

Tenancy transition from our letting agents to ThamesWey Housing Ltd

Between March 2019 and December 2019 ThamesWey will be withdrawing services from our managing agents New Vision Homes, Bourne Estate Agents and Martin & Co. ThamesWey Housing will then manage our properties and tenancies directly.

Frequently Asked Questions about this process.

Why is ThamesWey moving my tenancy from the Agent?

Our business plan objectives have always aspired to manage our housing stock independent from reliance on the services of letting agents. Our housing portfolio has grown sufficiently, enabling us to directly employ staff to undertake the Landlord functions

The key benefits:

- To provide a modern service with and on-line account and mobile app for residents to manage their rents and have easy and responsive communication with us, through email and text messaging.
- To enable real time transparency for the tenants on their tenancy matters.
- To provide residents with stability and clarity with direct contact with the Landlord.
- Provides greater control of the buildings and communal areas
- Enables us to have direct management of all repairs and maintenance
- Enables direct control of rental income and arrears management
- Increase our flexibility of property allocations.

When will my tenancy change to ThamesWey?

We will write to individual residents, informing you of the date the tenancy will transfer. We will align the transition with your normal rental payment date, allowing 4 weeks' notice period for you to cancel your current standing order to the agent and set up a new one to pay ThamesWey directly.

Updating and providing your information?

An essential part of the transfer is for you to provide us with a current email address, mobile and/or home phone number. This information creates your login credentials to enable access to the on-line resident's portal account. We will ask you to log on and fill in a simple online enquiry form which will generate your exclusive account.

Please see link to the online enquiry form www.thamesweygroup.co.uk/change-of-landlord

Will I need to sign a new tenancy agreement?

No, your original existing tenancy agreement will remain valid.

However, we do need to change a couple of items relating to how you pay your rent and how you will report your tenancy matters and repairs. We have created a document

"ThamesWey Tenancy Variation Agreement" this document will need to be signed and dated by each tenant.

We will also need to see and take a copy of a photographic Identification and a utility or Council Tax bill to confirm the identity of each tenant. Our property managers will invite you into our offices to provide this information and then sign the tenancy variation agreement.

Will my rent amount change?

No. Your monthly rent amount will not change during the transfer process.



ThamesWey will continue to undertake annual rent reviews to ensure we continue to provide our range of housing options in line with the competing private rental market while satisfying our investment loan structures. Our business plans predict an average 5% annual rise.

My rent account is in arrears, what will happen when I transfer to ThamesWey?

It is important that your rent account is always clear, if you have arrears please make every effort to bring the account into balance to ensure you continue to maintain your tenancy.

Should you be in rent arrears and have an existing re-payment plan in place with your current agent, on transfer ThamesWey will continue under the same terms. Please ensure your new standing to ThamesWey is adjusted to include the full amount ("the rent" and "arrears repayment").

Can I keep my tenancy with the Agent?

No. ThamesWey will be ceasing our contract with the agent for your property, therefore on the transfer date there will be no alternative arrangements to continue with the agent.

Do I need to change my rent payment?

Yes. You will need to change your standing order payment. We will write to you giving a months' notice. Please cancel the payment to your agent, ensuring a new payment is set up paying ThamesWey in time for the next rent due date.

Our bank details are;
ThamesWey Housing Ltd
NatWest
Account **89918673**
Sort Code **60-24-20**

What happens to my protected deposit?

Tenancies with a protected deposit. ThamesWey will re-register your deposit, with the "Deposit Protection Scheme (DPS)" you will receive a confirmation letter and email from the DPS directly with the updated account information and your personal login.

I wasn't asked for a deposit when my tenancy started, is ThamesWey expecting a payment now?

No, some of our older tenancies did not require a deposit, therefore you will not be requested to provide one to continue your tenancy.

Will I get charged any fees to change to ThamesWey?

No. There are no costs for residents for the transfer of your tenancy.

Will ThamesWey charge fees on annual tenancy renewals?

No. ThamesWey do not charge renewal fees. We offer a range of tenancies from 1 to 3 year terms. We wish to provide a stable home for our residents without uncertainty or unnecessary expense.

Once my tenancy is transferred how will I contact ThamesWey?

ThamesWey have created a dedicated online portal to help you manage your stay with us and this will be the most effective, efficient and convenient method of contacting us for all your needs. You will have direct access to an online account where you can keep track of your rent account, email us and report repairs at any time. We will contact you with details on how to access this service once this transition process is complete.