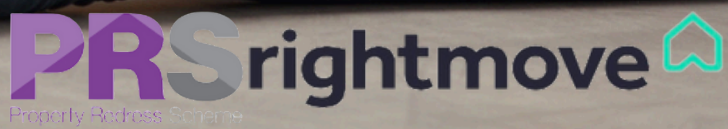


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RESIDENTIAL TENANT GUIDE



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BREADINGS RESIDENTIAL LETTINGS

Thank you for your interest in a property we are advertising to Let.

We have put together some of our most frequently asked questions by new and existing tenants and hope that you will find this guide helpful.

If we have not covered it in here, then get in touch and we will be happy to advise on anything else you need to know!





ARRANGING A VIEWING + HOLDING FEES

How do I arrange a property viewing?

You can simply request a viewing of a property by calling our office on 01795 531622 or by sending an enquiry directly through the website you saw one of our properties advertised on. Alternatively, you can email lettings@breadings.co.uk or call in to one of our offices and we will be happy to arrange the viewing for you. We may ask you a few pre-qualifying questions about your income and current residency status to assess your suitability to the property. This ensures we match you to the right property and that you are aware of the type of referencing that we will require should you wish to apply for a property through us.

How much money do I need to pay upfront if I want to secure a property I have viewed?

A holding deposit of one weeks rent will become due on application. If your application is successful, this amount will be deducted from the total monies due for rent and deposit. Please note - if false information is provided on your application form leading to a failed application, the holding fee will not be returned.

SUBMITTING AN APPLICATION TO RENT



How do I make an application to rent a property?

We will require the completion of an application form for each applicant. An email link will be sent to you after your holding fee is received to complete the form securely online. Application forms and identification checks must be completed and submitted within seven days (Unless otherwise agreed with our office). When completing the reference form, you must have all of the relevant information and supporting documents available to submit and must be able to provide us with proof of residency and proof of identity.

Our referencing partners Let Alliance will carry out a credit check, proof of income check and contact your previous Landlord for a reference (if applicable). We will advise you throughout the process if any further information is required and we must have received satisfactory references before we can confirm a moving in date.

When applying for a property through Breadings, you give consent for Breadings to share your Data where relevant with third party referencing agencies, utility companies and maintenance contractors in line with their data protection schedules and records of processing. You may withdraw this consent at any time.

We understand that everyone's circumstances are unique so please contact us if you have any questions regarding our referencing procedure and we will be happy to answer any questions you may have and try our best to offer a solution where possible.



TENANCY AGREEMENTS + MANAGEMENT

Do I have to pay a deposit?

Yes. This is usually the equivalent to five weeks rent. If you are unsure please ask and we can confirm how much the deposit amount is for your chosen property. Any deposit will be held and protected by the Deposit protection service (DPS) and will be refundable at the end of the tenancy as long as the property is returned on time and in a clean, tidy and presentable manner -without damages and there are no rent arrears.

Will the property be managed by Breadings and who do I pay rent to?

The majority of our Landlords opt for our fully managed service which means that Breadings are on hand to deal with the day to day management of the property and any maintenance issues should they arise and rent is paid directly to Breadings. You will however be notified if the Landlord is to take care of maintenance and rent collection themselves and will be given instructions regarding this when signing the tenancy agreement.

What type of tenancy agreement will I sign?

You will be required to sign an Assured Shorthold Tenancy Agreement, which is a fixed term with a start date and an end date and you are liable to pay rent for the full period. This type of agreement means that you are a tenant and have exclusive possession of the property although the landlord/agent can have access to the property (e.g. for repairs/inspections) and you will be given notice of this. Depending on the Landlords instructions, you will usually sign either a six month or twelve month agreement.

MOVING IN + TENANCY RENEWALS



What happens after the first six or twelve months?

We will contact you after four/ ten months to see if you wish to remain in the property – if so, you will need to sign a new agreement for a further six or twelve months or alternatively your landlord may request that the tenancy transfers to a periodic agreement at the end of the fixed term.

If you wish to vacate, you will be required to give the necessary notice in writing so we can arrange a check out date and time for the inventory inspection to take place and keys to be handed back. Please refer to the tenancy agreement for the notice period required.

When can I move in?

We can only confirm a move in date once satisfactory references are received and the property is ready for occupation. You may be given a provisional move in date at the time of your application but sometimes this is not possible and it may be subject to change. We will keep you updated and let you know as soon as your chosen property is ready for you to move in to. Your rent and deposit will need to be paid prior to signing the tenancy agreement and we will advise you on how much this will be and when and how this should be paid. This can be paid by bank transfer or if by prior arrangement with the office, by cash. We will email you the tenancy agreement or alternatively arrange a date and time for you to come to the office to sign. You will then meet an inventory clerk or the landlord at the property to go through the inventory, take meter readings and hand over keys. We will confirm with you actual arrangements prior to your tenancy start date.



INVENTORY CHECK IN + REPAIRS

What will happen at the inventory check in?

At the start of the tenancy, on move in day, an inventory check in will be conducted or you will be given a copy of the inventory with a specified time limit to report anything further. This report is essentially in two parts, the 'inventory' element lists all of the items and the contents of the property and the 'check in' element lists the condition of all of those items at the start of the tenancy along with confirmation of the meter readings and the number of keys handed over.

Who do I contact if I have a repair or maintenance problem?

All maintenance issues need to be reported without delay by using our 'Fixflo' reporting system at; <https://whbreathing.fixflo.com>. Please note that we may reasonably charge for a wasted call out if our contractor does not find a fault with something that has been reported. Tenants are responsible for ensuring maintenance is promptly reported to avoid unnecessary damage to the furniture and fixtures. Once in occupation, tenants must take responsibility for small/minor repairs, such as taps, washers, sink and drain blockages, light bulbs, cleaning of windows and keeping the property generally clean and tidy.



RENT, UTILITY BILLS + TENANTS RESPONSIBILITIES

How do I make a payment for rent?

Rent is payable to Breadings (unless otherwise specified) by standing order/bank transfer with your name or first line of address as reference to; Account name: WH BREADING WHITSTABLE Sort code: 60 23 38 Account Number: 83172025.

Who is responsible for paying utility bills throughout the tenancy?

Tenants are responsible for setting up and paying gas, electricity, council tax, water and TV licence accounts while in occupation. Breadings may also notify the relevant utility companies and local authority when a new tenancy commences.

Do we need to maintain gardens and carry out cleaning at the end of the tenancy?

Yes. Gardening and cleaning is the responsibility of the tenant throughout the tenancy and a thorough end of tenancy clean will be required to be carried out in time for the property to be returned. Please note that all of our properties are strictly non-smoking both within the property and garden areas and pets are only permitted where agreed by the Landlord.

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PROPERTY ACCESS, INSURANCE DEPOSITS + CHECK OUT

Does someone have to be home for a maintenance contractor to attend?

Access will be required unless we have made arrangements for contractors to attend the property with a key. We may charge a missed appointment fee if a contractor cannot gain access at an agreed time.

Do I need insurance?

Yes we recommend that tenants insure their contents with adequate contents cover.

What will I be expected to do at the end of the tenancy?

The whole property and gardens will need to be returned in a clean, tidy and presentable manner and clear of your possessions and any rubbish disposed of. Items should be returned to the correct rooms as listed in the check in inventory if they have been moved. All keys will need to be returned on time as instructed on the day and time specified on your check out letter. You will need to ensure that you have paid all utility accounts up to date and notified the relevant companies that you have vacated. It may also be useful to re direct your post with Royal mail for a short period of time.

When will I get my deposit back?

The deposit is returnable at the end of the tenancy, after a satisfactory inspection has taken place, and providing there are no breakages or damages, no further cleaning required and no rent arrears. Please refer to your prescribed information given at the beginning of your tenancy and the DPS website www.depositprotection.com for more information about deposit return.

TENANT PERMITTED FEES



Holding Deposit (per tenancy) - One weeks rent. This is to reserve a property. If your application is successful, this amount will be deducted from the total monies due for rent when your tenancy commences. Please Note: This will be withheld if any relevant person (including any guarantor(s) withdraw from the tenancy, fail a Right to Rent check, provide false or misleading information or fail to sign their tenancy agreement in the specified time scale.

Security Deposit (per tenancy) - Five weeks rent. This covers damages or defaults on the part of the tenant during the tenancy.

Unpaid Rent - Interest at 3% above the Bank of England Base rate. See tenancy agreement for full details.

Lost Key(s) or other Security Device(s) - Tenants are liable for the cost of replacing any lost key(s) or other security device(s), locksmith costs if necessary and replacement keys for the tenant, landlord and any other persons requiring keys.

Variation of Contract (Tenant's Request) - £50 (inc. VAT) per agreed variation

Change of Sharer (Tenant's Request) - £50 (inc. VAT) per replacement tenant.

Early Termination (Tenant's Request) - If it is mutually agreed by landlord and tenant for the tenant to end their contract early, they shall be liable for the landlord's costs in re-letting as well as all rent due under the tenancy until the start date of the replacement tenancy.

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FURTHER INFORMATION

The governments 'How to rent guide' also has some helpful information and the Citizens advice bureau can offer further help and advice should you need it.

The contents of this guide may be subject to change at any time and is not intended to replace any clauses contained within the signed tenancy agreement so please refer to the tenancy agreement for further clarification or alternatively, contact our office and we will be happy to advise you.



Client Money
Protection:
Client Money Protect



Independent
Redress:
Property redress scheme



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VISIT OUR FAVERSHAM OFFICE

Our Faversham office is located in Crescent Road, Faversham (opposite Tesco) and is accessible by appointment only - please call or email to arrange a time to come in and speak with us.

The Stable Block
Crescent Road
Faversham
Kent ME13 7GU
01795 531622
faversham@breadings.co.uk



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**VISIT OUR
WHITSTABLE OFFICE**

Our Whitstable office is located in Tankerton Road, Tankerton and is open Monday-Saturday - please call or email to arrange a time to come in and speak with us.

Vaughan House
139c Tankerton Road
Whitstable
Kent CT5 2AW
01227 266644
whitstable@breadings.co.uk

