

Helpful Resources

Lots of space which isn't consistent throughout other pages

Housing Helpsheets

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

- >> [Revenge evictions: What are they and who's at risk?](#)
- >> [Finding a suitable private rented property in Bristol](#)
- >> [Making a homelessness application in Bristol](#)
- >> [Section 21 evictions and how to deal with them](#)

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



Translate »



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

Support us



"For me, the service Housing Matters provides is number one, it cannot be beaten by other services" - Thomas

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.

Click here to donate

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

Click here to donate

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.

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.

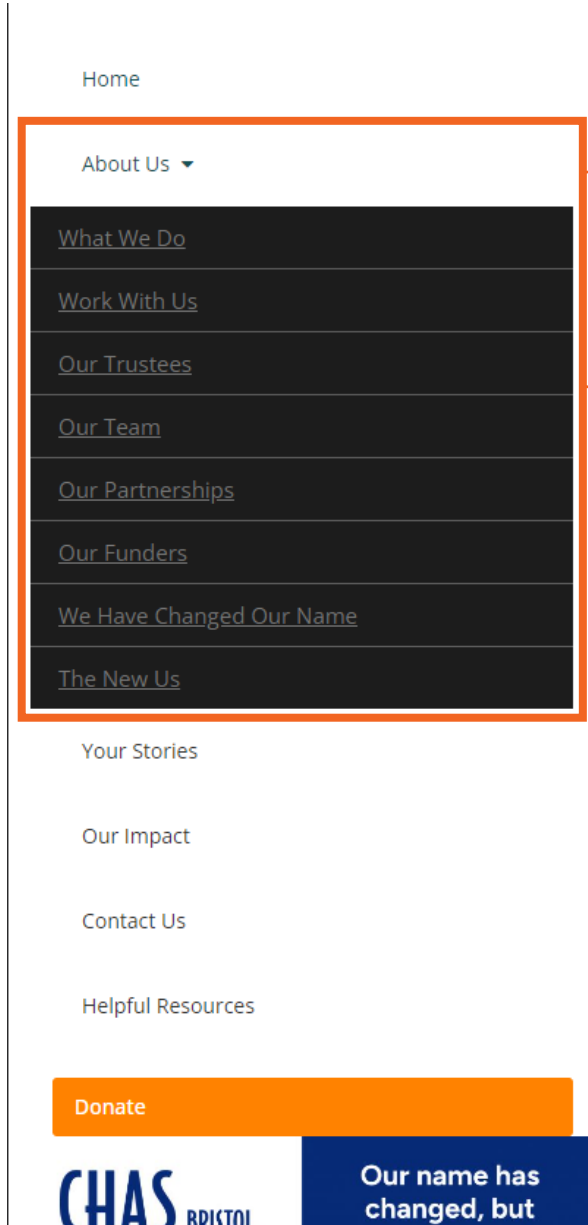
If you would like to make a one-off or regular donation towards the work of CHAS (Bristol) Housing Advice Service, please follow the pink button above. We are so very grateful for any help you can give.

If you have any questions or queries, please contact us on

admin@housingmatters.org

Thank you so much for your help.

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 consistent for ease of use.

About us

What we do

Find out what we do for our clients

Partnerships

We believe that working collaboratively makes us stronger.

The Housing Matters team

Our staff are brilliant! Find out a bit more about them here.

Our trustees

Meet our trustees and find out about the skills and experience they bring.

Funders

We couldn't do what we do without our funding partners.

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

Regulations and the Data Protection Act 2018.

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 data for as long as is necessary.

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



Home Page 1



Translate »

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 unnecessary 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

conditions.

We are here to help you

Established in 1965, we offer community-based housing advice support and advocacy in Bristol.

We offer free, independent, and confidential support to anyone in and around Bristol with housing issues, big or small.

As well as providing telephone advice, we offer long-term casework over several months - sometimes even years.

We have built solid connections with other local agencies and often work with them to try and find the best possible solutions for our clients.

More about what we do



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



Our Funders





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



Our Partnerships 1

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 capital 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

Aashvana, 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.

HomeFull

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.



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

Assume this is supposed to be one word?

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 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

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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 – Dedicated – Inclusive – Resourceful



We Have Changed Our Name



Translate »



We have
changed our
name

Missing capital letters

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

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.

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

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

*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."*

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.

