

Cheshire West & Chester Council

Address: Cheshire West and Chester Council,
The Portal, Wellington Road, Ellesmere Port,
CH65 0BA

Tel: 0300 123 8123

Our ref: ten/com/Feb26

Please ask for: Council Housing Management
Service

Web: www.cheshirewestandchester.gov.uk

Dear tenant,

REF: Important information about your Council Housing Services

From 1 April 2026, the management of Council homes in Cheshire West and Chester will no longer be delivered by ForHousing and will return to the Council. As we move closer to this date, we want to keep you fully informed and reassured about what this means for you.

Please continue to contact ForHousing on 0300 123 5522 for any general housing management queries as well as any repairs and maintenance up until 31 March 2026.

Introducing the Council Housing Management Service

From April, your council housing management services will be delivered directly by Cheshire West and Chester Council. As your Landlord, the Council is committed to delivering high-quality, reliable services and ensuring a smooth transition for all tenants and leaseholders. The team who have been working on the service with ForHousing, will transfer to the employment of the Council. This means services will continue to be delivered by the same people who you have contact with now.



Cheshire West
and Chester

Rent and Service Charge Management

There will be no changes to how your rent, service charges, or accounts are managed until the handover date. From 1 April 2026, the Council will take on this responsibility for rent and service charge management. As part of this change, there will be **some updates** to payment arrangements and the way you contact us about your account. These will include:

- A **new Allpay payment card**
- Updated **direct debit details**
- A new **web address** for online payments
- Text messages coming from a **new contact number**
- A new **telephone number** to use if you need to contact us about payments

What you need to do will depend on how you currently pay your rent:

If you pay by Standing Order

You will need to ask your bank to **update the bank account** your standing order is paid into. Prior to the end of March, ForHousing will contact you directly with the details and explain what you need to do and when.

If you pay by Direct Debit

There will be **no change to the way your rent is collected**.

You will receive a letter confirming that the organisation you are paying is changing from **ForHousing** to **Cheshire West and Chester Council**. This notification is required under banking regulations.

If you pay using an Allpay card

You will be issued with a **new Allpay card** before **1 April 2026**, along with clear instructions on how to use it.

Further information will be shared **well in advance** to give everyone enough time to prepare.

Repairs and Maintenance

Repairs and maintenance services will continue as normal, and the current contractor, Liberty, will deliver these with no changes to the service until summer 2027. The Council will follow a procurement process to award a new contract in summer 2027 to the contractor who provides the best service offer to tenants in terms of quality and value for money.

Any repairs reported before 31st March 2026 will be completed as normal, within published responsive repairs timescales

Tenant and Leaseholder Support

Any support that you are receiving from ForHousing will continue throughout February and March. The Council and ForHousing are working together to ensure continuity, clear information, and a well-managed transition to an in-house council service so there will be no disruption to services or support.

Please continue to contact ForHousing on 0300 123 5522 for any general housing management queries as well as any repairs and maintenance up until 31 March 2026.

New Contact Details Coming Soon

Before the handover on 1 April, new contact details will be provided for:

- Reporting repairs
- Paying rent and service charges
- General housing enquiries
- Support services

You will receive these details in advance, so you know exactly who to contact from Day 1 of the new service.

Find answers to common questions

I appreciate you may have questions about what this change means for you. A list of Frequently Asked Questions (FAQs) can be found:

[Housing Management contract FAQs | Cheshire West and Chester Council](#)

Independent Advice From TPAS

To make sure you have access to independent support, TPAS (Tenant Participation Advisory Service) is available throughout the transition period. You can contact TPAS on Freephone 0800 731 1619 for independent guidance, reassurance, or to discuss any questions you may have.

I look forward to contacting you again in March as we near 1st April 2026 changeover.

Yours sincerely

Gemma Davies
Director of Economy and Housing

