

20 October 2025

Dear (Insert Name),

Consultation on Transfer of Engagements (merging Origin Housing Limited into Places for People Living+ Limited)

In April 2024, following consultation and approval from Origin Shareholders and both Origin's and Places for People's boards, we became a subsidiary of Places for People (PfP). It was agreed from the outset that Origin would move at a later stage to integrate fully with PfP.

This letter is the start of a formal consultation process with residents about Origin Housing Limited fully integrating with Places for People Living+ Limited through a proposed Transfer of Engagements on 1 April 2026.

Set out below is more detail about what is being proposed and why, what the formal consultation process is and how you can share your views.

We have enclosed answers to some of the immediate questions we think you may have.

What is being proposed and why?

We are proposing to bring Origin and PfP together as a single organisation, through a legal process called Transfer of Engagements which will change your landlord from Origin Housing Limited to a subsidiary of PfP.

This change will mean that everything – including homes, services, legal responsibilities to residents and Origin employees – will move into PfP. After the transfer, Origin will no longer exist, and all residents will become part of the new, larger organisation of PfP.

PfP is regulated in the same way as Origin, and your legal rights will be unaffected.

The Transfer of Engagements process is a statutory process regulated by the Financial Conduct Authority (FCA) and overseen by the Regulator of Social Housing, to make sure it is carried out properly and in residents' best interests.

Subject to the outcome of this consultation with you, we have set a target date of **1 April 2026** to complete the Transfer of Engagements.

If a Transfer of Engagements were to take place:

- Places for People Living+ Limited would become your landlord but your rights and responsibilities under your tenancy agreement or lease would remain the same.
- Origin Housing Limited would stop operating as a landlord and employer.

- All Origin Housing Limited's legal responsibilities would pass to Places for People Living+ Limited, including the transfer of tenancies, assets/properties, and all liabilities.
- All Origin people would become employed by Places for People Living+ Limited.

Benefits for the Transfer of Engagements

Since we became a subsidiary of PfP in April 2024, these are some of the improvements that we have made as a result of the merger.

- Our **planned improvement programme has increased by 300%** and we have **invested around £12.8m in upgrading residents' homes.**
- We have **joined up with PfP to offer employment support for residents wanting to get into work** including CV support and interview techniques.
- We were **successful in securing from the Places Impact Fund the cost of** our retirement residents' day trips and activities.
- **Two residents have become members of the PfP National Customer Group.**

If the Transfer of Engagements goes ahead, you will also benefit as PfP have more capacity to invest in your homes. PfP have committed to invest £100 million over 10 years, and this investment has already started. There will be more support services available and there will be improved support for meaningful resident involvement, with resident views continuing to be shared at Board level.

What happens now – the consultation process

This letter starts a formal consultation period. We are consulting with you on the proposal to bring Origin Housing Limited and Places for People Living+ Limited together through a process called Transfer of Engagements.

The consultation period will run from 20 October 2025 for six weeks until midnight 1 December 2025. During this time, you can express your views on the proposal and/or raise any questions. We will also be arranging opportunities for you to attend face-to-face and/or online sessions where you can share your feedback and ask questions on the proposed change.

More about PfP

PfP is the UK's leading social enterprise.

Put simply, we exist to change lives by creating and supporting Thriving Communities. We do this by managing Communities – looking after the quality and safety of our Customers' homes; by developing Communities – building new homes in the right locations; and by helping Communities and our Customers through supporting education, health, wellbeing, employment and inclusion.

With 13,000 dedicated People, we serve over two million Customers, owning and/or managing more than 260,000 homes and operating 100+ leisure centres to support better health and wellbeing.

Places for People is a Registered Provider of social housing and is regulated by the Regulator of Social Housing (RSH). PfP were the first provider with over 40,000 homes to be awarded a C1 rating for Consumer Standards earlier this year by the RSH. For more about PfP please see the enclosed Welcome to PfP leaflet.

What will change if the Transfer of Engagements happens?

If the Transfer of Engagements happens, your rent and/or service charges would be paid to Places for People Living+ Limited. It may be that your rent and/or service charges will be paid to an agent of Places for People Living+ Limited. We will let you know closer to April 2026 if you will have a managing agent. (where there is already a third party managing agent in place that will not change as a result of Transfer of Engagements).

Origin will make this change as easy as possible and there is more information about this in the **Q&A** and **Service Comparison** which come with this letter.

Over time you would see the Origin logo replaced with the PfP logo and the number you contact us on may change in the future. The Origin website will be redirected to the PfP website and email addresses may change.

How to give your feedback as part of this consultation

You can let us know your feedback:

- Visit our website www.originhousing.org.uk
- Call 0300 323 0325
- Email enquiries@originhousing.org.uk
- or write to Pam Bhamra, Director of Resident Services, Origin Housing, St Richard's House, 110 Eversholt Street, London NW1 1BS.

You are welcome to join one of the in-person or online meetings, where you can hear more about the Transfer of Engagements and ask any questions. We ask that you book onto a meeting on our website, if you are unable to do this, please call our Customer Services Team on 0300 323 0325 or get in touch by emailing enquiries@originhousing.org.uk

Date	Time	Venue / Details
3 November 2025	6pm – 7pm	Online meeting (details on our website www.originhousing.org.uk)
4 November 2025	1.30pm – 2.30pm Drop-in session	Origin Housing, St Richard's House, 110 Eversholt Street, London, NW1 1BS
4 November 2025	6pm – 7pm Drop-in session	Origin Housing, St Richard's House, 110 Eversholt Street, London, NW1 1BS
7 November 2025	1pm – 2pm	Online meeting (details on our website www.originhousing.org.uk)
11 November 2025	12.00pm – 1.00pm Drop-in session	Blakeney House communal lounge, Blakeney Rd, Stevenage SG1 2LH
12 November 2025	5.30pm – 6.30pm Drop-in session	Watermill Lane, London, N18 1SU

What happens next

Once the consultation has closed, your views will be reported to the PfP Board. The Board will take your views into account when reaching a final decision on whether to proceed with the Transfer of Engagements.

We will write to you and post on our website, once the Board has considered the consultation feedback and made their decision, letting you know the outcome in January.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Carol Carter', with a stylized, cursive script.

Carol Carter
Chief Executive

On behalf of Origin Housing Limited

If you need this document translated, in large print, on tape or in braille please contact our Customer Resolution Team by emailing enquiries@originhousing.org.uk or call us on 0300 323 0325, ask your Neighbourhood Manager, Support Worker or Scheme Manager.

English

আপনি যদি এই ডকুমেন্ট বড় প্রিন্টে, টেপে বা ব্রেইলে অনুবাদ করতে চান তাহলে enquiries@originhousing.org.uk - এ ইমেল করে অনুগ্রহ করে আমাদের কাস্টমার রেজলিউশন টিমের সাথে যোগাযোগ করুন বা 0300 323 0325-এ কল করে আপনার নেবারহুড ম্যানেজার, সাপোর্ট ওয়ার্কার বা স্কিম ম্যানেজারের সাথে কথা বলুন।

Bengali

Bu belgenin büyük harflerle, teybe veya braillealfabesi (kabartma yazı) olarak çevrilmesine ihtiyacınız varsa, lütfen enquiries@originhousing.org.uk adresine e-posta göndererek Müşteri Çözüm Ekibimizle iletişime geçin veya bizi 0300 323 0325 numaralı telefondan arayın, Mahalle Yöneticinize, Destek Görevlinize veya Program Yöneticinize sorun.

Turkish

Haddii aad u baahan tahay in dhokumentigan la turjumo, oo ku qoran far waawayn, ama ku jirta cajalad ama qoraalka indhoolaha fadlan la soo xidhiidh Kooxdayada Xalinta Macmiilka addoo iimayl u soo diraya enquiries@originhousing.org.uk ama na soo wac 0300 323 0325, waydii Maareeyahaaga Xaafada, Shaqaalaha Taageerada ama Maareeyaha Mashruuca.

Somali

إذا كنت بحاجة إلى ترجمة هذا المستند أو الحصول عليه بخط طباعة كبير أو مسجلاً على شريط أو بلغة برايل، يُرجى التواصل مع فريق التعامل مع مشكلات العملاء لدينا من خلال إرسال بريد إلكتروني إلى enquiries@originhousing.org.uk أو الاتصال على الرقم 0300 323 0325، وسؤال مدير الحي أو موظف الدعم أو مدير البرنامج.

Arabic

Si vous souhaitez consulter ce document dans une autre langue, en gros caractères, sur cassette audio ou en Braille, contactez notre équipe de résolution client par e-mail au enquiries@originhousing.org.uk ou appelez le 0300 323 0325 et demandez à parler à votre responsable de quartier, votre accompagnateur ou votre responsable de programme.

French

Si requiere que este documento sea traducido, imprimido en letra grande o en Braille, póngase en contacto con el Equipo de Atención al Cliente a través del correo electrónico enquiries@originhousing.org.uk, o llámenos al 0300 323 0325 y pregunte por su administrador de barrio, asistente social o administrador del plan.

Spanish