

# FAQ's

## Rent Guarantee Indemnity Scheme

### What is the Rent Guarantee Indemnity Scheme?

The Rent Guarantee Indemnity Scheme protects private landlords from rent arrears throughout the length of the contract – it acts in a similar way to a guarantor. If your tenant gets into difficulty with the rent we will support you and your tenant to get the rent back into payment. We will also cover the tenants rent arrears if they get into rent arrears and you need to serve a notice.

### How long does the contract last?

12 months - if there are no issues with the tenancy the contract will end, If your tenant needs more support the contract is renewed for another 12 months – we will always review this with you towards the end of the contract.

### Do you provide any other services?

Yes – we currently provide a comprehensive range of tenancy management services free of charge for you whilst your property is on the Indemnity scheme.

- **Compliance checks** - we will ensure that as a landlord you are fully compliant with all the relevant legislation before taking your property onto the Indemnity scheme and provide you with a proof of compliance record.
- **Administering of all tenancy set up documentation** – this includes preparing your tenancy agreement, carrying out a right to rent and issuing all prescribed documents to your tenant.
- **Tenant find process** – Any tenant nominated for your property will have completed an affordability assessment and provided verified employer and/or character references. We work closely with landlords to ensure tenants are suitable for the property and tenancy offered. While the households we support have an identified housing need, our pre tenancy checks are careful and considered, with a strong focus on stability and sustainability
- **Deposit bond** – We provide a 5 week deposit bond which lasts the length of the tenancy with no cash to register and a straight forward claims process at the end.
- **Inventory and check out inspections** – We will carry out an inventory at the start of the tenancy and a check out inspection when it ends.
- **Repairs reporting** – We can offer a repairs reporting process when your property is on the scheme
- **Rent Increases** – We can assist you and administer rent increases on your behalf
- **3 month inspection** – We will carry out a 3 month inspection of your property to check all is going well with the tenancy.



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### What are the requirements to join the scheme?

- A property suitability check
- Valid Gas Safety Certificate
- Valid Electrical Safety Certificate
- Valid EPC
- Legionella Check
- Rent set at LHA level
- Registered with the landlord Ombudsman
- Property registered on the landlord property database

### Do I get any incentives to join the scheme?

Yes, a cash incentive, proof of compliance record and free tenancy management services.

### Can I get Universal Credit directly as a landlord?

Yes you can, and we will support you to get these payments set up - you can have direct payments from the tenancy start date and also if your tenant gets into arrears.

### Will I need a separate rent guarantee insurance in case my tenant doesn't pay?

No – this is what the rent guarantee indemnity will offer.

### What if my tenant doesn't vacate at the end of the notice period and continues to not pay rent?

If you have served a valid notice for rent arrears as long as that stays in place we will indemnify you month by month for any continued rental loss – this will help with court delays. Once you have possession back of your property we will also refund the loss of rent over the notice period.

### My tenant has missed rent, what do I do?

Contact us immediately, we will look into why and how and prioritise getting your rent back into payment to you as quickly as possible.

## Contact the team

on 01449 724977/ 07926067314 or email: [landlords@baberghmidsuffolk.gov.uk](mailto:landlords@baberghmidsuffolk.gov.uk)

