

Dear Sir/Madam,

Homesearch System Upgrade

We are writing to inform you of an essential upgrade to our Homesearch system.

The upgrade is scheduled for **Wednesday 3rd September 2025** during which time you will be unable to log in to your account or access the webpage. The upgrade date is subject to change, and any updates will be posted in the 'Latest News' section on the homepage of our Homesearch website.

www.homesearch-rushcliffe.org.uk

The upgrade includes essential security updates to ensure that your information is kept safe. You will be able to access the Homesearch webpage again once the upgraded system goes live on Thursday 4th September 2025. If you are unable to access your account on this date, or if the webpage is not available, please check the Council's main website for the latest updates.

www.rushcliffe.gov.uk/news-area/

Important Changes

Please note that from 4th September 2025 new and existing users of our Homesearch system will be required to create a password which will form part of the login process. This is a new security feature and will be in addition to your normal login reference number and memorable date. When you login for the first time after 3rd September 2025 you will be prompted to create a password. There will also be a change to the way you enter your memorable date. Please refer to the guide attached to this letter for further details. A copy of this guide will also be uploaded to our Homesearch webpage.

The Homesearch team will be available to support you with any queries or issues which you may have after the upgrade has gone live however, please refer to the user guide included with this letter to navigate any issues with logging in to your account or setting up a password.

If you have any questions or queries about the contents of this letter, please contact our Homesearch team at strategichousing@rushcliffe.gov.uk.

Yours sincerely,

**Rushcliffe Borough Council
Homesearch Team**

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customerservices@rushcliffe.gov.uk

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