**Acquisition FAQs for residents**

Every acquisition is different and we are proud to manage each one independently to ensure we tailor the process to each scheme’s specific needs.

If you are told your scheme is going to be subject to an acquisition, we will hold a consultation process with you before any decision is made. We will visit you, along with your current landlord/ housing association, to answer any questions you may have that are specific to your scheme.

In the meantime, here are some of the most common queries we have received from residents, which may help answer some of your questions until we get to meet you in person.

**What does Housing 21 bring to the table?**

Housing 21 is a leading not-for-profit provider of housing with care or support for older people of modest means. We manage over 24,000 properties across 215 local authority areas, deliver over 49,000 hours of social care every week and celebrated our 60th anniversary as a housing association in 2024.

As such, we have a long and established history of providing quality homes to older people of modest means. Our homes are purpose-built for older people and our devolved model means you benefit from a local service, but with the reassurance of national support. Unlike lots of other landlords, we only provide homes for older people which means we are experts in what we do.

Housing 21 supports the Armed Forces Covenant, is a Disability Confident Employer and is one of only two percent of assessed organisations to achieve an Investors in People Platinum status.

We are committed to putting residents at the heart of everything we do by investing in employees to ensure we recruit and retain the best people and by investing in our buildings to ensure everyone lives in a property they are proud and feel safe to call home.

As a not-for-profit provider, it means any profits we make goes back into investing into our schemes and services, rather than into the pockets of shareholders.

**Can we see performance metrics for Housing 21; how are they ranked etc?**

Housing 21 publishes the results from its annual Resident Satisfaction Survey, its annual Tenant Satisfaction Measures and quarterly complaints report on its website. These can all be viewed comp on its website under the ‘Our Performance’ section.

You can also get a comprehensive overview of the organisation's performance through its annual Financial Statements, which are published on the Housing 21 website under the ‘About Us’ section.

**Will I have to move out?**

No. The terms and conditions of your tenancy or leasehold will remain the same, so you can continue to live in the same property exactly as you do now. The only difference is that Housing 21 will own the building instead of your current landlord/ housing provider.

**Are pets still allowed?**

Housing 21 is a pet-friendly organisation and does allow pets subject to meeting the terms of our Pet Policy.

**Will the rent and the service charge stay the same?**

Your rent and service charge will have been set by your current landlord/ housing provider for the current year and those costs will transfer with you to Housing 21. We hold service charge consultations every autumn with residents on an annual basis to discuss budgets and charges for the following year.

**What is Housing 21’s repair service like?**

Housing 21 operates an out-of-hours repairs service that is available 24/7 including evenings, weekends and bank holidays. Repairs can be reported at any time and will be actioned accordingly. The priority categories for repairs are as follows:

* Emergency: The most serious of issues that we will seek to resolve in 24 hours
* Urgent: Important repairs that need to be addressed quickly that we will seek to resolve in seven calendar days
* Routine: Issues that need addressing but are less urgent and can be scheduled in within 28 days

**Some people here live entirely independent, and some have care support, will this support still be the same if we move over with the transfer?**

The way in which you do or not receive care at the moment will remain unchanged. Housing 21 is proposing to take over ownership of the scheme as a landlord which will not impact on the care provision.

**I own my apartment; what will happen to my apartment?**

Under the terms of leasehold, residents own their flats (the bricks and mortar) and Housing 21 owns the land the building sits on as the freeholder. As such, the terms and conditions of your lease are protected and will not change. The only difference is that Housing 21 will be listed as the landlord and freeholder, not your current landlord/ housing provider. You can continue to live in your home as you have always done.

**What will happen to the people who work here?**

Just like we do with residents, we will hold a consultation with employees. We recognise that for residents, it is important you receive continuity in the service you receive from people you trust. Which is why, wherever possible, we will try to transfer employees from your current landlord/ housing provider to Housing 21. In schemes where services are provided by outside agencies, search as an external care agency, those contracts will not be affected by the acquisition and will continue to operate exactly as they do now.