

Re: Intended transfer of properties from Parasol Homes to Westmoreland Supported Housing.

I am writing to you as you are a current tenant of Parasol Homes, or you act on behalf of someone who is. You should have recently received a letter from Parasol Homes telling you that their landlord Triple Point intends to transfer the lease and management of your home from Parasol Homes to Westmoreland Supported Housing.

This letter is to confirm that the information you have been sent by Parasol is correct, to introduce Westmoreland to you and to give you more information ready for the proposed change.

Who are we?

Westmoreland is a non-profit housing association and is registered with the Regulator of Social Housing. Our focus is to provide appropriate housing for people that need support in their lives. We partner with specialist Care Providers and work with our customers, customer's appointees and the Care Provider to make sure our customer's homes are safe, secure and appropriate for their needs.

What change is being proposed?

If the transfer goes ahead, Westmoreland will take over the leases for your home from Parasol Homes. In doing that, we are responsible for:

- Making sure the home is safe, secure and well maintained.
- Providing services such as gardening, window cleaning and gutter cleaning.
- Making sure your/the person you represent tenancy is secure.
- Making sure your/the person you represent housing benefit claim is being paid.

We are working with Parasol and Triple Point to understand the properties and the customers. We are currently doing the following things:

- A stock condition survey for each property. This gives us information on any repair and/or maintenance needs and will also tell us how much money we might need to spend on it to keep it in good order.



- Reviewing the health and safety compliance information for your property. This will give us information on what certificates we have for each building.
- Talking to Local Authority commissioners and housing benefit teams. We are doing this to help us understand and solve any problems at an early stage, and to build positive relationships with them.
- Talking to Care Providers to start building positive relationships and make sure there is a smooth transfer.

How does this affect you?

At this stage, the transfer has not been confirmed. Parasol will continue to consult with you and we will jointly let you know in early July what the outcome is.

As part of the work we need to do now, we will be visiting each property to carry out an inspection so we understand what each one looks like, and what we would need to have in place to maintain them in the future. We will make sure we say hello to you at these visits, but also try not to interrupt you as much as possible.

If the proposed transfer goes ahead, each tenant will need to have a new Westmoreland tenancy agreement, which will start from the transfer date. We will contact you nearer the time to let you know what information we will need from you.

We will also talk to Local Authority commissioners and Housing Benefit teams to make sure your/the person you represent Housing Benefit claim transfers to us as smoothly as possible. We will work with you and the Care Provider to make sure this is done properly.

If you have any feedback on the proposal please contact your Parasol Homes Housing Officer in the usual way. We also have an email address for anyone who wants to ask us any questions. The email address is parasolqueries@westmorelandsha.co.uk. We will try and answer you within five working days.

We will write to you again once the outcome of the consultation is known to make sure you know what happens next. If you want to speak to us about this, please let us know via the email above and we will arrange a call with you.

Yours sincerely

Sophie Hayward
Head of Housing