

You can contact Central Suffolk Lettings in the first instance for the following property and tenancy related matters:-

- Report a repair
- Renewing your tenancy
- Struggling to pay your rent
- Re-arranging routine inspections

Handy Hints

Set up your Council Tax bill by calling: 0300 123 4000 option 2.

Re-direct your mail you can do this by visiting Royal Mail website: www.RoyalMail.com/personal/receiving-mail/redirection

Do you know where your stop cock is? Don't wait for the emergency to happen!

Useful numbers

Tenancy Management - 01449 724696
(Renewals - Repairs)

Tenancy Support - 01449 724624
(Rent arrears)

Central Suffolk Lettings Office - 01449 724977



Tenant Guide

Welcome to your new property

Thank you for using the guaranteed rent scheme, with Central Suffolk Lettings and your private landlord



This guide is designed to help make the 'moving in' process go more smoothly.

Your tenancy is a private rented tenancy and your landlord is:

This guide contains the following -

1. How to pay your rent guide and set up your direct debit or your standing order.
2. Tenancy paperwork to keep safe.
3. Notifying the utility companies and the Council Tax department.
4. Inventory and schedule of condition of the property information.
5. Checking your smoke Smoke and Carbon Monoxide alarms.
6. Your first inspection.
7. Reporting repairs.
8. Rent increases.
9. Ending the tenancy.
10. How to contact us.

Central Suffolk Lettings work with your landlord to manage your property and tenancy.

8. Rent increase

Your tenancy agreement will include how and when the rent will be reviewed. Under the Rent Guarantee Scheme agreement your rent will increase annually in line with LHA rates, visit lha-direct.voa.gov.uk/

We will discuss any rent increases at the renewal of your tenancy.

9. Ending the tenancy

Your tenancy agreement will say how much notice you need to give your landlord before you leave the property.

Remember - you are responsible for paying rent for the entire fixed-term tenancy.

- **Central Suffolk Lettings collect the rent on behalf of your landlord so you must pay the rent to us, in full and on time.**
- **Don't forget this is a private rented tenancy. So if you are applying for Universal Credit to pay your rent, make sure you select this option on your application form.**

Contact us

Should you have any questions please do not hesitate to contact us on 01449 724977 or email us at: landlords@babberghmidsuffolk.gov.uk

6. Routine inspections

We will visit you in your new home approximately 3 months into your tenancy.

We will contact you in writing to arrange an appointment.

The inspection should not take more than half an hour, during the inspection we will test your Smoke and Carbon Monoxide alarms and the condition of the property.

7. Reporting repairs

You must report any repairs straight away by calling our Tenancy Management Officer on 01449 724696

We will assess the repair with you over the phone or by video call and review what action is needed.

Depending on the nature of the repair we will contact your landlord and monitor the repair being actioned.

1. How to pay your rent guide and your Direct Debit

Your rent is due on the every month.

Your rent is £

Please complete the enclosed direct debit form straight away / or visit our website and complete it online.

Your first payment will be taken on:

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2. Tenancy paperwork (documents you need to keep in a safe place)

- Your Assured Shorthold Tenancy Agreement
- A copy of your Deposit Bond Agreement
- Your **'How to Rent'** booklet
- A signed copy of any ID used to verify your 'Right to rent' check
- A copy of the property's Gas Safety Certificate (if applicable)
- A copy of the property's Energy Performance Certificate
- A copy of the Electrical Installation Certificate
- Inventory of property

3. Finding your energy supplier

You will need to find out who is the current energy supplier to your property and give them your 'moving in' meter readings

Gas reading date

Electric reading date

Gas suppliers

To find out who your gas supplier is you can use the Find My Supplier online service (www.findmysupplier.energy) Or contact the Meter Point Administration Service - telephone: 0870 608 1524*

*Calls to this number cost up to 13p a minute, plus your telephone provider's access charge.

Electricity suppliers

To find out who your electricity supplier is contact your local electricity distribution company:

www.energynetworks.org/info/faqs/who-is-my-network-operator

4. Inventory of the property

We will conduct a full inventory of the property – items it contains, its condition and cleanliness and take photographic evidence.

We will send the details of copy of the inventory to you. You should check it thoroughly, sign and return it to us. If you have any questions, or you feel something has been documented incorrectly let us know within seven days.

A copy of the inventory documentation will be sent to the landlord.

5. Checking your Smoke and Carbon Monoxide Alarm

The landlord will ensure you have a working smoke alarm fitted to each floor and a Carbon Monoxide alarm installed before you move into the property.

It is your responsibility to ensure these are in working order and replace batteries when needed - reporting any malfunctions immediately - to us or the landlord.