Places for People

# Welcome to Places for People



# Places for People is the UK's leading Social Enterprise

**Put simply, we exist to change lives by creating and supporting Thriving Communities.**

**We do this by managing Communities – looking after the quality and safety of our Customers' homes; by developing Communities – building new homes in the right locations; and by helping Communities and our Customers through supporting education, health, wellbeing, employment, and inclusion.**



**We're made up of eight businesses - Housing, Developments, Property Management, Leisure, Property Fund Management, Procurement, PfP Thrive (our training & development organisation) and Impact (our social impact investment team). In 2025/26, our businesses generated £678m in Social Value, £333m of which came from Housing.**

With **13,000** dedicated People, we serve over two million Customers, owning and/or managing more than **279,000** homes and operating **102+** leisure centres to support better health and wellbeing.

We build affordable homes, strengthen financial stability, invest in health and employment, and prevent homelessness – always putting People and Communities first.

We're PfP and we're here to support you in your home and beyond.





# Because Community Matters

## We always do whatever we can to help our Customers to thrive.

We take our responsibilities to our Customers, our Communities and the environment seriously, and reinvest our profits into our services and Community projects across the country to maximise the difference we make.







## How can we help our Customers?

### Digital skills

Want to get online, or need help accessing everything the digital world has to offer? Look no further.

We can provide you with the devices, connections and training you need to shop, find information and stay connected with loved ones online.

### Health and wellbeing

A healthy Community is a happy one, and we all need a little help to stay well sometimes. So, whether you want to find a fun way to get moving, socialise with likeminded People near you, or speak to someone about whatever's on your mind, we can connect you with a variety of support and activities.

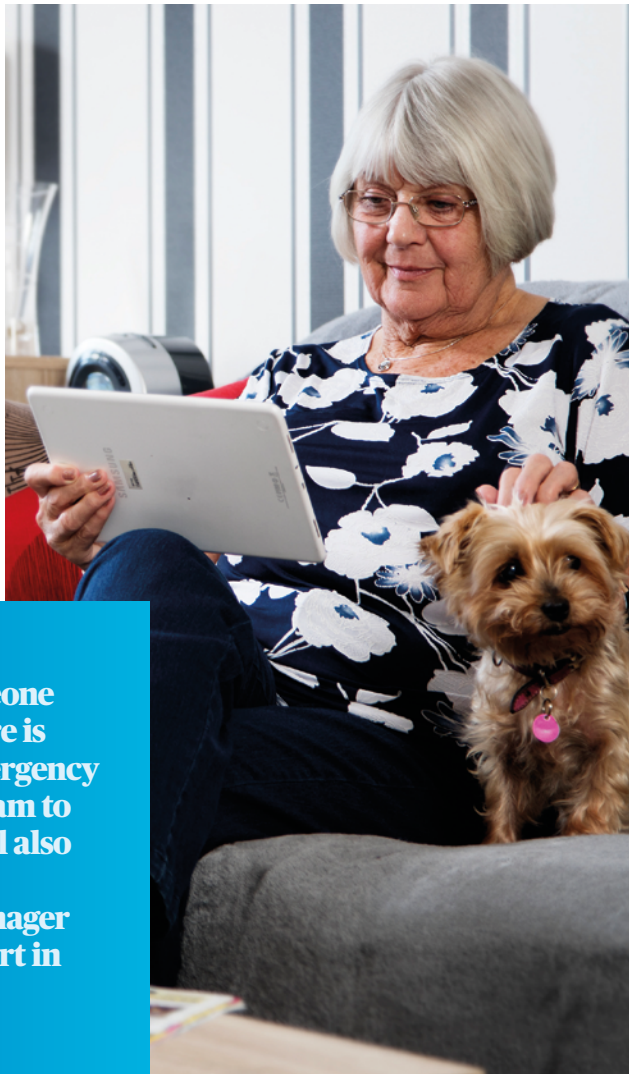
### Financial support

When times are tough, it can help to know someone's in your corner. We can offer support with money management, energy and bills, accessing funding, benefits queries and more – you only need to ask.

If you're looking to advance your career, we can help there, too. Get in touch to access one-to-one career advice, training support, work experience, volunteer work, and job opportunities.

# Managing your home

The Places for People (PfP) Customer Portal is the quickest and easiest way to manage your home. Available 24/7, you can update your details, make payments, request repairs and view important information.



**If you need to speak to someone our Customer Contact Centre is open 24 hours a day for emergency repair requests, and from 8am to 6pm for other queries. You'll also have a Community Support Co-ordinator or Service Manager for additional help or support in managing your home.**

# Getting involved

**We're here to listen - and we mean really listen. Your feedback helps to shape stronger, more inclusive Communities, built with you in mind.**

To facilitate this, we've created ways in which all our Customers can get involved and tell us what they think about the service we provide.

## The Listening Room

The Listening Room is a safe, confidential space online where you can share your thoughts on the things that matter, from daily services to your Community's future. Your voice is heard here, without judgement or pressure.

You'll be invited to take part in activities, discussion forums, polls and surveys on the panel in your own time, at home, in any space that feels comfortable. You can get involved in as many or as few activities as you'd like.

## National and Regional Customer Groups

Passionate about social housing and getting your voice heard? This is the space for you.

Our National and Regional Customer Groups were created to enable productive conversations between PfP and our Customers. By volunteering to take part, you'll join others from across the country to represent Customer views on issues like fire safety, involvement and complaints.

You'll have a chance to make real improvements to our services and learn new skills too – and we'll cover any out-of-pocket expenses.

You can find out more at **www.placesforpeople.co.uk**

Places for People

We'll be doing everything we can to ensure a smooth transition. If you've got any questions or concerns, we're here to help. Visit our website:

**www.placesforpeople.co.uk**

Places for People Group Limited
305 Gray's Inn Road, London WC1X 8QR