



Riverside

One Housing

Better and Stronger Together



The Riverside Group and One Housing have announced plans to form a long term partnership.

The aim is to create a better, stronger organisation so that together, we can do more for you; our customers, and the communities we serve. The reason we've chosen to do this is to pool our resources and expertise, whilst doing more for the people who live in our properties and the people who rely on our services.

The proposal would see One Housing initially joining The Riverside Group by the end of 2021 as a subsidiary.



What does this mean for you?

Initially there will be little to no impact on our services and, importantly, no change to rents, service charges or tenancy terms as a result of the partnership.

Your services will still be delivered by the same people and our proposals will not change the commitments we have made to customers and partners as part of ongoing development and regeneration work.

We will still provide the same level of support to our customers and ensure excellent local services are maintained.

Most importantly though, the partnership would give us more resources to help you, providing better services and investing more in our homes and communities. Part of what brought us together is our shared commitment to supporting people in need and providing high quality services with a local focus, goals that remain at the heart of our proposals. Detailed proposals will be available in September.

A strong customer voice

We will consult with both One Housing and Riverside Group customers about these proposals before a final decision is made, clearly setting out the implications of the partnership. We are also speaking with all relevant bodies who need to approve this type of partnership and making sure they agree it is in the best interests of our customers.

We are holding a formal consultation beginning on 6 September and running for six weeks to seek your views, and we would encourage you to get involved.

Your customer representatives

To help ensure both One Housing and Riverside customers can have a say in the development of the consultation for the partnership, we are setting up a Joint Customer Advisory Panel. The Panel will be chaired by two independent representatives from our customer groups:

Joint Customer Advisory Panel Chairs



Vic Andrews
The Riverside Group

Vic has been a Riverside customer for eight years and an involved customer since 2015. He is currently the Chair of the Riverside Customer Voice Executive (RCVE) and has a background in the Public Road Transport Industry with more than 40 years' experience representing others.



Matthew Waterfall
One Housing

Matthew is resident from Forest Gate, Newham in East London. He has been a One Housing resident for the past four years and chairs his local tenants and residents association. Matthew works as a trade union official within the education sector.

More information on the chairs and all our panel members is available on our websites.

Next steps

As well as holding a formal consultation, everything we do will be developed together with customers. How will we ensure that?

Well, a group of 12 customers – six from The Riverside Group and six from One Housing have kindly agreed to get involved and be your eyes and ears, acting as our Joint Customer Advisory Panel.

The role of the panel is to:

- ✓ support the development of a timeline and process for consultation with customers and analyse the results
- ✓ support the development of a summary of outcomes from that consultation
- ✓ help share the consultation outcomes with customers at the close of the consultation period
- ✓ support the development of the Customer Offer for the proposed partnership

The panel will meet every two weeks.

We are holding a formal consultation beginning on 6 September and running for six weeks to seek your views, and we would encourage you to get involved.

Got an urgent question?

If you've got an urgent question to ask which can't wait until the formal consultation period begins, there are a few ways you can do that.



The most important way is via your customer panel representatives.

They are your voice, eyes and ears in this process. They will listen to the feedback they get from customers and use it to challenge us on getting the process right for you.



How do I contact them?

Riverside Group customers should email together@riverside.org.uk and One Housing customers should email together@onehousing.co.uk



Finally, if you don't have internet access, **you can call us**. Riverside Group customers should call **0345 111 0000** and One Housing customers should call **0300 123 9966**

More information

Want to know more about both organisations and the proposals? There are a variety of ways you can find out more information.



Join us online

Riverside Group customers can visit www.riverside.org.uk/together
One Housing customers can visit www.onehousing.co.uk/together

Here, you'll find answers to commonly asked questions and more details on our plans. This is the best way to find out the latest information.



For those without access to the internet, we'll also **send detailed information** in our letter inviting you to join the formal consultation.



We will also be holding a number of **open consultation events** in the coming months to speak with customers before the formal consultation.

Accessibility of information

Do you or someone you know need this information in another language or format?


Translation options are available on both group websites along with further information about our proposals.

Other accessibility options are also available such as website compatibility with screen readers and other tools.

Similarly, if you or someone you know would like to receive this information in an easy read format, we can make that available to you.

If you need this document in a different format (e.g. braille or large print) please let us know so we can arrange this for you.

Riverside Group customers

 email together@riverside.org.uk

 or call **0345 111 0000**

One Housing customers

 email together@onehousing.co.uk

 or call **0300 123 9966**

One Housing Group Limited is registered under the Co-operative and Community Benefit Societies Act 2014, Registration No. 20453R. Registered address: Atelier House, 64 Pratt Street, London NW1 0DL

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Details correct at time of publishing: July 2021