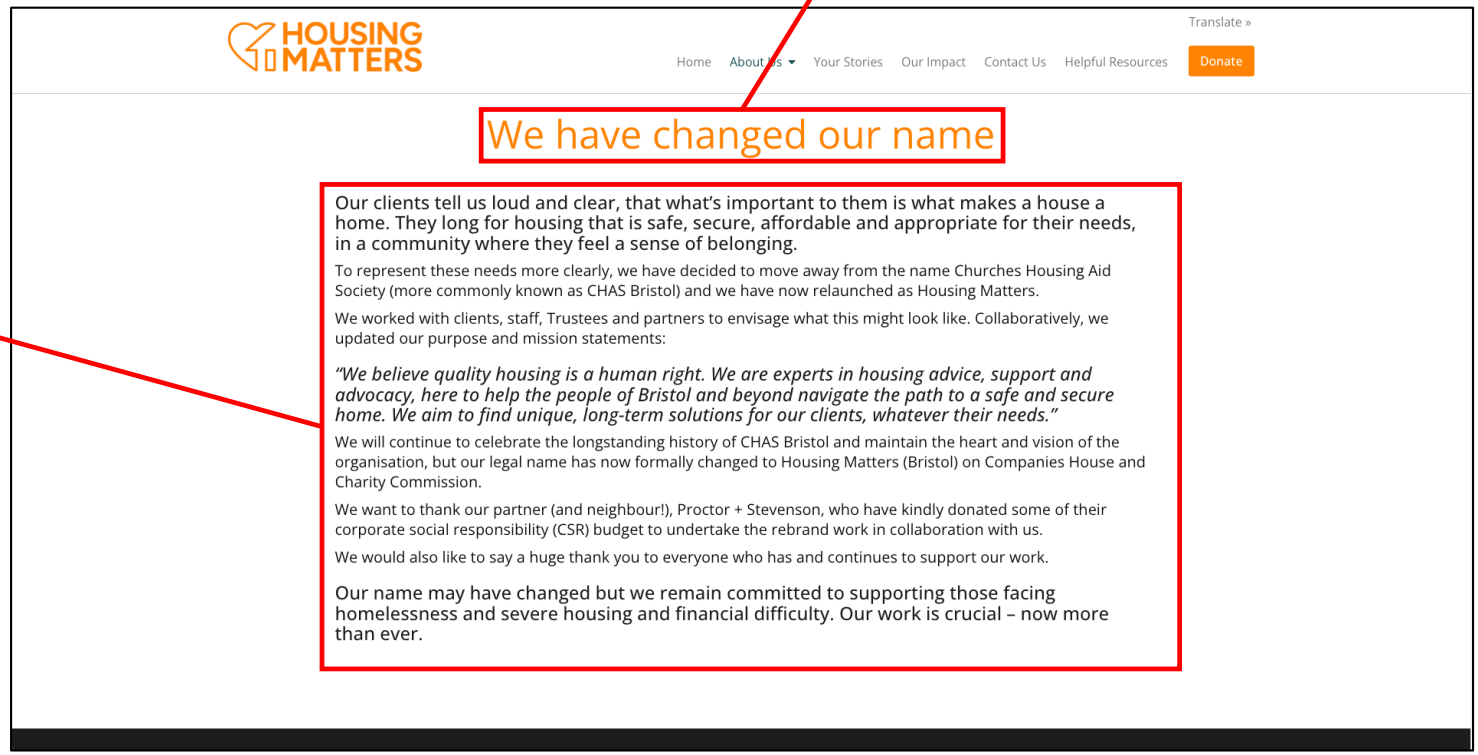
Although certain logotypes choose different resolutions based on their initial design, some appear larger than others. This can potentially indicate hierarchical bias leading some viewers to suggest superiority within the funders.

>We Have Changed Our Name

Heading isn't Bold, inconsistent with other headings. Also isn't Capitalised.

There isn't much formatting here. It's almost impossible to differentiate what's what due to the lack of spacing. The addition of Italics and a slightly larger font fail to assist.

Additionally, introducing image(s) could serve as an appropriate fix.



>The New Us

Heading isn't Bold, inconsistent with other headings. Also isn't Capitalised.

High Resolution Image, coherent and applicable. Spacing between the paragraphs is another high. Successful and Interpretable.

The subheadings here could be a different colour, like orange to keep it consistent with the rest of the website.

The New Us

To represent the needs of our clients more clearly, we've moved away from CHAS Bristol and have now relaunched as Housing Matters.

Over 9 months, we worked with clients, staff, Trustees and partners to undergo our rebrand.

We stripped back to the bare bones of our organisation to pin point exactly who we are and what our clients need from us.

We reflected on and updated our purpose, vision, mission and values to better represent who we are, what we do, and how we do it.

Our updated purpose statement: Why do we exist?

We believe quality housing is a human right. We're here to give anyone in and around Bristol the knowledge and support they need to live in safe, secure homes.

Our updated vision statement: What is our ultimate goal?

Our vision is a society where everyone has a place they're happy to call home.

Our updated mission statement: How will we try to achieve our vision?

We are experts in housing advice, support and advocacy, here to help the people of Bristol and beyond navigate the path to a safe and secure home. We aim to find unique, long-term solutions for our clients, whatever their needs.

Your Stories

Heading isn't Bold, inconsistent with other headings. Also isn't Capitalised.

Great body of text, supplying a strong context for it's introduction.

This folding chart is may slip past some viewers, however, since it's a replicant to that of a hyperlink, some may understand it's desired interaction.

Obvious Button and clear in it's purpose.

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 90% of our advisers' time is spend 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
+ Ubax's story: no home to return to
+ Emir's story: the power of brief advice

More client stories

Your Stories, cont.

Starting off with a quote is a successful way for the viewer to feel connected to the story at hand.

Well formatted and rich content, it's clear when there's breaks between the paragraphs and the spacing between the longer segments is also interpretable.

Although it sets a visual backing for the story, the actual size of the image in contrast with the text is rather massive.

− 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

Jo came to Housing Matters because she was facing eviction. Her landlord wanted to sell the property her 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 once a tenant has received a notice letter from the bailiffs with the date they'll be coming. They take this as evidence that there's no way the tenancy can be saved anymore.

However, with the Royal Mail strikes, Jo feared she wouldn't receive a letter, and that the bailiffs would turn up over Christmas. Even worse, that they could change the locks whilst she was out at work.

She spent Christmas in a state of constant anxiety, dreading a knock on the door. She'd even packed everything up into boxes in preparation for eviction.

When Jo reached out to 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.

Contact Us

Heading isn't Bold, inconsistent with other headings. Also isn't Capitalised.

Significant Spacing between the Heading and first segment of content, potential subheading?

High Resolution Image, margin-wise this segment is strong and easily interpretable.

The black and white image is rather long, leaving a large segment of white space on its left.

Contact us

Our Advice Line is currently closed for new enquiries whilst we deal with the exceptionally high demand for our service. We will re-open them again as soon as possible, so please keep checking this page.

In the meantime, please contact Shelter Bristol here with any urgent enquiries.

We are still hosting several drop-in sessions over the next few months at different venues around Bristol, offering free advice on housing, the cost-of-living crisis and rising energy costs. Please see here for details.

Please note that we **do not** offer a drop-in service at our office.

Housing Matters contact details

Advice Line: 0117 935 1260

Address: Housing Matters (Bristol), Easton Business Centre, Felix Road, Easton, Bristol, BS5 0HE (postal address only).

For general enquiries: admin@housingmatters.org.uk

Contact Us, cont.

Slightly off screen includes a white pin drop icon, another strong use of imagery.

Margins are messy, there's a similar issue with the bullet points, pushed too far to the right.

In conjunction with the white space in the corner left; could be filled with something.

Drop-in sessions

We host drop-in sessions at venues around Bristol, offering free advice on housing, the cost-of-living crisis and rising energy costs. Click for more info. Please note that we do not offer a drop-in service at our office.

Comments

Your comments and compliments can assist us greatly in improving our services, as well as helping us secure funding in the future.

If you would like to comment on our services generally, or if you would like to compliment Housing Matters on how your case was handled, please email us at admin@housingmatters.org.uk or write to us at Housing Matters, Easton Business Centre, Felix Road, Easton, Bristol, BS5 0HE.

Complaints

Housing Matters aims to provide you with a high standard of service. In order to ensure that standards are maintained and that you can have confidence in the service provided, we have developed a complaints procedure.

What might constitute a complaint?

You may feel:

- You have been given the wrong advice
- The behaviour of a member of staff has been poor
- The general level of service you have received has been poor

To complain, please contact our office on **0117 935 1260** or email us at admin@housingmatters.org.uk

Please ask for a complaints form. We will fully investigate all complaints and respond in writing within 21 days.

Housing Matters (Bristol)
Easton Business Centre
Felix Road, Easton
Bristol

Housing Matters (Bristol) is registered with the Information Commissioner's Office under ZA442269. We will process your

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

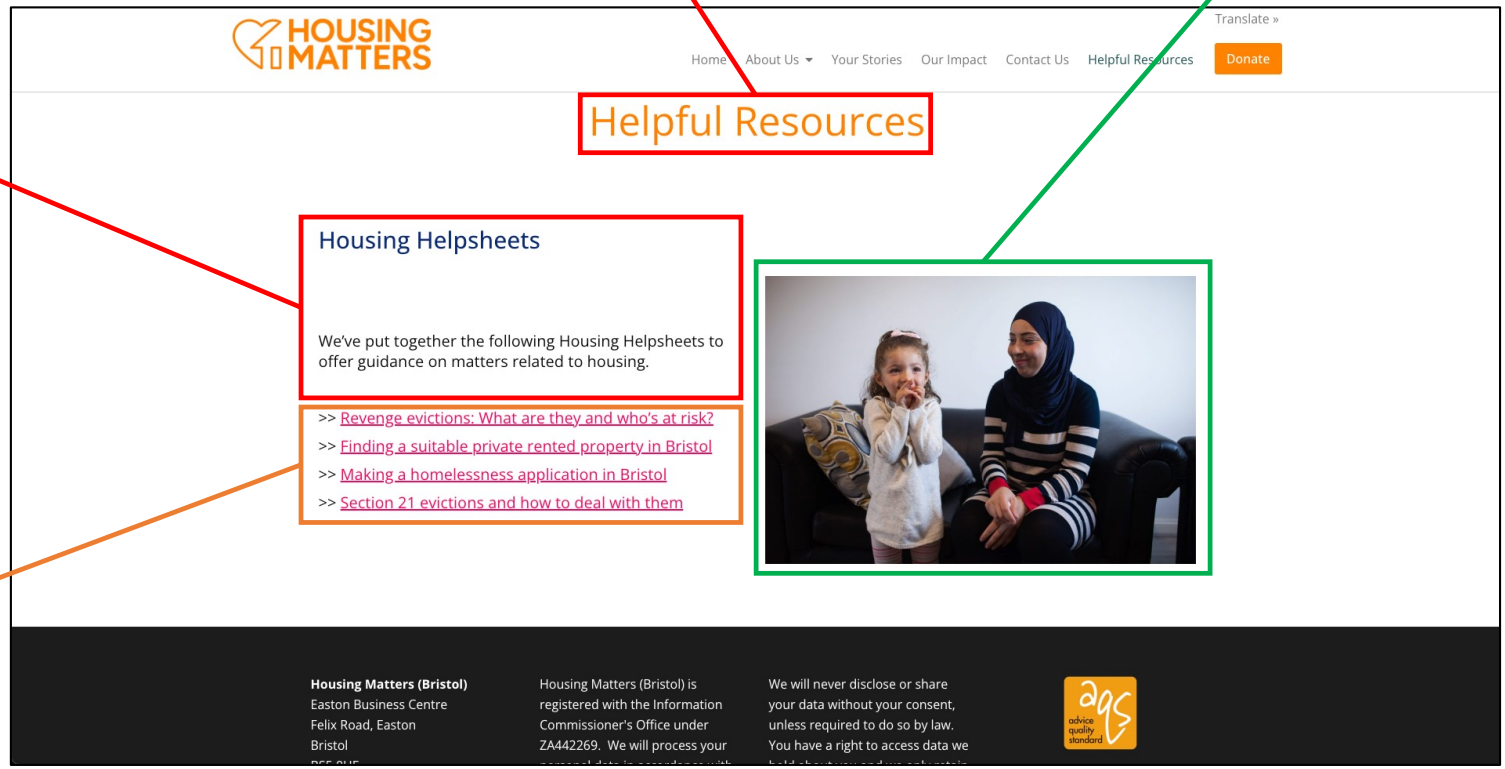
Helpful Resources

Heading isn’t Bold, inconsistent.

Relevant, High-Res Image.

Significant Spacing between the Heading and the Body.

Though these can be accessed through clear hyperlinks, a stronger "Call-to-Action" might be necessary for people who aren't familiar to these kinds of options.



Donate

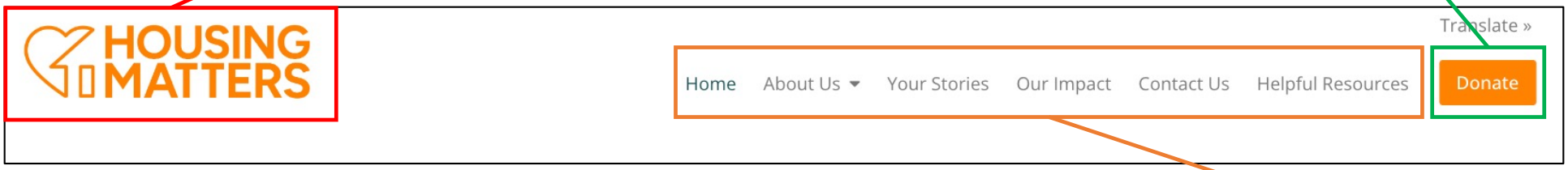
Heading isn’t Bold, inconsistent. The Heading also doesn’t match it’s supporting link, this can be confusing to users who may believe they’re selected the wrong page.

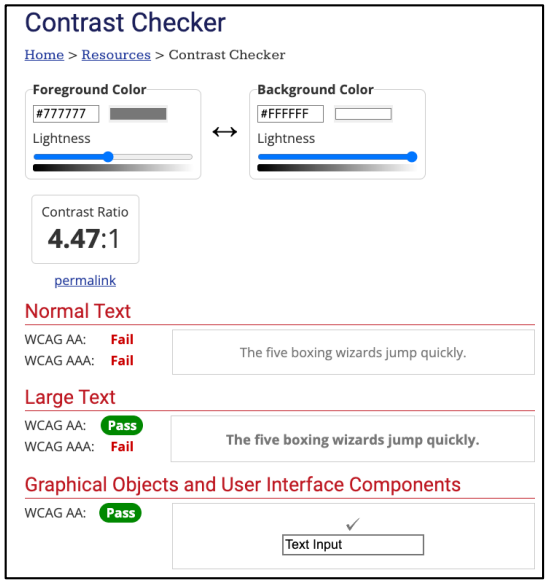
Although the carousel may be a tad bit large, the images comprised with quotations below could allow users to feel their donation is more personal.

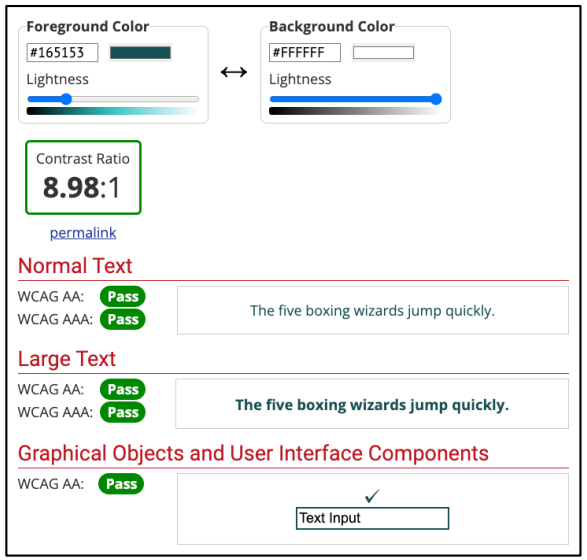
Navigation Bar

Off-Centered Logo, not in line with the additional links.

Strong Call-to-Action, stands out visually in proximity to the rest of the links.







The lighter foreground color [#77777] the links hold may be difficult to interpret against the pure background – refer to the diagrams to the left for a visualisation. However, when hovering or selecting a link, the colour darkens [#165153] which incorporates a stronger contrast ratio.