

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/Jan26

Please ask for: Council Housing Management
Service

Web: www.cheshirewestandchester.gov.uk

Dear tenant,

Important Update: Your housing service is returning to the Council

Approximately 65 days to go until 1 April 2026

From 1 April 2026, the management of Council homes in Cheshire West and Chester will be brought back in-house. This means housing services will be delivered directly by Cheshire West and Chester Council, instead of ForHousing.

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.

Your home and the services you receive will remain the same.

There will be no changes to your tenancy or lease, and the services you rely on will continue as usual. You do not need to take any action, and there is no impact on your rights, rent or service charges.



Cheshire West
and Chester

A smooth and well-planned handover

The Council is working closely with ForHousing to make sure the transition is as smooth and well-coordinated as possible. Our priority is ensuring continuity for all of you as our tenants and leaseholders, with clear planning to support a seamless changeover.

No disruption to key services

Essential services will continue without interruption, including:

- Repairs and maintenance
- All payment methods currently available to tenants will remain.
- Support and housing management services

Your day-to-day experience as a resident will not be affected by the handover.

You do not need to take any action at this stage, we will write to you again closer to 1 April 2026 with clear information about how to contact the Council to report repairs and access services.

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.

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) is available here:

<https://www.cheshirewestandchester.gov.uk/residents/housing/council-housing/housing-management-contract-faqs>

Independent advice from Tenant Participation Advisory Service (TPAS)

To ensure you have access to independent support, TPAS (Tenant Participation Advisory Service) is available to answer your questions, provide guidance, and offer reassurance throughout the transition. You can contact TPAS directly on Freephone 0800 731 1619.

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

Yours sincerely

A handwritten signature in black ink that reads "G Davies." The signature is written in a cursive, slightly slanted style.

Gemma Davies
Director of Economy and Housing

