

Transfer of Engagements Information Sheet: May 2026

This is provided with the letter from Elim's Chief Executive Paul Smith to all Elim customers announcing the proposed Transfer of Engagements between Elim and Places for People.

We hope this information sheet will help answer questions you may have. We will provide up to date information about the merger on the Elim website.

Who are Places for People Group?

Places for People Group (PfP) is the UK's leading Social Enterprise. PfP exists to change lives by creating and supporting Thriving Communities, and this involves the management of safe, good quality homes, the development of new homes in the right locations and helping Communities and Customers through supporting education, health, wellbeing, employment and inclusion.

PfP has a number of subsidiaries registered as Registered Providers of social housing and is regulated by the Regulator of Social Housing (RSH).

Visit www.placesforpeople.co.uk to find out more.

What is a Transfer of Engagements?

A Transfer of Engagements is the legal process where one housing association transfers into another. This means that all the homes, responsibilities, and commitments – including to residents – move to the new landlord. From a resident's point of view, your tenancy, lease or licence and your rights stay protected, and your landlord will change to the new housing provider. The organisation transferring will no longer exist, and everything becomes part of the receiving housing association.

A Transfer of Engagements is a legal process regulated by the Financial Conduct Authority (FCA) and overseen by the Regulator of Social Housing. This makes sure it is carried out properly and is 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, because of the 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 are based on the estimated cost of delivering services and are reviewed each

year, so they may go up or down, depending on these costs. Any changes to your services or charges will always be communicated with you.

For most properties, service charges for 1 April 2026 to 31 March 2027 were calculated by Elim and shared with you in February 2026. For charges from April 2027 onwards, Places for People will be responsible for reviewing and communicating your service charges to you.

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 Elim?

If the Transfer of Engagements went ahead you would make payments to Places for People Living+ Limited instead of Elim Housing Association Limited. We would make this change as easy as possible for you and let you know any changes you need to make to Standing Orders or other ways to pay.

If you pay by Direct Debit your payments can automatically transfer without you needing to do anything. If you would like to set up a Direct Debit please contact Elim.

Would the merger affect my Benefits or Entitlements?

No, the Transfer of Engagements will not affect any of the Benefits or Entitlements you currently receive.

Any direct Housing Benefit or Universal Credit payments would need to be made to Places for People Living+ Limited rather than Elim Housing Association Limited, and we would make this change as easy as possible for you.

Will I have the same Housing Officer or Support Worker?

For residents who live in our supported housing accommodation, we expect your support team would remain the same. If there are any changes in the future we will let you know.

If you live in a shared ownership or general needs rented home managed by PfP, you would have a Community Housing Manager to support you after the proposed Transfer of Engagements. This may be the same person who helps you manage your home now or a new person. If you do have a new Community Housing Manager they would introduce themselves to you and they will have access to all the information they need to work with you.

If you already have a managing agent this is likely to continue and if you are to have a managing agent in the future we will let you know.

What will happen to Elim staff?

All Elim Colleagues will be offered a job within PfP as part of the proposed Transfer of Engagements. In most instances, there will be no change to their roles before the 5 October target transfer date, and they will remain in their current job until then, along with the Board and leadership team. This will ensure a smooth transfer between Elim and PfP.

Will the same contractors be used to deliver future maintenance services?

PfP have their own repairs workforce and a wide range of contractors who will be used to deliver most of the future repairs services to current Elim homes. PfP will also work with existing Elim suppliers and contractors where there is already a contract in place. In the future, some of Elim's contractors will have the option to join PfP's group contractor framework. This means they may continue to work on current Elim homes and other homes owned by PfP.

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 the transfer 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.

What will happen to my personal information?

Information that is held by Elim will be securely transferred to PfP's systems. A new Privacy Policy will apply to the collection, use and protection of your personal data. It reflects that your personal information will be held by PfP instead of Elim Housing Association.

What if the proposed Transfer of Engagements does not happen?

A final decision will be made when we have completed this consultation with our customers. Then the Elim and PfP Boards will consider the outcome of the consultation. If we do not go ahead with a Transfer of Engagements, you would remain a tenant, leaseholder or licence holder of Elim which will remain a subsidiary of PfP. However, we have always planned for the two organisations to complete a Transfer of Engagements and fully integrate. We believe this would be the most efficient way of merging the two organisations, with the most benefits for current Elim customers.

Are there any disadvantages to the proposal?

In the very short term, we recognise that the Transfer of Engagements may cause disruption or uncertainty for some Elim customers. As a small Housing Association, many customers know Elim Colleagues by name, and we know some customers appreciate the historic knowledge and familiarity that has developed over time. We know it may be difficult for some customers to get used to new Colleagues or contact systems, but we are committed to working with PfP to make the transition as smooth as possible for all our customers.

We will be sorry to say goodbye to the 'Elim Housing' name, although we are proud to know that our history and contribution will be maintained as part of the history of PfP.

Overall, we think that the proposed Transfer of Engagements is in the best 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.

How will services change after the Transfer of Engagements?

You will continue to receive at least the same range of housing, support and maintenance service from PfP as you do now. However, the way in which you access or receive some of these services will change because of the proposed Transfer of Engagements and the way that PfP provide the services. There will also be new services that you can access as a PfP Customer which Elim do not to offer.

Here's a look at some of the important service changes that would follow the Transfer of Engagements.

Service area or activity	How will PfP provide services after the proposed 5 October 2026 Transfer of Engagements date.
Customer contact: how you contact your landlord for any reason.	<p>You will be able to contact the PfP Customer Contact Centre by telephone and online.</p> <p>Lines are open 24 hours a day for emergency repairs and 8am-6pm Monday to Friday for anything else. This means you will have more opportunity to call your landlord after the Transfer of Engagements.</p> <p>The number and the website you use will change. We will send you details of these before the Transfer of Engagements takes place.</p> <p>PfP do not use WhatsApp for contacting customers.</p>
Repairs and maintenance services	<p>PfP will provide your routine and emergency repair service. You will be able to report all routine repairs to PfP by telephone, online or to a PfP Colleague in person.</p> <p>Emergency repairs will need to be reported by telephone.</p> <p>PfP will complete your repairs with one of their operatives or one of their approved contractors. More information about Customer and PfP repair responsibilities, routine repairs and emergency repairs can be found online at placesforpeople.co.uk</p> <p>PfP will attend to emergency repairs and make them safe within 24 hours.</p>

	<p>Routine repairs will be attended to within 60 days.</p> <p>PfP do not charge customers for missed appointments.</p>
Property Health and Safety	<p>Health and Safety will be looked after by PfP teams, and they will continue to help keep you and your neighbours safe. PfP will be required to meet the same compliance standards currently provided by Elim.</p>
Property or Estate Inspections	<p>Property and Estate Inspections will be completed by PfP teams including Community Housing Managers and Service Managers.</p>
Communal services (cleaning and gardening services)	<p>There may be a change in contractor after the Transfer of Engagements. If this happens, we will tell you about it. Cleaning and gardening will be completed by the PfP Estates teams or PfP approved contractors.</p>
Access to self-service tools: the online Customer portal	<p>You will be able to register for the PfP online Customer Portal where you can manage your home online including:</p> <ul style="list-style-type: none"> • Managing your tenancy or lease • Check balances and statements • Making a payment • Reporting an issue or repair • Requesting alterations to your home or a new pet <p>Elim does not currently offer Customers an online self-service option.</p>
Tenancy Agreement and Leases	<p>There will be no changes to your tenancy, licence, or lease terms and conditions.</p>
Rent Setting	<p>Your rent will not change because of the Transfer of Engagements. Your rent will be reviewed in line with the rent review policy set by the Government.</p>
Service Charge Setting	<p>Your service charges will be reviewed and set by PfP for April 2027 onwards.</p> <p>Your service charges would be reviewed each year and are based on the estimated cost of providing services to your building and community. This means, they may go up or down, depending on changes in costs or to the services you receive.</p> <p>If you are a Homeowner with a variable service charge, you would also receive an annual reconciliation.</p>
	<p>You will be able to pay your rent and service charges by:</p>

<p>Paying your rent and service charge</p>	<ul style="list-style-type: none"> • Direct Debit • Standing Order • Online through the Customer Portal • Automated Telephone Payment <p>This will mean the Transfer of Engagements gives you some new ways to pay.</p> <p>If you pay by AllPay online or by telephone you will be able to continue to do this, and although PfP will not issue new AllPay payment cards for payments made at paypoints you will be able to continue to use your existing card. If this changes we will help you to choose a new way to pay.</p>
<p>Home Ownership</p>	<p>If you are an Elim homeowner or shared owner, you will have access to tailored services after Transfer of Engagements, including a team that you can ask questions to about the management of your home or lease. Some homeowners or shared owners may have their home managed by RMG or Touchstone. We will let you know closer to the time if this will be the case for you.</p> <p>You will be able to use the PfP Home Ownership Hub online for information and to help manage your home.</p> <p>Any insurance on your home by Elim will transfer to a PfP insurance contract. This means the insurance charges could change from the date of Transfer of Engagements.</p>
<p>Complaints</p>	<p>You will be able to make a complaint to PfP if you need to and it will be responded to in line with the Housing Ombudsman Complaint Handling Code 2024. More information about this is online at placesforpeople.co.uk</p>
<p>Reporting and dealing with anti-social behaviour</p>	<p>You will be able to report anti-social behaviour by telephone, online or in person. PfP have Community Safety Managers who support community teams with complex cases.</p>
<p>Customer Involvement</p>	<p>PfP offer a wider range of Customer involvement opportunities than Elim. PfP have a National Customer Group and Regional Customer Groups which you can apply to be involved with. You can also register to be a member of PfP's The Listening Room where you can share your feedback and thoughts online.</p>
<p>Customer Support</p>	<p>You can contact PfP's Customer Contact Centre or your Community Housing Manager/Service Manager for support in managing your tenancy if needed. Tenancy support includes:</p>

	<ul style="list-style-type: none"> • Money advice • Benefit advice • Energy advice • Furniture assistance • Digital empowerment • Employability, skills and training • Wellbeing.
<p>Community Initiatives, employment and training opportunities</p>	<p>Your Community will have more opportunities through:</p> <ul style="list-style-type: none"> • Community investment for voluntary and community organisations supporting Customers • Community Connectors developing local partnerships • Relationships with PfP suppliers providing training, employment, support and funding for Community initiatives • Third party funding applications or work in partnership with other organisations.
<p>Supported Housing Services</p>	<p>If you live in supported housing accommodation, there will be no change to the support you receive because of the Transfer of Engagements.</p>
<p>Gypsy and Traveller Housing Services</p>	<p>If you live on a Gypsy and Traveller site, there will be no change to the service you receive because of the Transfer of Engagements. There will still be specialist Housing Officers who are dedicated to managing your site, and PfP will continue to provide good quality housing and maintenance services for your community.</p>