

Thank you for taking the time to find out more about the Transfer of Engagements Customer Consultation process.

Here are some of the key findings and themes from our customer responses to the Transfer of Engagements consultation.

Key Findings

- We were pleased with the consultation response rate, with feedback received from around 12% of Elim households. Across all the channels and engagement opportunities provided, a total of 99 Elim customers provided a formal response to the customer consultation
- We are pleased to report this is significantly higher than the 3.5% response rate achieved during the first stage merger consultation in 2025.
- The majority of respondents were either explicitly in favour of the proposed Transfer of Engagements or did not express an opinion that the partnership should not proceed.
- A number of customers told us they would need to see the evidence of service improvements before they could tell us the proposal would be beneficial to them.
- The vast majority of our consultation participants (89%) confirmed they understood the communication surrounding the merger proposal and the consultation process.

Customer consultation survey format:

The customer consultation survey focused on four questions which are set out below. Customers were able to respond to these using the online survey form, hardcopy forms (for mailing or handover to Elim colleagues) or by phone or email.

1. Do you understand the information about Elim's proposed Transfer of Engagements with Places for People?
- 3 Do you believe the Transfer of Transfer of Engagements will benefit you? (If not, let us know why)
2. What do you think about the proposed Transfer of Engagements? Please tell us if you have any concerns.
- 4 Are there any other questions you would like to ask?

Key Consultation Response Trends:

Overall Benefit

Customers expressed a range of views on the level of benefit the Transfer of Engagements might provide to them.

- The most common positive responses were along the lines of “Yes”, “sounds good” or “hope it improves things”. Many respondents expressed the view that being part of a larger organisation could bring more consistency, better staffing, or better services.
- A large number of respondents were expecting “no change”, or to “not really notice any changes”, or expressed uncertainty about whether they would personally benefit.
- Some of our specialist service customers have previously expressed concerns around the risk of changes in staffing or team structure on site. The Transfer of Engagements merger consultation information made it clear that Places for People would continue to deliver Gypsy and Traveller Housing Services and that the current staffing structure would remain. Subsequently, there were no concerns or additional questions raised from this customer group during the consultation process.

Ongoing Service Delivery

Many respondents focused on the importance of ongoing service delivery. There was a very clear message that current or outstanding issues should continue to be addressed, both before and after the proposed Transfer of Engagements.

This included:

- A focus on current repairs, maintenance, cleaning, service standards, kitchens/bathrooms, and unresolved issues.
- Concerns that ongoing neighborhood or anti-social behaviour cases could be forgotten after transfer.
- We also received questions about whether maintenance will improve, and requests for upgrades to flats.

Continuity of staff

Continuity of staff was highlighted as an area of importance for our customers, specifically in relation to the more specialist service areas, including supported housing.

Many customers asked whether staff will remain the same, whether the service will remain the same or improve, and whether they will keep the same Supported Housing / Housing Officer. Some customers told us they value the “personal touch” and worry about being “swallowed up” in a larger organisation.

We know there are two sides to this theme: some customers hoped a larger organisation will improve consistency and staffing, while others expressed concern that existing underperformance could continue if the same staff remain in post. This point is particularly relevant to a small number of customers who expressed a less positive view of the Transfer of Engagements proposal.

Responses from our general needs social or affordable rent households were more mixed and some comments from this customer group contained the strongest opposition

- Respondents from this customer group included several positive or neutral comments, including that the proposal sounds positive, interesting, or clear. Some customers hope Places for People will bring better services, support opportunities, or fairness across schemes.
- A small number of general needs residents expressed a negative view of the proposed Transfer of Engagements. Reasons for dissatisfaction included a lack of choice over the new landlord, distrust of Places for People based on online reviews/social media and fear that ongoing issues will be lost during handover.

Supported Housing residents are broadly pragmatic but focused on practical impacts

- Supported Housing responses were often accepting or positive, with many saying “yes”, “No concerns”, or that they are “willing to see what happens”. Some customers hope Places for People will improve staffing consistency, and introduce positive changes in their schemes, including range of activities, or move-on opportunities.
- The most common practical questions from this group were about whether staff will stay the same, whether residents will need to leave, whether move-on will be quicker, whether repairs/lift issues will be addressed, and whether support arrangements will continue. Colleagues who hosted the support service consultation meetings expressed a view that the majority of residents who engaged with the discussion felt as though the proposal would have a minimal impact on them (primarily because of the shorter-term nature of their stay in Elim’s services).

Post Consultation Follow-Up / Next Steps:

After careful consideration, the Elim Board and the Places for People Board made the decision for Elim to fully integrate into PfP on 1 October 2026.

We will make sure customer communication before Transfer of Engagements on 1 October 2026 responds to the areas of concern or specific queries that have been raised through the customer consultation.

The information we share with you will include clear guidance on what the changes mean for you and any actions you may need to take. This will include:

- A ‘How to Manage Your Home’ information pack. This will include information on the terms of your tenancy, lease or licence how to request repairs and support with other issues with your home.
- Information which relates to your PfP Customer Payment Reference, and payment options including what happens to direct debits, Housing Benefit, and other rent payments.

- Clear instructions on any action customers need to take after the Transfer of Engagements
- Clear processes and contact information for Shared Ownership customers
- Information on what will and will not change for named contacts, local service delivery, contractors, and how to raise complaints about the service you receive

We are also individually responding to queries that relate to a household's personal circumstances. This may include our response to specific repairs or tenancy management requests, or direct acknowledgement of concerns, especially for the small number of residents who feel distrustful, unheard, or worried the transfer may remove accountability for past issues.

Our preparation for the transfer to PfP will also include a focus on any current or ongoing Anti-Social Behaviour cases or other complex tenancy matters so the response and management of these cases can continue as smoothly as possible.