

Reside Housing Association joins Progress Housing Group

We are happy to let you know that Reside Housing Association has joined Progress Housing Group.



Reside Housing Association is your landlord.

We provide homes all over the country for people who have a support need.



Progress Housing Group is like us and also provides housing to people with support needs.



By joining together as one organisation, it will help us to:

- Provide more homes for people with a support need.
- Provide better services to you.
- Make sure that the government helps us to provide nice homes for everyone who needs support.

What happens next?



There will be no changes to your home or support.

The only changes will be to make our services better.



We will keep you fully updated on any changes we may make

You can also read updates:

- On our website – www.residewithprogress.org.uk
- In your tenant newsletter

No matter what we decide, your home and the support you receive will not change. So you don't need to worry about anything.

Your questions



1. Will my rent and service charge change?

No. Your rent will stay the same. The way you pay your rent will not change.

We will review your rent once a year as usual.



2. Will my support provider change?

No. Your support provider will stay the same.



3. Will there be any changes to where I live?

No. There will be no changes. You will have the same home, services, and tenancy rights as you do now.



4. Will my gardener change?

No. If we do need to change this, we will always speak to you first.



5. Will my supported living housing officer change?

No. If we do need to change this, we will always speak to you first.

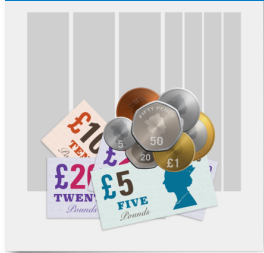
Your questions



6. Will the way I report repairs change?

No. There will be no changes to the way you can report repairs.

Your rent statement



7. Will there be any changes to my service charges or rent?

No. If you get Housing Benefit, it will be paid in the same way as it is now. If you pay by Direct Debit, this will not change.



8. Will we be letting support providers know?

Yes. We have contacted our support providers to let them know.



9. Is my landlord called Reside or Progress Housing Group?

Over the next few months, we might choose to use a different name.

We will write to you again if we do change our name.

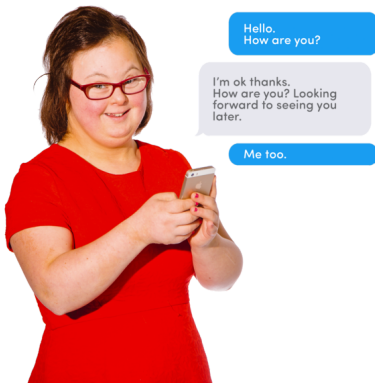
Your landlord is still Progress Housing Group and there will be no changes to your tenancy agreement.

Your questions



10. Will the Scrutiny Pool be involved?

Yes. Our Scrutiny Pool is a group of tenants that look at all our services. They help us to make sure that we provide you with the best services.



12. How can I tell you what I think about my home?

We offer a lot of ways for you to tell us what you think about your home and services. This includes meetings and activities.



13. What if I have any more questions?

If you have any other questions, please ask. You can do this by:

- Emailing community@progressgroup.org.uk
- Phoning us on 03333 204 555
- Or, if you need assistance, please ask your support worker or family member to help you contact us



You can also join a Zoom information session and meet other tenants and employees from Reside Housing Association.

If you would like to join a Zoom session, please contact us at community@progressgroup.org.uk or 03333 204555.