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Project Manager (and Allocations Imposter)

First Choice Homes Oldham

Why we bothered?

The problems



- User experience
- Medical and homelessness
- Verification
- Advert quality and refusals
- Website insight
- Reporting

It also looked horrible!



Search for a Home in Oldham

Home

All properties currently available to rent are listed here. From here you can search for properties by area or you can use the **property details search** option to limit your search to properties that meet your needs.

In order to be able to bid for properties, you need to click the **Log on** button to the left of this screen, and then enter your application number and surname in the fields provided.

For further help and guidance on applying for rehousing, please click on the **How to apply** menu item on the left hand side of this screen.

Our website will now be updated daily with our properties making it easier for our customers to bid. We will also be making multi provisional offers on our properties to successful customers. The five top bidders will be contacted within 48 hours to confirm their interest. They will then be informed of the next steps depending on where they are on the bidding list.

With effect from the 14th October 2013 all new tenancies with FCHO will be a Starter Tenancy for 12 months followed by a Fixed Term Tenancy of up to 5 years.



[Home](#)

[Log On](#)

[Log Off](#)

Search Options:

[Search by Area](#)

[Select Property Details](#)

[List of Available Properties](#)

Help:

[Accessibility](#)

[Glossary of Terms](#)

[How to Apply - Do not use this page to request an application form. The only way to apply is to use the online application](#)



Information



Direct Exchanges



Application form

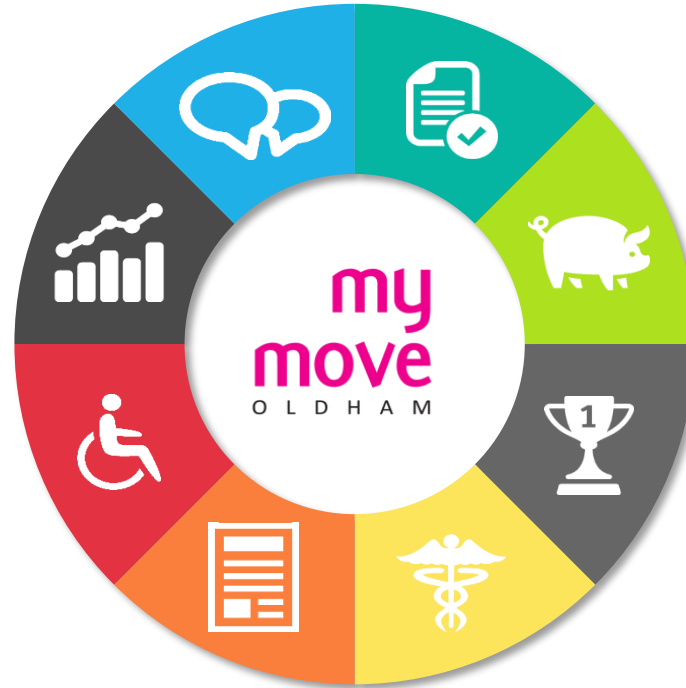
Improve information
for homeless triage

Simplify application
verification

Self-Serve
Reporting

Online pre-
tenancy checks

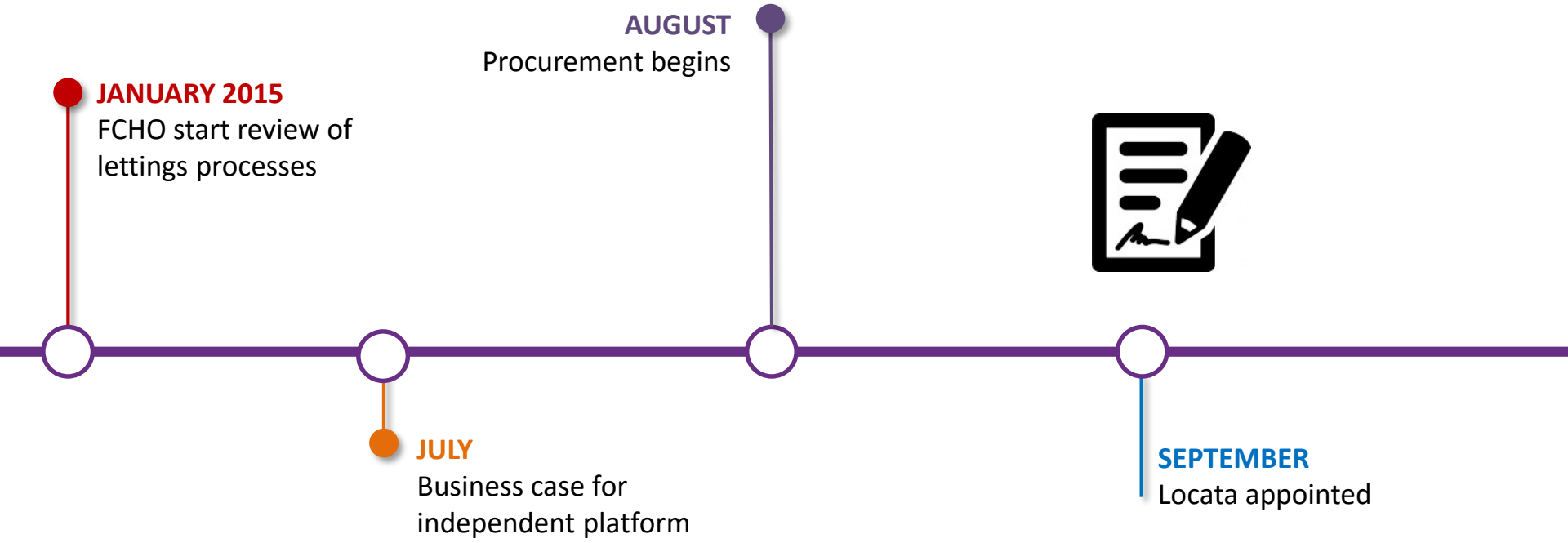
Include
adaptation data
in core system

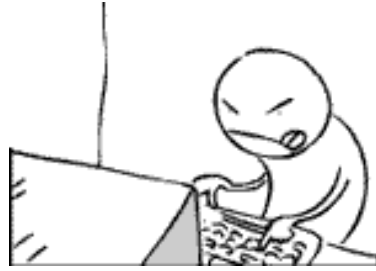


First come,
first served

Improve Quality of
Advert

Streamline Medical
Applications





18 APRIL 2016

go live

Why Locata?

Why Locata?



- ✓ Flexibility
- ✓ Value for Money
- ✓ Track record

What we got?

What we got?



- Online registration form including 'short form'
- Automated assessment
- Daily bidding
- Northgate integration
- Data warehouse integration
- Mobile app

Our new site . . .



[View Homes](#) [Area Guides](#) [Help & Support](#)

Register

Login



Welcome to the NEW MyMove site

Find your new home

Bedrooms Type

SEARCH



Why MyMove?

Learn more about the benefits of renting from social landlords

[More information](#)



Get started

Find out how you can find a home using MyMove

[More information](#)



Get our mobile app

View our homes on the move with our NEW mobile app

[More information](#)

Our new site . . .



[View Homes](#) [Area Guides](#) [Help & Support](#)

Register

Login



- ▶ Area Profiles
- ▶ Alt
- ▶ Bardsley
- ▶ Central Chadderton
- ▶ Clarksfield
- ▶ **Coppice**
- ▶ Derker
- ▶ Fallsworth
- ▶ Glodwick
- ▶ Greenacres
- ▶ Hathershaw
- ▶ Higginshaw Village
- ▶ Hollinwood
- ▶ Holts Village
- ▶ Lees
- ▶ Littlemoor
- ▶ North Chadderton
- ▶ Roundthorn
- ▶ Royton
- ▶ Saddleworth Villages
- ▶ Scouthead
- ▶ Shaw
- ▶ Sholver
- ▶ South Chadderton
- ▶ Springhead
- ▶ Town Centre
- ▶ Waterhead
- ▶ Werneth
- ▶ Westwood



Coppice

Coppice is located between Hathershaw, Werneth and Hollinwood, whilst still being only a short distance from Oldham Town Centre. FirstBus provides frequent bus services running to Oldham Town Centre, Rochdale, Manchester, Royton and Saddleworth.

Homes in the area are within walking distance of a variety of shops, nearby Ashton Road also offers Tesco Express, and, easy access to Oldham's busy Town Centre.

Copster Park is a recreation area with playground equipment, suitable for disabled children, and grassed areas. Equipment includes Basket swing, Hammock swing, 3 metre high bridge with wheeled access, Tunnel slides


Our new site . . .




2 bedroom Sheltered Bungalow in Central Chadderton
Fir Grove, Chadderton, Oldham, OL9 0DJ

£85.15 per week **X**
Ref: 173

You need to sign in to bid.

The landlord for this property is :
[housing&care21](#)
Housing & Care 21



2   

Details **Map** **Street View** **Local Info**

Property features







- End Terrace Bungalow
- 2 bedrooms (one double, one single)
- Gas and Electric cooking
- Communal Enclosed garden
- Sheltered scheme

Charges

- Rent £82.15 per week
- Helpline Charge £3.00 per week

Adaptations

Useful Information:

-  before Victoria Street/Falcon Drive (under a mile)
-  Burnley St (Ash Walk) (under a mile)
-  opp Garforth Street/Congregational Church (under a mile)
-  Eustace St (Lilac Grove) (under a mile)
-  Mills Hill (1 miles)
-  Moston (2 miles)

Our new site . . .

The screenshot shows the MyMove website for Oldham. At the top left is the logo with the text "my move" and "OLDHAM" below it, accompanied by a grid of colorful house icons. To the right are navigation links: "View Homes", "Area Guides", and "Help & Support". Further right are "Register" and "Login" buttons, with a user profile icon next to "Login".

The main heading is "How can we help?" in a large, pink font. Below it is a search bar with the placeholder text "Google™ Custom Search" and a magnifying glass icon to the right.

The "Your Account" section features five colored buttons with icons and text:

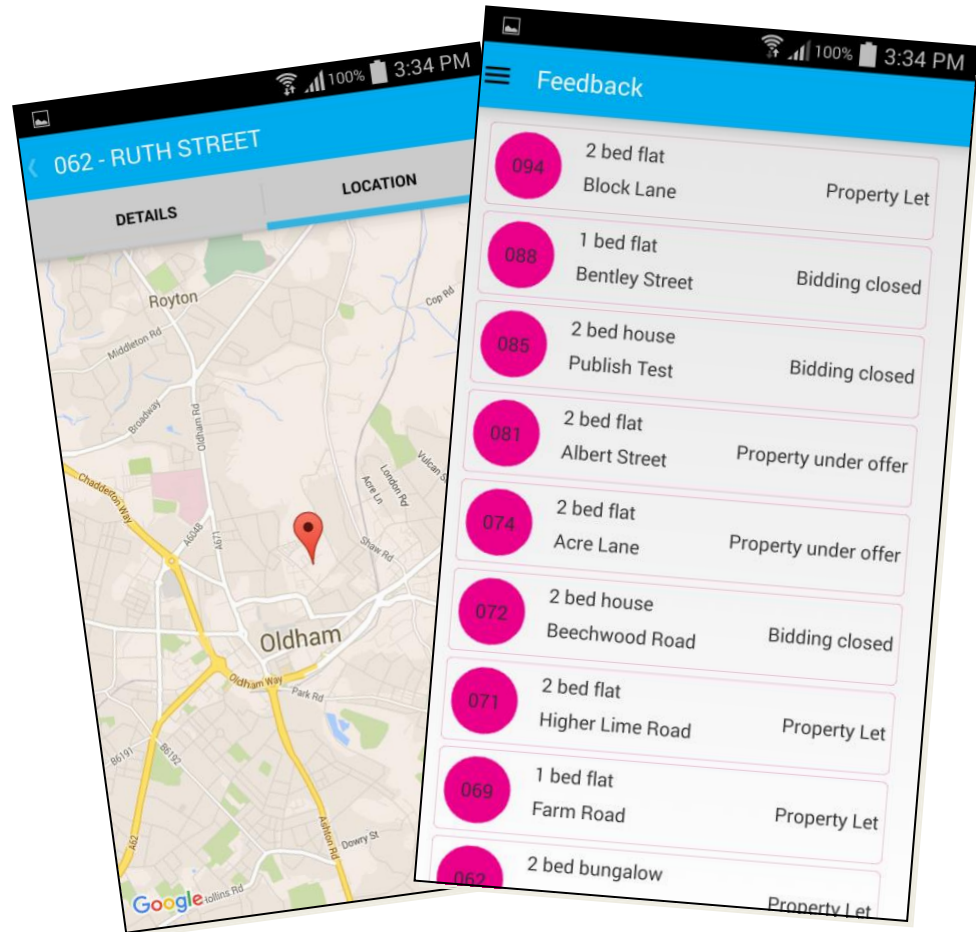
- Red button: Register for MyMove (person icon with a plus sign)
- Orange button: View your bid and offer history (keys icon)
- Teal button: Update your Contact Details (phone icon with "HI!" speech bubble)
- Green button: Update your application (three people icon)
- Purple button: Your application status (document with checkmark icon)

Below this are two columns of links:

- Help Guides**
 - ▶ How to Register
 - ▶ How to bid
 - ▶ Understanding offers
 - ▶ Why social housing?
 - ▶ Area Guides
 - ▶ Meeting housing need
 - ▶ Medical applications
 - ▶ Homelessness
 - ▶ More guides
- Frequently Asked Questions**
 - ▶ What is my band?
 - ▶ Who can register for MyMove?
 - ▶ How long will my medical application take?
 - ▶ More FAQs

At the bottom right of the content area is a pink speech bubble icon containing a white question mark.

And mobile app . . .



What's next?

What's next



- Post-offer form for pre-tenancy checks
- Integration with credit checking agency
- Affordability data
- Automated CORE return
- Business Intelligence dashboard

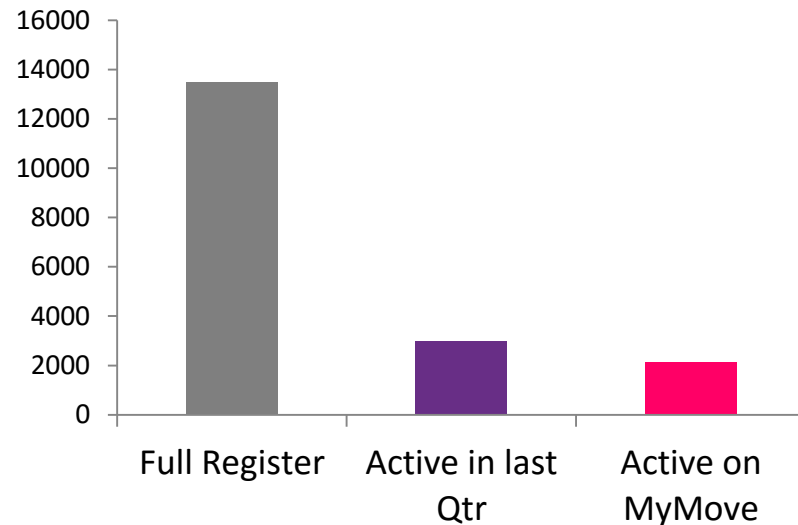
What we learned?

Save the trees!



82%

conversion of active applicants
within 3 weeks



Blah, blah, blah

Oldham Online form

1. Introduction

2. Your reason for moving
3. Your details
4. Where you live now
5. Employment
6. Your household
7. Local Connection
8. Financial
9. Equality
10. Housing options and advice
11. Submit application

Introduction

It's easy to apply to join using our secure online form.

Before you start, check that you are eligible for social housing, you must be:

- Over 18 (or have a guarantor if you are 16/17)
- A UK resident and not subject to immigration control

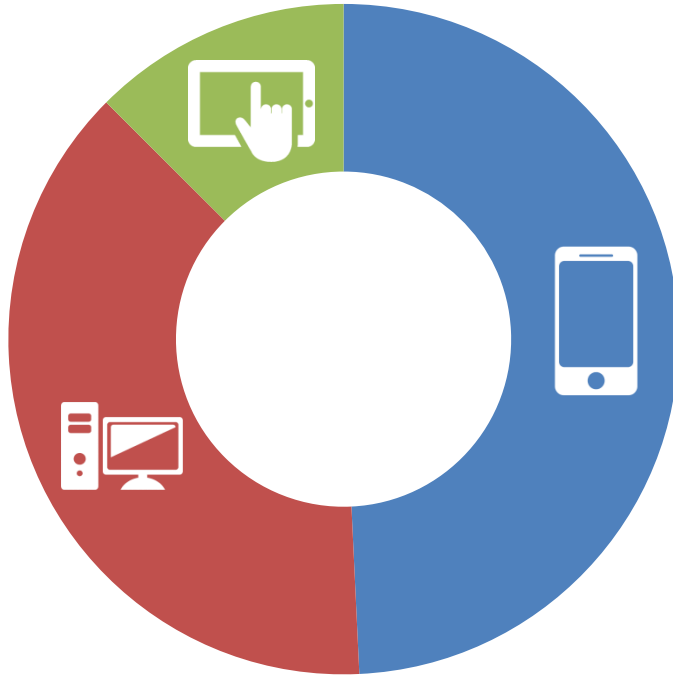
During the application you may need:

- Your National Insurance number
- Details of your income and outgoings
- Employer and landlord details

If you fancy a break. . . You can save your application and come back to it!

next >>

Mobile is king



50%
users access via mobile

The TripAdvisor effect

REVIEWS [Write a Review](#)

2.8

★ ★ ★ ★ ★

8 total

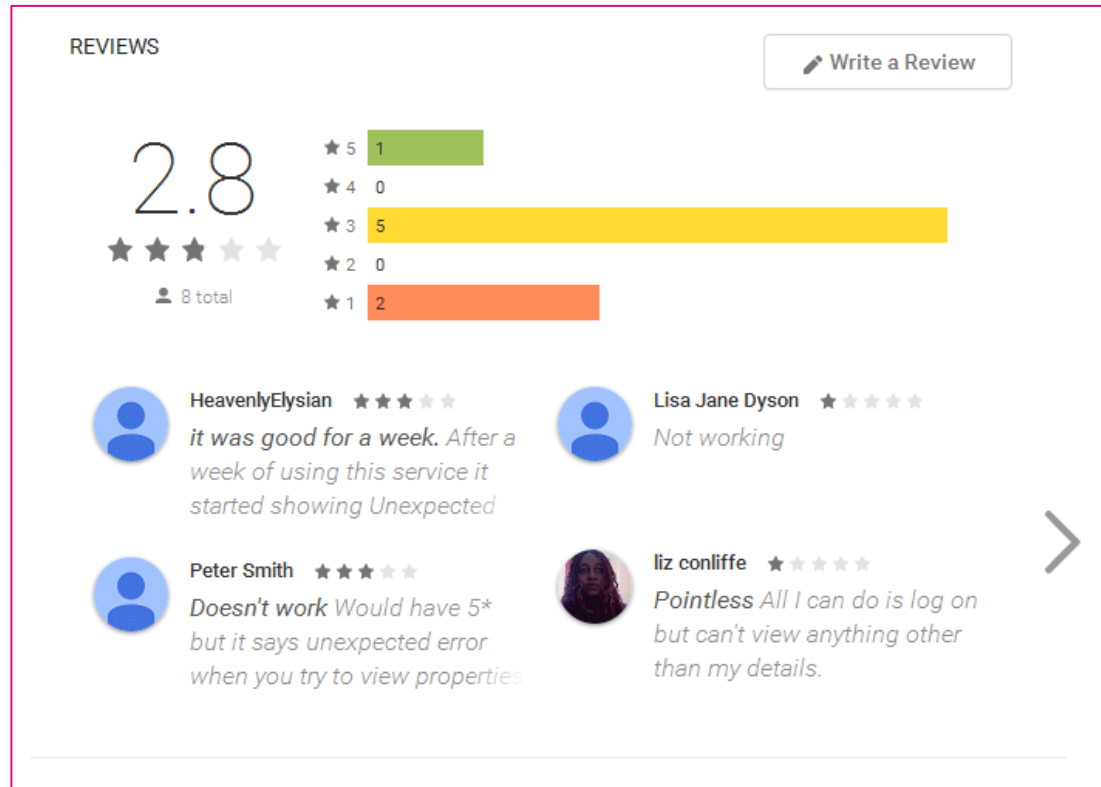
★ 5	1
★ 4	0
★ 3	5
★ 2	0
★ 1	2

HeavenlyElysian ★ ★ ★ ★ ★
it was good for a week. After a week of using this service it started showing Unexpected

Lisa Jane Dyson ★ ★ ★ ★ ★
Not working

Peter Smith ★ ★ ★ ★ ★
Doesn't work Would have 5 but it says unexpected error when you try to view properties*

liz conliffe ★ ★ ★ ★ ★
Pointless All I can do is log on but can't view anything other than my details.



Any questions?