

20 March 2026

Dear (title last name),

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

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

- how you can contact PfP on **0300 323 0325** or www.placesforpeople.co.uk
- what services will be available between Tuesday 31 March to Monday 6 April 2026
- what services will be available after Tuesday 7 April 2026
- when you will receive your new Customer Reference Number and Section 48 Notice of your new landlord details
- how to report a repair or request support from PfP
- what you need to do, if anything, around your payments.

Service availability between Tuesday 31 March and Monday 6 April 2026

Around the time of the Transfer of Engagement between 6pm Monday 30 March and 8am Tuesday 7 April there will be a limited service available from Origin and PfP whilst systems and information are transferred, and over the Easter Bank Holiday weekend.

Tuesday 31 March to Thursday 2 April the telephone lines will be open to take requests for:

- emergency repairs or hazards including damp and mould 24 hours a day
- urgent requests for support such as ASB or safeguarding between 8am and 6pm

Over the Easter Bank Holiday Weekend Friday 3 April to Monday 6 April PfP will be open to reporting emergency repairs or hazards, damp and mould only.

Telephone rent and service charge payments between 31 March and 6 April 2026

Automated telephone payments will continue to be available, and you can continue to use your Origin Customer Reference number. If you pay by Allpay this will continue to be available on 0330 041 6497.

Full support and service including routine repairs reporting will be available from 8am Tuesday 7 April 2026 between 8am and 6pm.

You will still be able to contact PfP online through their website www.placesforpeople.co.uk during this time, and your request will be responded to after 7 April.

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

On 1 April 2026 your 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 April, PfP will write to you with a new Customer Reference Number which you will be able to use to make changes to your standing order, make automated telephone payments, and set up an online account to manage your home with PfP.

Please be aware the letter PfP send with your Customer Reference Number and Section 48 notice which will include your landlord details **could take up to two weeks** to arrive with you. Please do not change your standing order before you get your new Customer Reference Number.

If you need to make an automated payment by telephone, online or change your standing order before you receive the letter, please call PfP on **0300 323 0325** after 7 April 2026.

How to contact PfP from 7 April

You can continue to use **0300 323 0325** to contact PfP about your home. Lines are open **Monday to Friday from 8am to 6pm** (excluding bank holidays). For emergency repairs, lines are open 24 hours a day.

To manage your home online please visit www.placesforpeople.co.uk/homeowners and when you have received your new Customer Reference Number you can register for an online account. The Origin website will redirect you to a page with all the details you need.

On the PfP website please use the search function to find 'Homeowners' a hub where you will find information about:

- Shared ownership or extending your lease
- Selling your home and staircasing
- Insurance
- Right to repair and more

Your Community Housing Manager

PfP will confirm who your Community Housing Manager is when writing to you with your Customer Reference Number.

Your local office

The Eversholt Street office will remain open for you to visit after 1 April. Between 31 March and 6 April, a reduced service will be available as described above.

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. Me and my team are looking forward to supporting you as we move into PfP and hope you too see the benefit over the months and years to come.

If you have any questions or would like this document translated, in large print or in braille, please call us on **0300 323 0325** or email enquiries@originhousing.org.uk

Yours sincerely



Pam Bhamra
Director of Resident Services