



ESTATEANDLETTINGAGENTS

Residential Tenant Guide

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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.

**** PLEASE BE AWARE THAT SOME INFORMATION IN THIS GUIDE MAY BE AFFECTED BY THE LATEST CORONAVIRUS (COVID-19) GUIDANCE FOR RENTING ****

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@whbreathing.co.uk or call in to our office at 66 Preston Street, Faversham 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.

What forms do I need to fill in?

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 7 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 Rent 4 Sure 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 WH Breathing, you give consent for WH Breathing to share your Data where relevant with 3rd party referencing agencies 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.

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 WH Breading and who do I pay rent to?

The majority of our Landlords opt for our fully managed service which means that WH Breading 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 WH Breading.

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 6 month or 12 month agreement.

What happens after the first 6 or 12 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 6 or 12 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 moving 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.

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 pay rent to and contact if I have a maintenance problem?

Rent is payable to WH Breading (unless otherwise specified) and all maintenance issues need to be reported without delay by using our 'Fixflo' reporting system at; <https://whbreading.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.

How do I make a payment for rent?

By standing order/bank transfer with you name or first line of address as reference to;

Account name: **WH BREADING** Sort code: **60 23 88** Account Number: **83106286**

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.

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 (unless otherwise stated) and instructions will be provided at the beginning of the tenancy via our partners 'Homeshift'.

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

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 on an agreed time and day.

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.

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.