

# Your questions answered

Many of you took the time to share your views and to ask questions about our proposed merger after we wrote to you in February. Here are the answers to some of the questions that we received.

**Why do you want to merge?**

We want to grow so that we can make sure that we are as efficient as possible, delivering better value for money, having a louder voice on behalf of customers and doing even more for the people and communities most in need of our services.

We understand that bigger doesn't always mean better. However we believe that in an era of welfare reform, when so many families are finding it difficult to manage and when there is such a pressing need for affordable housing, we must ensure that we can do more now and in the future. A merger won't reduce the quality of our services; it will mean that we can offer more choice, for more customers.

**Will the quality of your service reduce if you get bigger?**

**What would happen to my tenancy following a merger?**

Your tenancy agreement or lease would remain the same, as would your rights and responsibilities in your home.

If a merger takes place your landlord won't change. Severnside Housing, South Staffordshire Housing Association and SARH would continue to offer local landlord services as members of a larger group.

**If the merger goes ahead, who will be my landlord?**

**Would my rent or service charges change as a result of a merger?**

A merger will not affect the way that your rent or service charges are set. Social housing rents are fixed nationally, by the government. Your rent and service charges will continue to be advised in February each year.

If the proposed merger goes ahead we will continue to deliver locally focused services from the heart of the community. As well as maintaining offices which you can visit, we are committed to making it easier and more convenient for you to request a repair, pay your rent and apply for a home online.

**Will my local office close?**