

# Housing Options Wizard

how to use it



## Step 1

### **What is the The Housing Options Wizard and who can use it?**

The Housing Options Wizard is available to anyone in need of housing advice. It works by assessing customer's details and circumstances and then providing the options that are available to them. Those using The Wizard will be provided with an action plan and guide on how to act on the advice given.

### **Where can I find The Housing Options Wizard?**

You can find a link to the The Wizard from the Housing Options page on the Waverley Borough Council website or alternatively go to:

<https://waverley.ehodirect.org.uk>

## Step 2

Logging in:

### **I'm a new user, what do I do?**

Scroll down to the new user section and fill in your details to create a new assessment. You can use the space below to make a note of your log in details as it is important you remember these.

You can then continue working your way through the Steps of The Wizard - Remember it is important to enter your information as accurately as possible as this will affect the options available to you.

### **I have used The Wizard before OR I'm on Waverley's housing register.**

If you have your log in details from when you last used The Wizard, simply type these into the existing user section on the website and you will be taken to the profile you have already created.

Alternatively, if you are on the Council's housing register you can use your registration number and password for this.

## Step 3

### Printing your action plan

The final page of The Wizard is entitled 'Action Plan'. If you scroll down the page, past the summary table, you will see a link in a beige box - click on this and you will be able to print the document that appears with your personalised action plan. It will also be emailed to you.

Reference Number: \_\_\_\_\_

Memorable Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

# Frequently asked Questions

## **'I don't know how to use a computer'**

There is help available at the Godalming offices if you ask for someone in Housing Options to assist you.

## **'I don't have a computer/internet/ printer'**

You can access a computer at our Godalming office or even at your local library. A printer should be available at these locations to print your action plan.

If you have managed to complete The Wizard but cannot print it, you can contact the Housing Options team and a copy can be sent to you.

## **'I find reading difficult'**

If you struggle with reading, you can call the Housing Options Section to discuss what assistance may be available to you.

## **'I have completed the Wizard but still have questions'**

If you have any questions relating to the advice The Wizard has given, then you can call 01483 523188 and speak to a housing options advisor to discuss this further.

## **'My circumstances have changed since last using the wizard.'**

If your circumstances have changed since you used the Wizard last, all you have to do is log back on using your original reference number and memorable date to amend your details and create a new assessment and action plan.



For further information:

Web: **[www.waverley.gov.uk/housingoptions](http://www.waverley.gov.uk/housingoptions)**

Email: **[housingoptions@waverley.gov.uk](mailto:housingoptions@waverley.gov.uk)**

Tel: **01483 523188**

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