

TITLE FORENAME SURNAME

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POSTCODE

6 September 2021

Dear FORENAME

On 24 June, Riverside Group and One Housing Group announced plans to form a new 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.

At the start of August, we wrote to you providing further information and announcing we'd hold a consultation to seek your views. That consultation begins today (September 6) and will run for six weeks, closing on Sunday 17 October.

### How do I take part?

Simply read the information provided in our pack and fill in the enclosed form. The form should be completed by you, or a carer if this is not possible. We've provided a freepost envelope for you to post it back to us. If you prefer to fill in the form online, just visit [www.togethersurvey.co.uk](http://www.togethersurvey.co.uk) to get started and enter your ID: 2206XXXXX. You can also provide your response by phone by calling 0800 358 0337 using the same ID. There are also a limited number of face-to-face consultation sessions being held in certain areas, details of which are set out at [www.riverside.org.uk/together](http://www.riverside.org.uk/together) or [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together).

### How do I get more information?

If you've got a question that isn't answered in our consultation pack, why not have a look at our Frequently Asked Questions? We've had a range of queries since the announcement, many of which have been answered. Just visit [www.riverside.org.uk/together](http://www.riverside.org.uk/together) or [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together). You can also email us at [together@riverside.org.uk](mailto:together@riverside.org.uk) (Riverside customers) or [together@onehousing.co.uk](mailto:together@onehousing.co.uk) (One Housing customers) and we'll aim to get back to you before the end of the consultation.

### How do I get technical help?

If you're struggling to fill in the consultation form, for whatever reason, please call the helpline of BMG, our survey provider, on 0800 358 0337.

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## Introducing TPAS – your independent tenant advisor

TPAS is a national, non-for-profit provider of independent and impartial advice for tenants and residents with a long and successful track record. We have asked them to be the Independent Advisor during this consultation.

As your Independent Advisor their role is to provide independent and impartial advice to any Riverside or One Housing customers on any aspect of these proposals. They will also be advising your customer representatives. You can contact them on their free phone number 0800 731 1619 or email them at [tpasadvisor@tpas.org.uk](mailto:tpasadvisor@tpas.org.uk). Alternatively you can ask any member of staff to contact TPAS on your behalf and a member of the TPAS team will get in touch with you directly. You can also visit their dedicated website for this project

<https://www.tpas.org.uk/our-projects/onehousing-Riverside-ITA> or learn more about their work more generally at [www.tpas.org.uk](http://www.tpas.org.uk)

Kind regards,

The Riverside Group and One Housing Group teams

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**Note to Riverside Scotland and Impact Housing customers – Riverside Group customers in Scotland and Cumbria have recently experienced change with Irvine Housing Association being renamed Riverside Scotland and Impact in the process of becoming part of The Riverside Group. Neither change is affected by these proposal.**

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## If English isn't your first language

### Arabic

صُممت هذه الرسالة، فضلاً عن حزمة ونموذج الاستشارة المرفقين، لإتاحة الفرصة لك للإدلاء برأيك بشأن الشراكة المقترحة بين مجموعة Riverside و مجموعة One Housing. تتوفر هذه المعلومات أيضاً على موقعنا الإلكتروني [www.riverside.org.uk/together](http://www.riverside.org.uk/together) وإذا كنت ترغب في الإجابة عن أسئلة الاستبيان. ويُنصح لك كلا الموقعين ترجمة المعلومات إلى لغتك [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together) و 0800 358 0337 وكننت بحاجة لمساعدة مترجم، فيرجى الاتصال برقم

### Bengali

রিভারসাইড গ্রুপ এবং ওয়ান হাউজিং গ্রুপের মধ্যে প্রস্তাবিত পার্টনারশিপের বিষয়ে আপনার মতামত জানাতে এই চিঠি, কনসালটেশন প্যাক এবং ফর্মটি তৈরি করা হয়েছে। এই তথ্য আমাদের ওয়েবসাইট [www.riverside.org.uk/together](http://www.riverside.org.uk/together) এবং [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together) পাওয়া যাবে। দুটি ওয়েবসাইটেই আপনি আপনার ভাষায় ট্রান্সলেট করতে পারবেন। আপনি যদি সার্ভেতে যোগ দিতে চান কিন্তু একজন ইন্টারপ্রিটারের প্রয়োজন হয়, তাহলে 0800 358 0337 কল করুন।

### Farsi

Riverside Group این نامه، و بسته مشورتی و فرم ضمیمه، تهیه شده‌اند تا به شما امکان دهند که نظر خود را درباره شراکت پیشنهادی بین One Housing Group و اعلام کنید. این اطلاعات در وبسایت‌های ما به نشانی [www.riverside.org.uk/together](http://www.riverside.org.uk/together) و نیز موجود هستند. هر دو وبسایت به شما امکان می‌دهند تا اطلاعات را به زبان خود ترجمه کنید. اگر [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together) تماس بگیرید. 0800 358 0337 می‌خواهید به نظرسنجی پاسخ دهید اما به پشتیبانی یک مترجم شفاهی نیاز دارید، لطفاً با

### Hungarian

Ez a levél, valamint a csatolt konzultációs csomag és űrlap arra szolgál, hogy Ön kifejtthesse véleményét a Riverside Group és a One Housing Group tervezett partnerségével kapcsolatban. Az információ elérhető weboldalainkon is ([www.riverside.org.uk/together](http://www.riverside.org.uk/together) és [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together)). Mindkét oldalon engedélyezett az információ lefordítása az Ön nyelvére. Ha szeretné kitölteni a felmérést, de tolmács segítségére van szüksége, kérjük, hívja a 0800 358 0337 telefonszámot.

### The Riverside Group Limited

Registered Office: 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF

A charitable Registered Society under the Co-operative and Community Benefits Societies Act 2014

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### Polish

Ten list oraz załączony pakiet i formularz konsultacyjny mają na celu zebranie Państwa opinii na temat proponowanego nawiązania relacji partnerskich przez Riverside Group i One Housing Group. Informacje te są również dostępne na naszych stronach internetowych [www.riverside.org.uk/together](http://www.riverside.org.uk/together) i [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together). Obie te strony umożliwiają przetłumaczenie treści na Państwa język. Jeśli chcą Państwo wziąć udział w tej ankiecie, ale potrzebują pomocy tłumacza, proszę zadzwonić pod numer 0800 358 0337.

### Somali

Warqaddan, iyo baakadka wadatashiga iyo foomka la socda, waxaa loogu talagalay in ay adiga kuu suurto geliyaan in aad ra'yigaaga ka dhiibato iskaashiga qorshaysan in uu dhex maro ururrada Riverside Group iyo One Housing Group. Macluumaadkan waxaa weliba laga heli karaa barahayaga internetka [www.riverside.org.uk/together](http://www.riverside.org.uk/together) iyo [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together). Labada bar ee internetku waxay kuu suurto gelinayaan in aad macluumaadka ku turjumato luqaddaada. Haddii aad rabto in aad ka jawaabto sahaminta laakiin aad taageero uga baahan tahay afceliye ama turjumaan, fadlan wac lambarka 0800 358 0337.

### Tigrinya

እዚ ደብዳቤ እዚ፡ ከምኡ'ውን እቲ ምስኡ ተታሓሒዙ ተላኢኹ ዝርከብ መማኻኸሪ ጥምሮ ድዩስ ዝምላእ ቅጥፋ፡ ብዛዕባ እቲ እማመ ቀሪቡሉ ዘሎ ጉዳይ ጸምዶኣዊ ዝምድና ሪቨር ግሩፕን ዋን-ሃውሲን፣ ግሩፕን ዝመጸ ርእይቶኹም ንኸተፍሰሱ ተባሂሉ እተዳለዎ እዩ። እዚ ሓበሬታ እዚ ኣብ ናትና ነቐጣታት መርብብ ሓበሬታ [www.riverside.org.uk/together](http://www.riverside.org.uk/together) ከምኡ'ውን [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together) ድማ ክርከብ ዝከኣል እዩ። ክልቲኦታን ነቐጣታት መርብብ ሓበሬታ፡ ነዚ ሓበሬታ እዚ ናብ ቋንቋኹም ተርጉምኩም ንኸተንብብዎ ዘኽእላኹም እዩን። ነዚ ዳህሳሳዊ መጽናዕቲ እዚ መልሲ ክትህቡሉ ድልዩት ዘለኩም ክነስኹም ሓገዝ ናይ መዓል-ሞያ ዝርርባዊ ስነ-ትርጉም ዘድልዩኩም እንተኹይኑ፡ ብኹብረትኩም ናብ 0800 358 0337 ደውሉ።

### Traditional Chinese

本函以及隨附的諮商參考包和書表係供您表達對於提案中 Riverside Group 與 One Housing Group 建立合作關係的看法。此份資訊也公布在我們的網站 [www.riverside.org.uk/together](http://www.riverside.org.uk/together) 和 [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together)。此二網站皆可供您將此份資訊翻譯成您的語言。如您想回答問卷，但需要譯者輔助，請致電0800 358 0337。

### Turkish

Bu mektup ve beraberindeki danışma paketi ile formu, Riverside Group ile One Housing Group arasında önerilen ortaklık hakkında söz sahibi olmanıza imkan tanımak üzere tasarlanmıştır. Bu bilgiler aynı zamanda [www.riverside.org.uk/together](http://www.riverside.org.uk/together) ve [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together) internet sitelerimizde de mevcuttur. Her iki internet sitesi de bu bilgileri kendi dilinize tercüme etmenizi mümkün kılmaktadır. Ankete yanıt vermek istiyor ancak sözlü tercüman desteğine ihtiyaç duyuyorsanız lütfen 0800 358 0337 hattını arayınız.

### Vietnamese

Bức thư này, cùng gói và biểu mẫu tư vấn kèm theo, được thiết kế để cho phép bạn đưa ra ý kiến của mình về mối quan hệ hợp tác được đề xuất giữa Riverside Group và One Housing Group. Thông tin này cũng có sẵn trên các trang web của chúng tôi tại địa chỉ [www.riverside.org.uk/together](http://www.riverside.org.uk/together) và [www.onehousing.co.uk/together](http://www.onehousing.co.uk/together). Cả hai trang web đều cho phép bạn dịch thông tin sang ngôn ngữ của mình. Nếu bạn muốn trả lời khảo sát nhưng cần thông dịch viên hỗ trợ, vui lòng gọi số 0800 358 0337.