

Answers to some of the questions you may have

What is a Transfer or Engagements?

A **Transfer of Engagements** is the legal process where one housing association joins with another. This means that all the homes, responsibilities, and commitments – including to residents – move across to the new landlord. From a resident's point of view, your tenancy and rights stay protected, but your landlord will change to the new housing provider. The organisation transferring over will no longer exist on its own, and instead, everything becomes part of the receiving housing association.

A Transfer of Engagements 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.

Would my tenancy, licence or lease be affected?

No, the terms of your tenancy, licence or lease agreement would not change in any way, as a result of Transfer of Engagements. Your rights and responsibilities under your tenancy/lease would remain the same.

Would my rent go up because of these potential changes?

No, the rents charged by all Registered Providers are governed by the law and by a framework set by central government and the Regulator of Social Housing. Changes to your rent will always happen in line with this framework, reflecting government requirements and policies.

Will my service charges go up because of these potential changes?

No, service charges won't go up because of the Transfer of Engagements. Service charges can change year on year depending on the cost to provide services. Service charges for 1 April 2026 to 31 March 2027 will be calculated by Origin and communicated with you in February 2026. If there were any changes to the services delivered or how they are calculated, we would consult with you. PfP will review service charge costs using PfP systems to make sure costs are accurate for residents.

Would I have to move?

No, you would not have to move. The Transfer of Engagements would not affect your right to remain in your current home and would not affect your security of tenure.

Would I need to change my Standing Order or Direct Debit with Origin?

If the Transfer of Engagements went ahead you would make payments to Places for People Living+ Limited or the managing agent rather than Origin. We would make this change as easy as possible. Please do not make any changes to payee details

on your Standing Order or Direct Debit now. if you need to do so in future, we will contact you about this.

If I receive Housing Benefit/Universal Credit, would I still be able to receive this?

Yes. This proposal would not change your ability to access Housing Benefit/Universal Credit; however, payments would be made to Places for People Living+ Limited or the managing agent rather than Origin. If the proposal went ahead, we would write to you to explain this change / what you need to do – where possible we will make this easy, so you do not need to take any action.

Will any services change?

PfP would deliver the services you receive now. Please see the comparison table for more detail on any changes to how these will be delivered. Services can change at any time (subject to specific consultation about the changes) and this could happen before or after the Transfer of Engagements.

I was due to have planned maintenance work or improvements made to my home; would they still go ahead?

Yes, if we have confirmed that we will be carrying out planned maintenance or making improvements to your home, then these proposals will not affect this. On rare occasions we may have to delay works to your home for other reasons, but we would let you know if this is the case.

Is this definitely going to happen?

A final decision will be made when we have completed this consultation with our residents, and the PfP Board has considered the outcome of the consultation. If we do not go ahead with a Transfer of Engagements, you would remain a tenant of Origin Housing Limited, and Origin Housing Limited would remain a subsidiary of PfP. However, the intention from the outset has always been for Origin Housing Limited to be fully transferred a PfP entity.

Will the offices be kept open?

PfP will continue to maintain the Origin offices, and over time the office locations may change.

Are there any disadvantages to the proposal?

Through Transfer of Engagements the name Origin will no longer be used day to day. However, we feel the Transfer is in the interests of our residents. The new combined organisation will be better placed to withstand external economic

pressures and in time to achieve the benefits we all want to see for our residents and the wider community. Origin's rich history will be maintained as a part of the history of Places for People, which can be seen online at:

www.placesforpeople.co.uk/about-us/who-weare/our-history-and-heritage

Will my Neighbourhood Manager, Support worker or Scheme Manager be the same?

For those residents who live in a retirement scheme or have a support worker, the people will remain the same.

Neighbourhood Managers will change to Community Housing Managers. Your local Community Housing Manager would introduce themselves to you and will have the same access to information as now.

If I have a Managing Agent, will they change?

You will continue to have a team that can help with you with any questions you may have.

If your home is managed by a third-party managing agent currently, that will not change as the freeholder appoints them. In some instances, where there is not currently a 3rd party managing agent, RMG or Touchstone will act on behalf of Places for People Living+ Limited who will be the head lessee and landlord in place of Origin Housing Limited.

Where homes are shared ownership or on a mixed tenure estate including shared ownership and currently managed directly by Origin, RMG or Touchstone will act as managing agent on behalf of Places for People Living+ Limited the landlord.

RMG and Touchstone are subsidiary companies that are part of the PfP group. If your home is to be managed by RMG or Touchstone, we will let you know after the Consultation has completed.

Will Gilmartins still deliver the responsive repairs service?

Gilmartins will continue to carry out repair work to the same homes (those that will be formerly Origin).

As PfP also works with other contractors it is possible that some works will be completed by PfP or another contractor.

There will be a change in that residents will no longer contact Gilmartins directly and instead, all contact will go through PfP's Customer Contact Centre (which our

Customer Resolution team Colleagues will join) as part of the move to a PfP Customer experience. You will still call the main 0300 323 0325 number.

Whilst the initial Customer call will be handled at the Customer Contact Centre, Gilmartins will retain their role in diagnosing and scheduling the jobs they are responsible for.

Please see the service comparison document for more information.

Who else will/could deliver a repairs service?

PfP or their managing agent will oversee repairs and will work with existing Origin suppliers and contractors where there is already a contract in place.

PfP also have their own repair workforce and a wide range of contractors to use if needed.

Gilmartins are on the PfP group contractor framework, they may expand the number of homes they provide repairs services to in the future.