

Units 3 & 4 Pinkers Court
Briarlands Office Park
Gloucester Road
Rudgeway
Bristol BS35 3QH

T: 01454 411172
W: www.elimhousing.co.uk

18 September 2026

Group Chair: Sally Mason MSc
Chief Executive: Paul Smith CIHCM

How to manage your home with Places for People (PfP) after 1 October 2026

I am writing to let you know how you will be able to manage your home with PfP after 1 October 2026. In this letter, and the enclosed leaflet from PfP, I have shared:

- How to contact PfP on **01772 667002** or **www.placesforpeople.co.uk/elim**
- Services available between 25 September and 1 October 2026
- When you will receive your new Customer Payment Reference and Section 48 Notice of your new landlord details from PfP
- PfP's Homeowner Hub **www.placesforpeople.co.uk/homeowners**
- What you need to do, if anything, around your payments.

Services between 4pm Friday 25 September and 8am Thursday 1 October

Around the time of the Transfer of Engagements (ToE) there will be a limited service available from Elim whilst systems and information are transferred.

You can contact Elim on 01454 411172 for:

- Emergency repairs or hazards including damp and mould 24 hours a day.
- Urgent support requests such as anti-social behaviour (ASB) or safeguarding concerns between 9am and 5pm on 28, 29 and 30 September.

From 8am Thursday 1 October

PfP will provide a full service through its telephone lines and PfP Customer Portal including where responsible:

- Emergency repairs or hazards including damp and mould 24 hours a day
- Routine repairs and requests for support, including ASB and safeguarding between 8am and 6pm Monday to Friday.

Any matters already reported to Elim before the transfer will continue to be managed, so there is no need to report them again.

Please don't worry, you don't have to do anything right now.

On 1 October 2026 your lease or tenancy will transfer automatically and if in place your direct debits payments will also go to PfP. You won't need to make any changes if you have a direct debit in place for payments.

After 1 October – Welcome and new Customer Payment Reference

- Your PfP Welcome letter **should be with you within the first three weeks** after ToE which will include your Customer Payment Reference, Section 48 Notice and your new landlord details.
- PfP will send your new Customer Payment Reference by SMS text (if Elim has a mobile or telephone number for you) in the first few days after ToE. When you have your Customer Payment Reference, you will be able to make changes to your standing order, make automated telephone payments, and activate your new online PfP Customer Portal account to manage your home with PfP.
- PfP will send a link to your new PfP Customer Portal account to you by email (if Elim has a valid email address for you) in the first few days.
- If you need to make an automated payment by telephone, online or change your standing order before you receive your new Customer Payment Reference, please call PfP on **01772 667002 after 8am 1 October** to let them know.
- If you have an AllPay card for Elim, you can continue to use it after 1 October. However, if your card is lost or damaged, PfP will be unable to replace it, which means you will no longer be able to make payments at PayPoint locations. There are different payment methods available, and if you would prefer to switch to one of these, please let us know and we will be happy to help.

To manage your home online please visit PfP's Homeowner Hub at **www.placesforpeople.co.uk/homeowners** where you will find information on:

- Shared ownership
- Extending your lease
- Selling your home and staircasing
- Insurance
- Right to repair and more
- PfP Customer Portal

If you visit www.elimhousing.co.uk it will redirect you to a page with all the details you need. The Elim telephone number will also be redirected to PfP from 1 October.

Our commitment to supporting you

I appreciate your patience and understanding as we complete our transfer to PfP and I'm sorry for any inconvenience during the time some services will be limited. My team and I are looking forward to supporting you as we move into PfP and hope you will see the benefits over the months and years to come.

If you have any questions, please call us on 01454 411172 or visit www.elimhousing.co.uk

Yours sincerely

Rachel Pinchin
Interim CEO Elim Housing