

# Differences in our services

and what this means for you

|                                                                                                                                 |  <b>origin</b> HOUSING<br>Established 1924                                                                                                                                                                                                                                                                                                                                                                                                                                         |  <b>Places<br/>for People</b>                                                                                                                                                                                                                                                                                                                | <b>What this means for you</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <b>Customer Services</b><br><br>               | <p><b>We are open Monday to Friday from 8am to 6pm (excluding bank holidays).</b></p> <p><b>You can get in touch by:</b></p> <ul style="list-style-type: none"> <li>• Calling us on <b>0300 323 0325</b></li> <li>• On our website, through the online form or using our ChatBot<br/><b>www.originhousing.org.uk</b></li> <li>• Email: <b>enquiries@originhousing.org.uk</b></li> <li>• Through our social channels</li> <li>• Using our Origin Online Account.</li> </ul> <p>Outside these hours, we operate an emergency only service, using our main number.</p> | <p><b>Our Customer Contact Centre is open Monday-Friday 8am-6pm.</b></p> <p>You can contact one of our advisors by telephone, email or live chat on our website. (Live chat is available Monday – Friday 9am-5pm)</p> <p>Outside these hours, we operate an emergency only service including bank holidays and weekends.</p> <p>Our online Customer Portal is available for you to use to manage your home 24 hours a day.</p> | <p>We will be keeping the current Origin Customer Service number in use, and we would like you to keep calling it.</p> <p><b>You will be able to use:</b></p> <ul style="list-style-type: none"> <li>• The current Origin number <b>0300 323 0325</b> which will be answered as Places for People</li> <li>• The PfP website</li> <li>• Live Chat on the PfP website which is available Monday – Friday 9am – 5pm</li> <li>• The PfP Customer portal.</li> </ul> <p><b>You will not be able to get in touch by:</b></p> <ul style="list-style-type: none"> <li>• Whats App</li> <li>• On the Origin website, through our online form, Chat Bot or social channels, Using the Origin Online Account.</li> </ul> <p>Emergency repairs will need to be reported by telephone using the number you use now and can be reported 24/7.</p> |
| <b>Tenancy agreements and leases</b><br><br> | <p>Your tenancy agreement or lease gives details of your legal rights in full and can only be changed following consultation with you.</p>                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Your tenancy agreement or lease gives details of your legal rights in full and can only be changed following consultation with you.</p>                                                                                                                                                                                                                                                                                     | <p>There are no changes for you, as no changes can be made to your tenancy agreement or lease without consulting you first.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| <b>Rent and service charge payments</b><br> | <p>The amount you pay will depend on the type of agreement; start date of tenancy and type of home you have with us. If you do not know what type of tenancy you have, your tenancy or lease agreement will tell you.</p> <p>The amount of rent that we ask you to pay will be reviewed each year and will be based on Government guidelines.</p> <p>You must pay your rent in advance and can do this either weekly or monthly.</p> <p><b>You can pay your rent and service charges in a range of ways including:</b></p> <ul style="list-style-type: none"> <li>• direct debit or standing order</li> <li>• online or by phone</li> <li>• by text message</li> <li>• at your local Post Office or a Pay Point in a local shop.</li> </ul> | <p>The amount you pay will depend on the type of agreement; start date of tenancy and type of home you have with us. If you do not know what type of tenancy you have, your tenancy or lease agreement will tell you.</p> <p>The amount of rent that we ask you to pay will be reviewed each year and will be within Government rent policy guidelines.</p> <p>You must pay your rent in advance and can do this either weekly or monthly.</p> <p><b>You can pay your rent and service charges by:</b></p> <ul style="list-style-type: none"> <li>• Direct debit or standing order</li> <li>• Online in your customer account or</li> <li>• By telephone.</li> </ul> <p>Some PfP Customers pay their rent and or / service charges to RMG or Touchstone (subsidiaries of the PfP Group) who manage their homes.</p> | <p><b>You will be able to pay your rent and services charges by:</b></p> <ul style="list-style-type: none"> <li>• PfP Customer portal (once you have your new payment reference number as you need this to set up your account)</li> <li>• Direct debit or standing order (your direct debit will be transferred for you, if you pay by standing order you will need to cancel this and set up a new one using your new payment reference) although this might be a good time to consider changing your payment method to direct debit</li> <li>• By phone.</li> </ul> <p>Until further notice you will be able to continue to pay using your Allpay payment card in person at pay points. We are planning to contact you to discuss how you could use other more efficient payment methods.</p> <p>Customers will have new payment reference numbers which they will need to use to make payments – online, bank transfers and standing orders and to set up their online account on the PfP Customer portal. These will be sent to Customers after Transfer of Engagement. Some Origin homes will be managed by Touchstone or RMG (PfP Group companies) and we will let you know closer to April if you are included. If you are managed by one of these companies, you will pay them your rent and or service charges. Touchstone and RMG act as an agent for Places for People Living+ Limited.</p> |

|                                                                                                               | <br><b>origin</b> HOUSING<br><small>Established 1924</small>                                                                                                                                                                                                                                                                                                                                                                                                     | <br><b>Places</b><br>for People                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>What this means for you</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>Rent setting</b><br>      | <p><b>How much rent you pay will depend on a number of things, such as:</b></p> <ul style="list-style-type: none"> <li>• Government guidelines on setting rent</li> <li>• How many bedrooms your home has</li> <li>• How old your home is</li> <li>• Where your home is</li> <li>• The condition of your home</li> <li>• The type of tenancy you have</li> <li>• How your home was funded when it was built.</li> </ul> <p>This means that you may pay a different amount of rent to your neighbours, even though you live in similar places.</p> | <p><b>How much rent you pay will depend on a number of things, such as:</b></p> <ul style="list-style-type: none"> <li>• Government guidelines on setting rent</li> <li>• How many bedrooms your home has</li> <li>• How old your home is</li> <li>• Where your home is</li> <li>• The condition of your home</li> <li>• The type of tenancy you have</li> <li>• How your home was funded when it was built.</li> </ul> <p>This means that you may pay a different amount of rent to your neighbours, even though you live in similar places.</p> | <p>Nothing changes in how your rent is set.</p> <p>Your rent for 1 April 2026 to 31 March 2027 will not change because of the transfer to Places for People Living+ Limited and will be set by Origin based on the factors to the left. You will receive communication about this in February 2026.</p> <p>PfP will review your rent and service charges for following years based on the same things.</p>                                                                                                                 |
| <b>Service charges</b><br> | <p>When we set your estimated service charges, we'll review the current cost of each service and calculate the new charge for it. Your service charges start on 1 April and end on 31 March. Your statement shows the services we expect to provide to your home over the next year along with the estimated costs.</p> <p>Services will be reviewed to ensure that we are in line with legislation and that you are only being charged for the services you received.</p>                                                                        | <p>When we set your service charges, we'll review the current cost of each service and calculate the new estimated charge for it. Your service charges start on 1 April and end on 31 March each year. Your rent and service charge notice shows the services we expect to provide to your home over the next year along with the estimated costs.</p> <p>Services will be reviewed to ensure that we are in line with legislation and that you are only being charged for the services you received and that those charges are accurate.</p>     | <p>You will continue to be charged for the services you receive on an annual basis. Service charges can change up or down, year on year because of changes in services, costs or due to previous errors being corrected.</p> <p>Origin will set service charges for 1 April 2026 to 31 March 2027. PfP will review service charges and set charges for 1 April 2027 to 31 March 2028 and each year after that.</p> <p>Homeowners on variable service charges will continue to receive an annual reconciliation letter.</p> |

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| <b>Repairs</b><br> | <p><b>You can report a repair or a hazard:</b></p> <ul style="list-style-type: none"> <li>• On our website, through the online form or using our ChatBot <a href="http://www.originhousing.org.uk">www.originhousing.org.uk</a></li> <li>• By email at <a href="mailto:enquiries@originhousing.org.uk">enquiries@originhousing.org.uk</a></li> <li>• By Whatsapp or our social channels</li> <li>• By phone</li> <li>• On your Origin Online account.</li> </ul> <p>For emergency repairs, where there is an immediate danger to residents or the public we will attend within two hours.</p> <p>For all non-emergency repairs, we will arrange a mutually convenient appointment</p> <p><b>Origin Policy states:</b></p> <ul style="list-style-type: none"> <li>• Gilmartins - Emergency attendance within 2 hours</li> <li>• Gilmartins - Make safe within 24 hours</li> <li>• Gilmartins - Standard repairs within 10 working days (exceptions up to 20 working days)</li> <li>• Other contractors 28 days as standard.</li> <li>• Complex work 30 days</li> <li>• Origin manage and complete repairs in line with Regulatory and Legislation requirements.</li> </ul> | <p><b>You can report a routine repair or hazard by:</b></p> <ul style="list-style-type: none"> <li>• Telephone to our Customer Contact Centre</li> <li>• Using our Online Customer Portal</li> <li>• PfP email address</li> <li>• Letter</li> <li>• In person to a PfP Colleague.</li> </ul> <p>Emergency repairs need to be reported by telephone in all cases.</p> <p>Damp and Mould can be reported through a website form too.</p> <p><b>PfP Repair Policy provides for:</b></p> <ul style="list-style-type: none"> <li>• Make safe emergency repairs within 24 hours</li> <li>• Standard repairs to fix within 60 days.</li> </ul> <p>PfP will continue to provide the current Origin service levels for repairs.</p> <p>PfP manage and complete repairs in line with Regulatory and Legislation requirements.</p> | <p><b>For repairs completed by Gilmartins:</b></p> <p>Gilmartins will continue to carry out repair work to the same homes (formerly Origin).</p> <p>You 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).</p> <p><b>You will be able to report a repair by;</b></p> <ul style="list-style-type: none"> <li>• Calling <b>0300 323 0325</b></li> <li>• Through the PfP Online Customer Portal on the website</li> <li>• Email.</li> </ul> <p>PfP and Gilmartins will continue to provide the current Origin service levels for repairs.</p> <p>Customer responsibilities are similar to Origin's and more detail can be found at <a href="http://www.placesforpeople.co.uk">www.placesforpeople.co.uk</a></p> |

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| <b>Home ownership</b><br> | <p>Some of our tenants may have the Right to Acquire. This is similar to Right to Buy but the discounts are generally lower (currently about £16,000). Only homes that were built or bought by Origin with public funds since April 1997 may be eligible for this.</p> <p>If you own your home, we have a dedicated Home Ownership team who can help with any questions you may have.</p> <p>Your home may be managed by a third party agency, which is appointed by the freeholder.</p> | <p>If you rent your home, you may qualify to buy your home at a discounted rate through the Preserved Right to Buy and Right to Acquire schemes.</p> <p>PfP has a Customer Purchase Policy which also allows Customers to buy their home outside of statutory schemes. This policy is subject to eligibility criterion and the home not being restricted for sale due to legal title or similar.</p> <p>If you own your home or are a shared owner, you may be managed by a PfP Group company Touchstone or RMG, or your existing third-party agency as appointed by the freeholder.</p> | <p>You will continue to have a team that can help with you with any questions you may have.</p> <p>If you rent your home, you may qualify to buy your home at a discounted rate through the Preserved Right to Buy and Right to Acquire schemes. You may also be able to purchase your property as part of PfP's Customer Purchase Policy, if you and the property meets the criteria.</p> <p>Some Origin homes will be managed by Touchstone or RMG, and we will let you know closer to April if you are included. If you are managed by one of these companies, you will pay them your rent and or service charges. RMG and Touchstone act as an agent for Places for People Living+ Limited.</p> <p>For those homes to be managed by RMG or Touchstone the number you call and opening hours may be different. We will share these with you closer to April 2026.</p> <p>If your home is managed by a third-party managing agent currently your Customer Service numbers will not change.</p> |

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| <b>Communal services</b><br> | <p>We conduct regular estate inspections and ensure that estates meet our required standards.</p> <p>All staff are responsible for reporting communal repairs.</p> <p>Our communal areas are maintained by our in-house cleaning and caretaking team, who will sweep, mop, clean and clear all internal areas and litter pick external areas.</p> <p>We have an external contractor who carries out the communal window cleaning.</p> <p>We have an external contractor who carry out any grounds maintenance/gardening of the communal areas.</p> <p>These services are chargeable.</p> | <p>Our promise to Customers is we will keep the shared areas of your building and estate clean and tidy, and we will maintain any lifts and shared doors.</p> <p>Our communal areas are maintained by a mix of directly employed in-house operatives and external contracted service providers.</p> <p>These services include grounds maintenance, communal cleaning, window cleaning, compliance checks and some waste removal eg fly tipping. These services are chargeable.</p>                                                                                                                                                                                      | <p>Your communal areas will continue to be maintained. You will continue to have opportunities to feedback on service levels and meet Colleagues on site.</p> <p>These services will continue to be chargeable.</p> |
| <b>Resident Safety</b><br> | <p>We are committed to providing homes that are safe for you to live in and have been following Government guidance and are working in partnership with the London Fire Brigade.</p> <p>Our team regularly review progress on completing fire risk actions and carry out compliance checks (for example on gas, water, electricity and lift installations) so if we identify a risk we immediately put in place measures to reduce that risk until we are able to get it fixed.</p> <p>We complete estate inspections quarterly.</p>                                                     | <p>Resident safety is a priority at PfP.</p> <p>We carry out Health and Safety Inspections on a cyclical basis in accordance with legislation.</p> <p>We engage with our Customers about their safety in their homes and about the safety of the buildings they live in.</p> <p>We work in partnership with Tyne and Wear Fire and Rescue Service for our homes across the UK. This partnership provides us assured advice and a national inspection plan to ensure consistent fire safety compliance across all locations.</p> <p>All our properties with communal areas have procedures in place about what to do in the event of a fire, which must be followed.</p> | <p>You will continue to receive services that keep you and your neighbours safe.</p>                                                                                                                                |

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| <b>Anti-Social Behaviour (ASB)</b><br> | <p>We investigate all reported incidents of anti-social behaviour (ASB) and consider the risk in each case. We take all reports of ASB seriously.</p> <p>If you or someone you know has been harmed or could be at serious risk, we will contact you within one working day to get more information. At the same time, we will complete a risk assessment and create an action plan which is where we can agree how often we will contact you and what other information we may need from you. If there is no immediate serious risk, we will take the same action within five working days.</p> <p>We will agree contact frequency with you and will contact you at these times, for example weekly/monthly until your case is closed.</p> <p>We may ask you to collect and share information with us either using our ASB App or by completing paper logs.</p> <p>We also offer a mediation service which can help to fix the issue, make you or someone else feel safe and support you or someone.</p> | <p>For some of our Customers Community Safety is one of the most important issues affecting the enjoyment of their home and surroundings. It can seriously damage quality of life and have a negative impact on neighbourhoods and Communities.</p> <p>We take our obligations to tackle anti-social behaviour seriously where it affects the sustainability of our Communities. However, PFP recognise that other agencies have duties and powers that may be more appropriate to lead on some matters, such as the Police and Local Authority Environmental Health Teams and we will work closely with these agencies.</p> <p>We investigate all reported incidents of anti-social behaviour (ASB) and consider the risk in each case. We take all reports of ASB seriously.</p> <p>If you or someone you know has been harmed or could be at serious risk, we will contact you within one working day to get more information. At the same time, we will complete a risk assessment and create an action plan which is where we can agree how often we will contact you and what other information we may need from you. If there is no one harmed or no immediate serious risk, we will take the same action but within five working days. We offer a mediation service which can help to fix issues, make you or someone else feel safe and support you.</p> | <p>There will be no change in how we manage reports of ASB.</p> <p><b>You will be able to report ASB by:</b></p> <ul style="list-style-type: none"> <li>• By calling the Customer Contact Centre</li> <li>• On the PFP website and Customer Portal</li> <li>• In person to your Community Housing Manager</li> <li>• By email.</li> </ul> |

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| <b>Tenancy support</b><br> | <p>If you find yourself facing money problems, our Financial Support Team is here to help.</p> <p><b>Our free service can support you to:</b></p> <ul style="list-style-type: none"> <li>• get all the benefits that you are entitled to</li> <li>• help you manage your rent and other bills</li> <li>• budget your money</li> <li>• access better deals</li> <li>• review your debt options.</li> </ul> <p>You can make an appointment by visiting <a href="http://www.originhousing.org.uk">www.originhousing.org.uk</a></p> <p>The Support Hub - this service is designed for residents who may be experiencing issues with their mental health or hoarding. The Support Hub offers a range of support, from emergency support (a resident in crisis) to a series of regular check-in calls.</p> | <p>PfP through Places Impact has a national offer of direct services for our Customers. We take a holistic approach to Customer needs. The majority are phone-based services.</p> <p><b>Services available to you include:</b></p> <ul style="list-style-type: none"> <li>• Hardship funding</li> <li>• Money advice</li> <li>• Early tenancy money advice (up to 6 months for a new tenancy)</li> <li>• Energy advice</li> <li>• Furniture assistance</li> <li>• Digital empowerment</li> <li>• Employability, skills and training</li> <li>• Wellbeing.</li> </ul> <p>Referrals are made by PfP Colleagues for Customers, or you can self-refer by phoning our Customer Contact Centre.</p> | <p>You will have a range of support available to meet your needs should you require it.</p> <p><b>Including:</b></p> <ul style="list-style-type: none"> <li>• Money advice</li> <li>• Benefit advice</li> <li>• Energy advice</li> <li>• Furniture assistance</li> <li>• Digital empowerment</li> <li>• Employability, skills and training</li> <li>• Wellbeing.</li> </ul> <p><b>Contact details will be in your Welcome Pack.</b></p> <p>The Support Hub will no longer exist, however Community Housing Managers and other Colleagues in PfP will be able to help you access the support services you need.</p> |

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| <b>Pets</b><br>                 | <p>Households in most properties have implied permission to keep the following pets; up to one dog (proportionately sized to match property size), two cats, and a reasonable number of small birds, fish, hamsters etc.</p> <p>Residents may have assistance dogs.</p> <p>You are responsible for making sure your pet does not cause a nuisance to others.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Customers need to get permission from us in writing if they want to have any <b>new</b> pets in their home.</p> <p>Whether or not you are given permission to keep a <b>new</b> pet will depend on the type of home you rent.</p> <p>PfP won't refuse permission for you to keep a pet unreasonably.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Customers will need to get permission from PfP in writing if they want to have any <b>new</b> pets in their home.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Transfers and moves</b><br> | <p><b>If you decide to move home, we can help you by:</b></p> <ul style="list-style-type: none"> <li>• Setting you up on the mutual exchange website HomeSwapper</li> <li>• Shared ownership</li> <li>• Intermediate rent</li> <li>• Retirement home</li> <li>• Supported housing</li> <li>• Supporting you to applying to your local council's housing register.</li> </ul> <p>Some of our existing residents may find themselves in circumstances where their current home no longer meets their housing needs. We will work with our residents to support them to explore their housing options and where appropriate register them on our internal transfer list.</p> <p>We actively work with our local authority partners to support the resident to apply to the local authority housing register and in urgent circumstances support them to obtain a priority rating for an urgent move.</p> | <p>You can apply for a transfer or mutual exchange if you have managed your home in line with your agreement, have no outstanding rent arrears or an agreement for a pre-existing payment plan, and your home is in good condition.</p> <p>If you would like to swap your home with another council or housing association tenant after 12 months of your tenancy starting you can. You can use homeswapper.co.uk to find a home that meets your needs.</p> <p>We would need you and all parties to complete their own PfP application form as we do not accept HomeSwapper application forms.</p> <p>If it is no longer safe for you to continue living in your home, for example, because you have experienced domestic abuse or harassment, severe overcrowding or for some medical reasons we will try and find you a new temporary or permanent home as quickly as possible or through a management transfer if applicable.</p> | <p>You will have access to advice and a range of housing options. Including HomeSwapper for mutual exchange.</p> <p>If it is no longer safe for you to continue living in your home, for example, because you have experienced domestic abuse or harassment, severe overcrowding or for some medical reasons we will try and find you a new temporary or permanent home as quickly as possible and by management transfer if applicable.</p> <p>PfP do not keep a transfer list of Customers looking to move home and Customers are responsible for finding their own mutual exchange or new home. Origin residents may need to register with their Local Authority if they wish to move.</p> <p>If you are unsure your Community Housing Manager will be able to guide you on your options.</p> <p>Origin will be aligning to the PfP transfer policy before the proposed Transfer of Engagements in April 2026.</p> |

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| <b>Resident Involvement</b><br><br> | <p>Involving residents is really important to us and there are lots of ways you can get involved, including:</p> <ul style="list-style-type: none"> <li>• Apply to join our Spotlight Panel</li> <li>• Online forums to provide your views and receive feedback</li> <li>• Topic/issue-based consultation in form of focus groups, local meetings or similar</li> <li>• Estate inspections together with our team.</li> </ul> <p>You can get involved by registering through our website <a href="http://www.originhousing.org.uk">www.originhousing.org.uk</a></p> | <p>We are passionate about putting people first and involving our Customers at every opportunity. That's why we're creating more ways to get involved and tell us what you think about our services, policies and processes.</p> <p><b>There are lots of ways you can get involved with us, including:</b></p> <ul style="list-style-type: none"> <li>• Applying to join our National or Regional Customer Groups.</li> <li>• Joining our new Customer Community insight panel The Listening Room.</li> </ul> <p>The Listening Room is a safe, confidential space online where you can share your thoughts. You'll be invited to take part in activities, discussion forums and more.</p> <p>Community Estate Inspections are carried out by Community Housing Managers and Customers are welcome to join.</p> | <p>All current Origin ways of being involved (except for the NCG members) will cease to exist.</p> <p><b>You will be able to continue being involved in improving your landlord's service with new ways that you can get involved, such as:</b></p> <ul style="list-style-type: none"> <li>• Applying to join National or Regional Customer Groups.</li> <li>• Joining PffP's new Customer Community insight panel The Listening Room.</li> <li>• Community Estate Inspections</li> </ul> <p>The Listening Room is a safe, confidential space online where you can share your thoughts. You'll be invited to take part in activities, discussion forums and more.</p> |

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| <p><b>Community initiatives and employment training</b></p>  | <p>We launched a community fund which our residents and community groups can apply for. This fund is to help us deliver projects that positively impact our residents and the communities we work in.</p> <p>Our Colleagues from across the business will spend at least one day per year with residents.</p> | <p>PfP through Places Impact runs Community and Customer initiatives including:</p> <ul style="list-style-type: none"> <li>• Community Investment providing social impact funding to voluntary and community sector organisations who support our Customers e.g. providing funding for local partners to provide employability and skills training.</li> <li>• Community Connectors who develop local partnerships, provide micro-grants and help social action.</li> <li>• Working with our suppliers gain extra value such as training and employment, Community refurb projects support and funding</li> <li>• PfP secure third-party funding to increase what we can do in Communities in partnerships with organisations</li> </ul> <p>Places Foundation, the Group's independent charity makes around £500,000 of charitable donations per year through a series of grant programmes.</p> | <p>Your Community will have an increased range of services and initiatives available to them.</p> |

|                                                                                                        | <br>Established 1924                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <br>Places for People                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | What this means for you                                                         |
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| <b>Complaints</b><br> | <p>We will always try to resolve a dispute as quickly as possible with our residents and recognise that not all residents will wish to follow a formal process and may simply want an issue resolved. We will look to early and local resolution of issues.</p> <p>If you would like to enter a formal process, this is stage one of our complaints process. This will then be dealt with by our Complaints team.</p> <p>If you're not happy with the resolution we offer you at this stage, you have the right to ask us to escalate your complaint to stage two.</p> <p>If we still haven't resolved the complaint to your satisfaction, you can go straight to the Housing Ombudsman.</p> <p>We are a member of the Housing Ombudsman Service (HOS), an independent body that reviews and investigates complaints when residents remain unhappy with their landlord following the complaint process.</p> <p>We work closely with the Ombudsman and use the insights from determinations made against us to improve the services we provide to residents.</p> | <p>We know that sometimes things can go wrong and that you may become dissatisfied with our services. Our aim is to ensure we handle your complaint in a prompt, polite and fair way, by working with you to find a resolution as soon as possible. Once we know something has gone wrong, we'll work with you to put it right. If you remain dissatisfied, it's easy to make a complaint.</p> <p>We've adopted the Housing Ombudsman Complaint Handling Code 2024 and follow this statutory guidance to handle complaints.</p> <p>We will always try to resolve a dispute as quickly as possible with our Customers and recognise that not all Customers will wish to follow a formal process and may simply want an issue resolved. We will look to early and local resolution of issues.</p> <p>If you would like to enter a formal process, this is stage one of our complaints process. This will then be dealt with by our Complaints team.</p> <p>If you're not happy with the resolution we offer you at this stage, you have the right to ask us to escalate your complaint to stage two.</p> <p>If we still haven't resolved the complaint to your satisfaction, you can go straight to the Housing Ombudsman. We work closely with the Ombudsman and use the insights from any determinations made against us to improve the services we provide to Customers.</p> | <p>You will keep the same level of service if you need to make a complaint.</p> |