

Website statement

Merger Update: Westmoreland Supported Housing Ltd and Bespoke Supportive Tenancies

Following the recent consultation period, both Boards have agreed to proceed with the merger between Westmoreland Supported Housing Ltd (WSHL) and Bespoke Supportive Tenancies (BeST). The merger is expected to take place later this year and we will keep you updated on the progress.

The merger is driven by our shared commitment to providing high-quality homes and support for adults with support requirements. By combining resources, we aim to improve service delivery, create efficiencies and strengthen financial stability, ultimately enhancing our ability to meet the needs of our tenants.

Key Benefits of the Merger:

Extra Resource: More housing officers, surveyors, and customer-focused staff to improve support.

Improved Customer Focus: More staff and smaller areas to provide better personal attention.

Choice and Opportunity: Over 2,300 homes across the UK, offering more accommodation options.

Improved Repairs Services: Faster, more cost-effective repairs service.

Financial Resources: Stronger finances to deliver better value and meet your needs.

New Customer Strategy: More ways for you to share your views on services.

Increased Regulation: A larger organisation, closely monitored to ensure higher standards.

Customer Feedback

We have heard your feedback on customer focus, repairs, transparency, and rent concerns. We are committed to increasing engagement, improving repairs, and providing clearer communication.

Next Steps

We will continue to update you as we approach the merger. If you have any questions, please contact us at **MergerConsultations@bestha.co.uk** or **0161 786 6000 (Option 6)**.