

October 2021

Dear tenant

Reside Housing Association and Progress Housing Group join together

We are delighted to let you know that Reside Housing Association joined Progress Housing Group on 30 September 2021

We are sure you will have a lot of questions about this. However, we want to stress that your home is safe and there will be no changes to your support staff or your tenancy rights as a result of this merger.

You may not immediately notice any differences. However, over time (the next six months), we are planning lots of improvements to the services we provide to you. We will, of course, keep you fully updated on any changes we may make.

Below are some common questions we have been asked. If you have any more questions, please contact us and we are happy to talk to you.

Who is Reside Housing Association?

Reside Housing Association is your landlord. We provide homes all over the country for people who have a support need.

Who is Progress Housing Group?

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

Why has Reside Housing Association joined Progress Housing Group?

By Reside joining Progress, 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.

Will my rent and service charge change?

There will be no changes to your rent due to Reside Housing Association joining Progress Housing Group. Your rent will stay the same and will be reviewed every year as we do now. If you get Housing Benefit, it will be paid in the same way as it is now. If you pay by Standing Order, this will not change.

Will Reside Housing Association still be my landlord?

Yes, there will be no change.

Will my support provider change?

No. Your support provider will stay the same.

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.

Will my gardener change?

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

Will my Tenant Support Officer change?

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

Will the way I report repairs change?

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

Will you be letting support providers know?

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

Will my landlord be called Reside or Progress Housing Group?

Over the next few months, we might choose to use a different name. However, we will write to you again if we do change our name. Reside Housing Association is still your landlord and there will be no changes to your tenancy agreement.

Will individuals be able to get involved in shaping services?

Yes. We will look to provide more opportunities for tenants across the country to have their say. This will include meetings and activities.

What if I have any more questions?

If you have any other questions, please ask.

You can do this by:

- Sending an email to tenant.support@residehousing.com
- Phoning us on 0208 255 5220
- 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 Progress Housing Group.

If you would like to join a Zoom session, please contact us at tenant.support@residehousing.com or 0208 255 5220

Thank you for reading this letter. These are exciting times, and we are committed to being the best landlord we can be. We would love you to tell us what you think about Reside joining Progress, so please do get in touch if you have any feedback.

An EasyRead version of this letter is available on our website or you can request it by emailing tenant.support@residehousing.com

Yours sincerely

Les Warren

Les Warren
Deputy Managing Director
Reside with Progress