



Customer Consultation Feedback

Please complete section and return to us in the Freepost envelope. Alternatively, you can complete the form online – visit <https://www.bestha.co.uk/merger-consultations.php> or scan the QR code.

Your name (if you wish to remain anonymous, please leave blank):

Please state:

Your Scheme:.....

Please state:

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How do you feel about the proposed merger? (*tick your answer*)

- very positive
- quite positive
- neutral
- quite concerned
- very concerned

Please tell us more about your thoughts and feelings regarding the proposed merger.

Please state:

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Benefits of Merging

A merger would enable both organisations to improve its services. By working together, we could create greater efficiencies, better utilise our resources and more effectively respond to the needs of our customers. Here is a summary of what the merger would mean for you.

- **Extra Resource** – We would have more Housing Officers, Surveyors and customer-focussed staff to service your needs, improving our customer experience.
- **Improved Customer Focus** – We would aim to enhance our housing management services with more staff as a result of a merger. With smaller areas to cover, our housing team could spend more time working with you in your home.
- **Choice and Opportunity** – BeST have over 1,450 homes across the UK and Westmoreland Housing Association has 900 homes within a similar geographical coverage. A merger could offer further choice and opportunity of alternative accommodation.
- **Improved Repairs Services** – We believe a merger would help us provide a more responsive repairs service offering better value for money for both organisations.
- **Financial Resources** – A merger would improve our financial standing, giving us the ability to deliver better value for money and respond more effectively to your needs.
- **New Customer Strategy** – We would create a new customer strategy that would give you, our customers, carers and appointees more opportunities to share your views on how our services are provided.
- **Increased Regulation** – A merged organisation would be larger than either BeST or Westmoreland Supported Housing are presently. This means we would be very closely monitored by the Regulator of Social Housing, giving you even more confidence in the standards we would provide.

Is there anything not included above that should be a priority?

Please state:

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Which of the above matters most to you?

Please state:

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Do you have any other feedback on the proposed merger that you would like the Board to consider?

Please state:

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How can we enhance landlord services to better meet your needs and improve your experience?

Please state:

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