



## FAQs

### Who is Hertsmere Living Limited?

Hertsmere Living Ltd is a joint venture company set up by Hertsmere Borough Council and a local housing association, Watford Community Housing. Its aim is to develop and provide good quality, low-cost affordable housing in Hertsmere.

### Who is my landlord?

Hertsmere Living own the property, so they are your landlord. There is a management agreement in place between Watford Community Housing (WCH) and Hertsmere Living which means WCH will manage the property you live in.

All enquiries relating to your tenancy including rent payments and repair issues will be reported to and managed by WCH.

### What tenancy will I be offered with a Hertsmere Living property?

Your tenancy will be an Assured Shorthold Tenancy, fixed term for 5 years.

If your housing need changes at any time during the fixed term, you may apply to the housing needs register to bid for alternative accommodation.

Six months before the end of your fixed-term tenancy, WCH will meet with you to decide if your tenancy should be renewed.

When deciding whether to renew your tenancy for a further fixed term, we'll make sure your home is still suitable for you and your family. If your circumstances have not changed, you will generally be offered a further fixed term tenancy.

If there have been problems with your tenancy (such as rent arrears, or antisocial behaviour), you may be issued with a notice ending your tenancy.

### Can I undertake a mutual exchange?

No, Hertsmere Living Tenancies do not have the right to mutual exchange.