

## Dear Resident/Customer,

### How Did We Do in 2011?

We're delighted to enclose your copy of our 2011 Annual Report. Inside you can see how we have performed in delivering services to you throughout the year.

If you would like to know how we spend your rent or how well property repairs and maintenance have been carried out, the answers are in this report.

If you see anything that you want to comment on, you can give us your feedback using the enclosed form. This will help us to make our services even better.

### So What Do We Have Planned for 2012?

As you may already know from our newsletters and websites, Arena and Harvest have been talking about joining together to become one. Involved Residents and Customers have been at the heart of these talks, working together in a number of different ways to tell us what is important to them locally and helping to develop a vision for a new organisation.

We are pleased to tell you that the discussions have been very positive and it has been recommended that, from April 2012, Arena and Harvest should join together to create a new Housing Group.

The reasons behind this decision are clear; together we will be even stronger financially, better placed to protect the services that you value and able to deliver the local services that are important to you.

Before our decision is finalised, we will consult with all residents to get your feedback on the merger. We will be keeping you fully informed of further developments through our newsletters and websites. We will also be holding local meetings and resident events in neighbourhoods before the end of the year, giving everyone the opportunity to give feedback.

You can find out more about Harvest and Arena joining together in this leaflet, which answers some of the questions residents have told us are important to them.

If you have any other questions which are not covered, you can use the feedback form enclosed, email us or visit our websites.

**If you want to get involved, please contact Lorna Powell 0161 248 2383 (Harvest Housing Group) or Jane Murphy 01744 670 221 ext 7558 (Arena Housing Group).**

Yours faithfully

A handwritten signature in black ink that reads "Ian Perry".

**Ian Perry**  
Chief Executive Harvest Housing Group

A handwritten signature in black ink that reads "Brian Cronin".

**Brian Cronin**  
Chief Executive Arena Housing Group

# Stronger Together

## What will Arena and Harvest joining together mean for you?

Combined, Harvest and Arena will have more than 30,000 homes in neighbourhoods across the North West, Cumbria, Staffordshire and Yorkshire. The new company has been designed with you in mind, putting residents and customers at the heart of the new Group.

Our intention is that the new Group will be formed in April 2012 and we'll keep you informed about all the exciting new developments as they happen. If you would like to read more about Harvest and Arena, you can visit our websites at [www.arena-housing.com](http://www.arena-housing.com) and [www.harvesthousing.org.uk](http://www.harvesthousing.org.uk)

## Your Questions...

### Why are Arena and Harvest joining together?

Both companies are financially healthy and we are so complementary in terms of where we operate, our values and ambitions for the future, it would make great sense to work together. Joining together will give us extra security in what is a tough financial climate for everyone. It also means your local services will be maintained and continue to improve.

### When will it happen?

Both Arena and Harvest Boards have agreed to go forward, subject to consultation with residents and customers. If we receive positive feedback, then the merger will go ahead in April 2012.

### How have residents been involved in the process?

We have consulted a wide range of residents from each organisation over recent months and they have helped us to develop a vision and customer offer (what the new company will do for residents).

### How can residents be involved in the future?

Many involvement activities are planned over the coming months, including formal consultation with all residents, giving you the chance to find out more and have your say.

### How will this all affect me?

We will have to prove to residents, regulators and partners that Harvest and Arena joining together will benefit residents and customers. This means improving services, reducing costs and maintaining value for money.

**Rent & Tenancy:** Government legislation sets tenancy agreements and the way we calculate rents and service charges. This means that your rent will be set in exactly the same way as it would have done had Arena and Harvest remained as separate companies.

**Repairs:** We know how important this service is to you and we will continue to focus on repairs and locally delivered services. We will always work with our residents to continuously improve these services.

**Communities:** We are committed to supporting and improving your neighbourhood. This means we will support local employment initiatives and invest in local services and organisations - as well as developing new affordable homes within our communities.

## What other local services will be on offer?



## Feedback Form...

Are you a Harvest or Arena Resident?

Harvest

Arena

Use this form to:

- ask us a question \_\_\_\_\_
- tell us you want to get involved \_\_\_\_\_
- make a comment \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Tel: \_\_\_\_\_

Mbl: \_\_\_\_\_

Email: \_\_\_\_\_

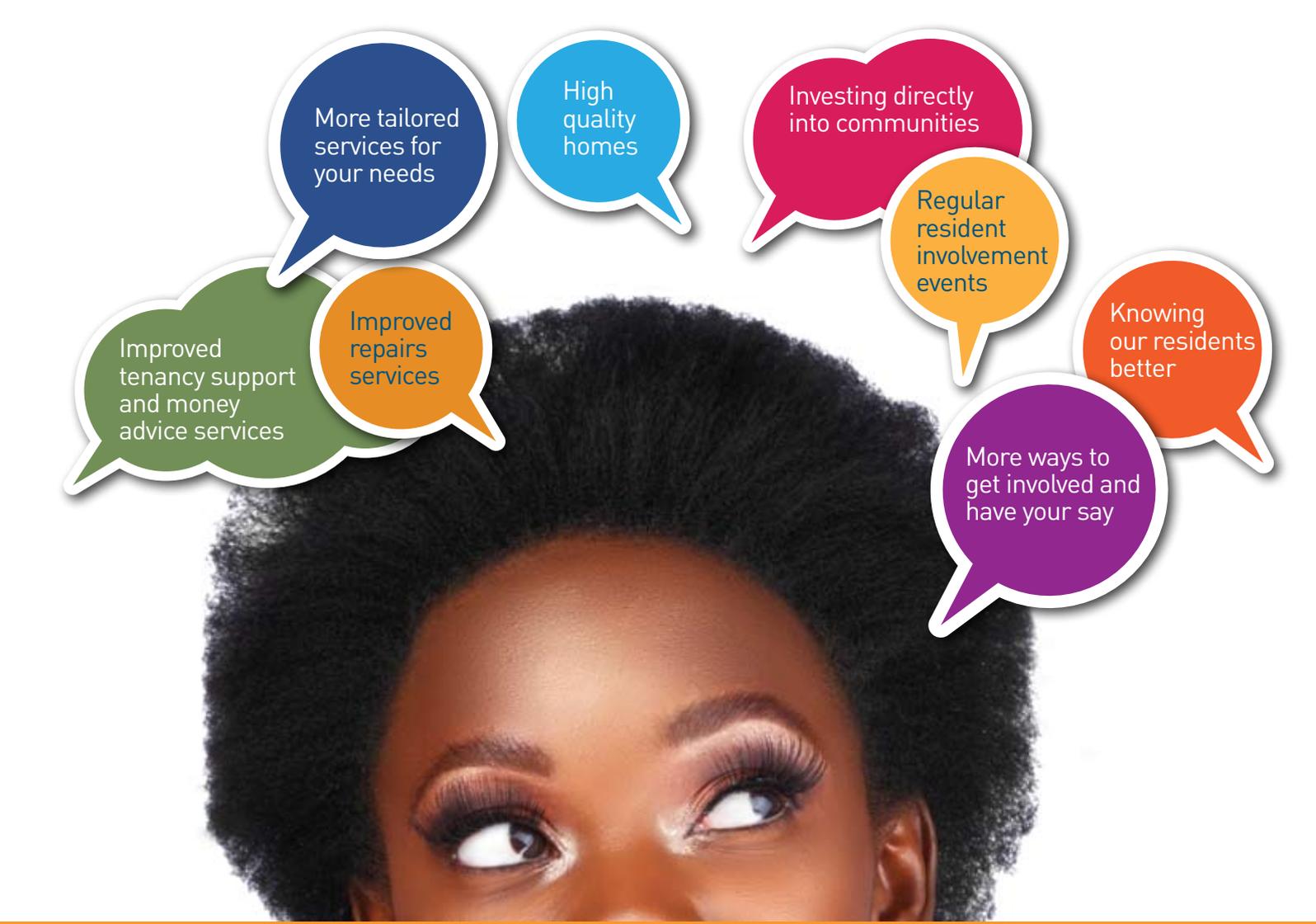


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More tailored services for your needs

High quality homes

Investing directly into communities

Regular resident involvement events

Knowing our residents better

Improved tenancy support and money advice services

Improved repairs services

More ways to get involved and have your say

**Marketing Department**  
Harvest Housing Group  
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