

## ThamesWey Housing Limited

As Woking Borough Council seeks social impact investors for ThamesWey Housing Limited, we have put together some FAQs to reassure our residents and explain what this means for you.

### Tenant FAQs

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#### **Why is this happening?**

ThamesWey Housing is owned by Woking Borough Council. As part of the Council's wider plans, and ahead of the move to a new unitary authority for the area, the Council has decided to offer ThamesWey Housing and its homes for sale. Your tenancy will be unchanged, as it is protected by law, and will continue on your current terms and conditions.

#### **What has been decided?**

Woking Borough Council, which wholly owns ThamesWey Housing Limited, has approved, in principle, the sale of the company. This means that ThamesWey Housing, including the homes we own and manage, will be offered for sale to a new owner.

#### **Does this affect my tenancy?**

No. Your tenancy will be unchanged, as it is protected by law, and will continue on your current terms and conditions. You do not need to take any action.

#### **Will I have to move out?**

No. A change of owner does not affect your right to live in your home. Your tenancy continues as normal and you do not need to take any action.

#### **Will my rent change?**

Your rent, and the way you pay it, are not changing as a result of this announcement. Any future rent review would follow the same process and notice periods that apply now.

#### **Who do I pay my rent to, and how?**

Please continue to pay your rent as normal, using your usual method and payment reference. Nothing about how you pay has changed. If that ever needs to change, we will write to you directly and in advance – we will never ask you to switch payment details by phone or text.

#### **What happens to my deposit?**

Your deposit remains protected in the same government-approved scheme and is unaffected by the sale process.

#### **Will my repairs still be carried out?**

Yes. Please continue to report repairs in the usual way. Day to day services continue as normal throughout the process.

## **Who is my landlord?**

ThamesWey Housing Limited remains your landlord. A buyer has not yet been chosen, and the focus is on finding one who shares ThamesWey's values. If ownership changes in future, we will write to you to explain what it means for you.

## **How long will this take?**

The process is at an early stage and there is no set timescale. We will keep you informed as it progresses.

## **Who can I contact if I have questions?**

We will continue to keep you informed throughout the process but if you have any urgent questions in the meantime, please contact [saleenquiries@thamesweygroup.co.uk](mailto:saleenquiries@thamesweygroup.co.uk) and we will respond as soon as we can.