



Bespoke Supportive Tenancies
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14th October 2025

Dear Customer,

Proposed Merger between Bespoke Supportive Tenancies (BeST) and Westmoreland Supported Housing

We are writing to let you know that both BeST and Westmoreland have now agreed to merge. Following BeST's Board approval on 24th September, the Westmoreland Board confirmed the final step by approving a Special Resolution at their meeting on 8th October.

This means we are now working to join the two organisations together to create a single, stronger Registered Provider called Portus Supported Housing Limited.

We are planning for the merger to go ahead on 1st December 2025. Once this has happened, we will write to you again to confirm that the merger is complete and to tell you everything you need to know about Portus Supported Housing.

At this stage, nothing changes; your tenancy, services and repairs will continue as they are now.

What the merger means for you

The merger will help us improve our services. By coming together, we can work more efficiently, making better use of our resources and responding more effectively to your needs. Here is a summary of what this will mean for you:

- **Extra resources** - We will have more Housing Officers, Surveyors and customer-focussed staff available to service your needs, improving the overall customer experience.
- **Improved customer focus** - We will increase our contact time with you and be more present to build stronger relationships and better understand your needs.
- **More choices and opportunity** - BeST has over 1,409 homes across England and Wales, and Westmoreland Supported Housing has 1,003 homes within similar areas. Together, this gives you more choice and access to alternative accommodation.
- **Improved repair services** - The merger will help us deliver a more responsive repairs service and achieve better value for money.
- **Financial resources** - The merger will make us more financially secure, giving us the ability to provide better value and respond more effectively to your needs.



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- **New customer strategy** - We will develop a new customer strategy that will give you, other customers, carers and appointees more opportunities to share your views and influence how our services are provided.

What happens next?

There is no change right now. We will write to you again in December to inform you that the merger has been completed and to provide more information about Portus Supported Housing.

We understand that any change can be unsettling, so if you have any questions or concerns, please call us on **0161 786 6000** (option 5). Please leave a message with your question and a convenient time for us to return your call.

Alternatively, you can email us at **MergerConsultations@bestha.co.uk**

Yours sincerely,

Steve Fensom
Chief Executive