

Your Tenancy Handbook



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Introduction

Congratulations on securing a property with Northwood! We're really looking forward to having you as one of our tenants!

This is your tenant handbook. We don't expect you to sit down and read it all in one go but it is a handy source of bite-size information about all of the services available to you as a Northwood tenant.

You will find out practical advice about your home, guidance on your responsibilities as a Northwood tenant and how to access information about other support services provided to you by Northwood and our partners.

Please read through this document to assist you throughout your tenancy, to help answer any questions you may have and to avoid any misunderstandings later.

However if there is something that you are still unsure of please feel free to speak to us, we are here to help!

Doncaster

17a Sandringham Road
Doncaster
DN2 5HU
01302 767000
doncaster@northwooduk.com

Hatfield

5 High Street
Hatfield
DN7 6RS
01302 279196
doncaster@northwooduk.com

Thorne

6-8 Fieldside
Thorne
DN8 4BQ
01405 814999
thorne@northwooduk.com



Meet the team

We just wanted to say a big thank you for choosing Northwood. We are really excited to be your letting agents! It is now our priority to make sure your tenancy runs as smoothly as possible. Please take the time to meet our friendly, efficient team who will be responsible for taking care of you.



Helen Elworthy
Director



Richard Elworthy
Director



Aurelia Serban
Accounts Assistant

THORNE OFFICE



Cheryl Seymour
Branch Manager



Lindsey Bennett
Senior New Build
Negotiator



Laura Wilson
Property Advisor

HATFIELD OFFICE



Melanie Howarth
Senior Mortgage
and Protection
Advisor



Kelly Berry
Executive PA

DONCASTER OFFICE



Zoe Allan
Branch Manager



Nikki Tissington
Property Co-Ordinator
& Viewing Agent



Leah Ratcliffe
Property Advisor

PROPERTY MANAGEMENT



Joana Ursica
Maintenance Manager



Julie O'Dwyer
Property Management
Expert



Joe Fielding
Property Management
Expert



Marius Ilies
Property Technician



Dani Gherman
Property Technician



Wayne Aston
Gas Safe Engineer

Your Move in Pack

At your check in appointment in the office you will be emailed the following:

- ✓ Your own original copy of the Tenancy Agreement, DPS information and Guarantor Agreement (if applicable)
- ✓ Fair Wear and Tear guide
- ✓ How to pay your rent information sheet
- ✓ A digital copy of your inventory
- ✓ A copy of the valid Gas Safety Certificate, the Energy Performance Certificate, the EICR the Legionnaires checklist and the PAT test (if applicable)
- ✓ Tenancy Handbook
- ✓ A copy of the continuous authority form
- ✓ A prepayment meter guide (if applicable)
- ✓ A Government "How to Rent" guide

The Tenancy Agreement

The tenancy agreement is a legally binding contract, please take time to read and understand this document.

Once you have read it, agreed the contents and signed it, you are bound by the terms to pay the rent and behave in a certain way. The agreement will detail the length of time you can occupy the property. The length of the tenancy is known as the "term" of the tenancy and you cannot break this term without permission.

Everyone living at the property over the age of 18 must be named on the tenancy agreement and sign the contract on, or before, move in day.

You should keep your copy of the tenancy agreement in a safe place as it may be needed as evidence of your tenancy in some circumstances e.g. for parking permits where applicable.

The tenant is solely responsible for the payment of Stamp Duty Land Tax under the Finance Act 2003. This tax only applies to tenancies where the annual rent exceeds a certain limit. It is unlikely that this will apply to your tenancy.



The Inventory

This is a very important document and can often be vital in deciding how much of the Security Deposit the tenant receives at the end of their tenancy. You should therefore be extremely thorough and give it your full attention. If you require any changes to be noted this must be done in writing within 7 days of the move in.

The inventory commonly includes all removable items in the property (except those of negligible value) plus carpets, paintwork, wall coverings, curtains, mirrors, sanitary ware and other articles that need regular checking.

The inventory contains a full schedule of condition (condition, colour and decoration of ceilings, walls doors and door fittings etc.) Evidence of condition or damage (i.e. photography) will also be included.

If the property is fully furnished, everything in the property will be documented, down to the last knife and fork! The electrical items left in the property, such as a kettle or iron will be PAT tested to show they are electrically safe. If these items break, the landlord is obliged to fix them.

Landlords have a responsibility to repair/replace integrated appliances that form part of the property. However a landlord is NOT responsible for replacing free standing items that have been left in the property. Please contact the maintenance department for further advice if required.

Pets

Your Landlord may allow pets in their property, this is always subject to their permission. If your Landlord agrees to a pet in the property, an addendum to your tenancy agreement will be issued. Pets are not allowed in properties without this permission and addendum.

The Security Deposit

The landlord trusts you to keep their property in good order. The deposit is held against non-payment of rent and to ensure that any damages over and above wear and tear can be corrected at the end of the tenancy. (Please see the "Fair Wear and Tear guide" enclosed for reference)

As part of the Housing Act 2004 the Government introduced tenancy deposit protection for all assured shorthold tenancies (AST's) in England and Wales where a deposit is taken.

From 6th April 2012, deposits for all assured shorthold tenancies (AST's) in England and Wales must be protected within 30 calendar days of receipt by the landlord.

Upon receipt of the security deposit we will register the money with The Deposit Protection Service (DPS). The DPS will send out some correspondence to your new address, a few weeks after move in day. This document will have a 5 digit Deposit ID in it. You will need this at the end of your tenancy, to retrieve your deposit. **DO NOT LOSE THIS!**

The DPS secure the funds with UK government approved banks so the deposit is safe and secure. Landlord, agent and tenants can all request the repayment of a deposit to the appropriate parties at the end of a tenancy either jointly or independently, online or by calling the DPS directly on 0330 303 0030 and requesting a paper form.

When one party requests a repayment, the other needs to confirm whether they agree with the proposal by completing an acceptance form either online or by post. It is in the best interests of all parties to agree promptly on how the deposit is to be repaid, so that everyone receives the funds due to them quickly and amicably. If a dispute arises at the end of the tenancy, if all parties agree the case will be referred to the Alternative Dispute Resolution Service (ADR). The ADR is an independent service that acts as a free alternative to going to court, collating and summarising the evidence and submissions from the parties, and providing adjudication by an independent qualified lawyer who has considered and analysed the evidence submitted by both parties.

Find out more about the Tenancy Deposit Scheme at www.depositprotection.com



Contents Insurance

It is just as important to insure your belongings against theft or damage when you rent a property as it is when you own a property.

We advise our tenants to have tenant insurance in place prior to moving in to one of our properties. Not only will it protect you from theft or accidental damage, it will also protect your security deposit.

For example, if you were to spill red wine on a carpet, this insurance would pay out to professionally clean or replace the carpet. If you do not have this insurance this damage would be deducted from your bond at the end of the tenancy and could be extremely expensive.

Income Protection Insurance

In the event of redundancy, or loss of work, this insurance will pay your rent until you get back on your feet. This therefore means you won't default on your rental payments, your credit score won't plummet and will save you from, in the worst case, becoming homeless.

If you would like us to recommend you some insurance companies to use please ask a member of staff in the office.



Inspections

It is not uncommon for Landlords and Letting Agencies to schedule in regular visits to the property in order to check that you are happy and that the property is being kept in good order. We will conduct an initial inspection three months after move in day, and then every three to six months thereafter.

You do not need to be present, as we can enter the property with our management key. It is, however, helpful if you are present at inspection as it gives the opportunity for discussion of any issues you have and want to make Northwood aware of. Please notify the office if the inspection needs re-arranging, within reason.

If you wish to be present during the inspection but then fail to be at the property in the allotted time frame, an unsuccessful inspection will be made and another rescheduled.

These inspections are part of your tenancy agreement, and cannot be refused, notice will be given well in advance by email and/or text. Therefore it is imperative you keep us informed of any changes to your contact details.

Renewing Your Tenancy

Provided you have conducted your tenancy in a satisfactory manner and the condition of the property is in good order, we will write to you asking if you would like an extension to your contract for a further six months.

The benefits of renewing your tenancy for another fixed term gives you peace of mind that the landlord cannot ask you to leave during this time and you are settled for the duration.

If a new fixed agreement is not signed at the end of a fixed tenancy the tenancy will become periodic and roll on a month-by-month basis as a Statutory Periodic Tenancy. All Terms and Conditions of the original agreement will still apply.

About the Tenancy Period / Notices

Properties are commonly let on a six month basis. Once the tenancy has commenced you have security of tenure for that six month fixed period, provided you do not break any terms of the tenancy agreement.

If you wish to vary a term of your contract it must be put to us in writing. This is subject to negotiation, landlord approval, and will incur a fee of £50 inclusive of VAT.

On most occasions, if the tenancy has run smoothly our landlords will be happy for you to continue to stay at the property and renew your tenancy.

However, at the end of the agreed term we can take possession of the property. We are required by law to serve two months notice of our intention to do this (and no sooner than four months and one day into your tenancy). You are then under legal obligation to vacate the premises. If the Landlord would like the property back at the end of your fixed period a Section 21 notice would be served giving you the required amount of notice to vacate.

If you wish to vacate at the end of your six month agreement, you must notify us, in writing, at the end of month five as we will need one full calendar months notice.

During the last month of your tenancy we will need access to the property to conduct viewings / appraisals. It is a condition of your tenancy to allow access. You may be present if you wish, but do not have to be as we can use a management set of keys. Prior notice will always be given of our attendance and wherever possible we will accommodate your commitments.

DO NOT change the locks at the property during your tenancy, unless prior authorisation is given. If you do change the locks and do not notify us of this, we will change the locks back at your cost. You must provide Northwood with a spare key to any lock that has been changed with immediate effect and at your own cost.

Please inform Northwood of any contact details changing, for example phone numbers and email addresses with immediate effect. It is extremely important that we can get hold of you for essential maintenance and communication. Notice of inspections will be emailed and texted to you.

Sharers – if you have entered into a tenancy agreement with sharers and one party wishes to leave the property before another, one months written notice needs to be given and signed by all parties.

If the proper process is not followed, the person who has left the property will remain on the tenancy and will remain liable for the property and rent until the end of the tenancy. You will need to ask a member of staff in writing to amend the bond into the new lead tenants name if it is the lead tenant who has left. This will need to be agreed and signed by all parties. A new AST contract will be issued.

A fee of £50 inclusive of VAT is applicable to process the adding of one party to the tenancy and to complete new references and credit checks on the remaining tenants to ensure they are suitable tenants for the property without the sharer that is leaving.

Prepayment Meters

Prepayment energy meters are a type of domestic energy meter that requires users to pay for energy before using it. This is done via a smartcard, token or key that can be “topped up” at a corner shop that displays the “Paypoint” logo, or via a smartphone app.



With a prepayment meter you have to pay for your gas and electricity upfront. They work a bit like a pay as you go mobile phone – you have to top up with credit to get your gas and electricity.

Once you have topped up your card or key you will need to insert your card or key into the meter to upload the credit to the meter.



Your meter will then show the available credit on your key. If the amount you have put on your key or card does not register when you put the key or card into your meter, you may need to return to the shop you purchased your top up from, with your key or card and receipt, and check it was correctly loaded.

You should always ensure you have sufficient credit on your prepayment meter. In case of an emergency, or when you're working from home, the last thing you want is for your electricity to go off!

Any callouts to contractors to properties where a boiler or appliance isn't working due to lack of credit in the meter will automatically be charged to the tenant and will fall due immediately.

Make a list of the nearest shops and Post Office locations as well as their opening times. You should also look out for holiday periods and top your card up with a bit extra before bank holidays and other holiday periods when topping up could be difficult. Most prepayment meters have an emergency credit budget you can use, like an overdraft, but it is limited.

If you lose your prepayment meter key or smart card don't worry! You can simply contact your supplier to get a new one sent out, but in the meantime your supplier should be able to authorise a temporary card from your nearest PayPoint, PayZone or Post Office. If this isn't possible you might have to have an emergency call out which will involve a charge.

We will inform you of your energy suppliers at your check in appointment along with a guide for your prepayment meter. Make a note of your suppliers details and keep their contact details in a safe place.

Sometimes a boiler will need resetting after credit has run out, as the gas pipe leading to the boiler has filled with air that needs removing before it will work.

In some cases this can be done by pressing the reset button on the boiler (usually a black push button located on the front or underneath). If it is not immediately obvious your particular model may not have one.

In this instance it is probably likely that a gas engineer will need to come to the property and reset it by purging the air from the pipes and resealing.

If a plumber needs to do this because you have let the gas run out then this will be charged to you. It is your responsibility to ensure that the gas does not run out.

Maintenance

If you have a maintenance issue please consult the table below to see if the issue is your responsibility or the Landlord's. If you need to report a maintenance issue please do so via the Fixflo system (if Northwood Manage your maintenance) at:

<https://Doncaster-Northwood.fixflo.com>

Or contact the landlord directly if you were advised at your check in appointment that contact is to be made directly with them.

Your issue will be graded with the most urgent issues being a priority, and will be dealt with within a reasonable time scale.

<u>Maintenance</u>	<u>Landlord</u>	<u>Tenant</u>	<u>Comment</u>
Replacing Taps	✓		
Replacing Tap Washers	✓	✓	If you are competent to do this yourself, otherwise the landlord will be contacted
Replacing Light Bulbs		✓	Including those in appliances and outside
Smoke Alarms	✓	✓	<ul style="list-style-type: none"> Landlords are responsible for ensuring working smoke alarms are in place at the start of your tenancy. Tenants are responsible for replacing batteries in non-mains smoke alarms. Or replacing battery operated smoke alarms if they become faulty during the term of the tenancy. Call the South Yorkshire Fire & Safety Team if you think your smoke alarm is defective, on 0114 253 2314 or text the word FREE to 87023. This service is free. Landlords will be responsible If the smoke alarm is mains wired- please contact the office.
Replacing consumables		✓	Filters, batteries, Flymo blades, water softener, salt etc
Tightening screws/hinges		✓	Eg curtain poles, kitchen cupboards

<u>Maintenance</u>	<u>Landlord</u>	<u>Tenant</u>	<u>Comment</u>
Gardening (1)		✓	Mowing lawn, weeding, clearing leaves, keeping the garden and driveway to a neat and tidy condition
Gardening (2)	✓		The landlord is to trim any large trees or large bushes and hedges
Cleaning of patio/paving		✓	To avoid slip hazards
Removal of moss/leaves from guttering	✓		
Bleeding radiators		✓	You can buy a radiator key from any general maintenance shop for no more than £2
Radiator leaks	✓		From erosion or wear. Leaks caused by impact from tenants furniture, for example, are tenant responsibility
Re-igniting pilot light / boiler (initial trouble-shooting)	✓	✓	Becomes landlord responsibility if tenant has run through reasonable trouble shooting. Check for credit if you have a pre payment meter
Boiler maintenance and servicing	✓		A gas safety certificate should be awarded to the property once a year. Tenants MUST allow access.

<u>Maintenance</u>	<u>Landlord</u>	<u>Tenant</u>	<u>Comment</u>
Replacing Fuses		✓	
Integrated Appliance breakdown (eg cookers/hobs)	✓		Integrated appliances will be repaired/replaced by the LL unless stated otherwise in the inventory
Free standing Appliances (exc cookers/hobs)		✓	All freestanding appliances are left for the tenants use only, if the appliance becomes faulty the Landlord is under no obligation to repair/replace
Appliance repairs (If integrated)		✓	For Mechanical and programming faults.
Appliance upkeep		✓	Includes filter cleaning, checking pipes / channels for blockages, replacing fuses
House alarm servicing (The landlord is not responsible for ensuring a working alarm)	✓		If the system is used by the tenant any security company charge should be met by the tenant. The tenant must inform Northwood of any change in alarm code.
Electrical repairs / checks	✓		Unless caused by tenant misadventure, check for credit if you have a pre-payment meter.
Unblocking drains (1)	✓		If blockage is not caused by tenant.
Unblocking drains (2)		✓	If blockage is caused by tenant. Do not put anything other than toilet roll down the toilets. In the event of the system becoming blocked, resulting in a plumber being called out, the tenant will be liable for the call out & labour charge.

<u>Maintenance</u>	<u>Landlord</u>	<u>Tenant</u>	<u>Comment</u>
Replacement shower heads, clasps, hoses		✓	Please note these should be the same specification and quality.
Tightening clasp fittings, towel rails etc		✓	
Cleaning and de-scaling of showers and showerheads		✓	Take care and precaution with enamel baths, sinks and toilets.
Shower plumbing / electrical repairs	✓		
Repairs to bath and shower seals	✓		
Preserving bath and shower seals		✓	Preventing impregnation of mildew.
Damp - external	✓		Unless caused by tenant (eg poor installation of Sky cabling)
Damp - internal		✓	Provided it is due to lifestyle (as opposed to a leaking bath seal or appliance)
Leaks	✓		The landlord is responsible for fixing any leaks, UNLESS the tenant is responsible for the cause of the leak, for example – if the shower curtain is left outside the bath, this can drip onto the floor and cause leaks and damp.

Understanding Damp and Mould

Damp and mould is a common problem area for landlords and their tenants, regardless of the age of the rental property. It is important that both parties understand the causes and best way to prevent the problems from worsening.

Condensation occurs in a dwelling when warm moist air produced by ordinary activities such as showering or cooking, meets a cold surface such as an external wall or window. The moisture laden air will remain internally if ventilation does not occur and will gravitate towards the nearest cold surface where it condenses.

Rising damp can occur if the damp proof course or membrane within the walls or floors of your dwelling has been breached. Prevalent in ground floor flats as well as houses due to damp proof course failure, something that generally occurs over a long period of time.

Penetrating damp: Rain may also seep through cracks in brickwork or through missing tiles on external roof surfaces. Blocked guttering may also mean water spills over and saturates external walls. External plumbing which is cracked may allow seepage into internal parts.

Damp and mould caused by condensation occurs more frequently in older properties, however the way an individual lives in a property can have a significant impact on the level and frequency that occurs. It is therefore the tenants responsibility to ensure they follow the advice below.

Tips to prevent mould and damp:

- ✓ Cover saucepans
- ✓ Dry clothing outside rather than on radiators
- ✓ Wipe away condensation as soon as it's spotted
- ✓ Keep window trickle vents open constantly and open windows as much as possible (especially after cooking or showering) to allow a through flow of air whilst maintaining a heat balance
- ✓ Ensure extractor fans are operational, you can test pull by holding a sheet of tissue paper against it and see if it sticks
- ✓ Turn on the cold tap of the bath first so that when the hot water hits it doesn't produce as much steam
- ✓ Close doors in wet areas to stop the spread of moisture to other rooms
- ✓ Where possible position cupboards and drawers etc against internal walls

Pest Control

	<u>Landlord</u>	<u>Tenant</u>	<u>Comment</u>
Mice		✓	This can usually be managed without professional help (mouse traps, ensuring rubbish is containerised)
Rats	✓		DMBC offer a free service to remove rats both internal and external on domestic property. Call customer services on 01302 736000 to book an exterminator. This does not apply to mice – it costs £50 to remove mice.
Bees	✓		Protected species
Wasps	✓		
Squirrel	✓		Please advise ASAP as these chaps can cause untold damage!
Bats	✓		Nothing can be done as they are a protected species, but please advise Northwood.
Fleas	✓	✓	If immediately following check in, during the tenancy this would be the tenants responsibility.
Ants		✓	Please use ant powder or boiled water. Do not leave sources of food exposed.

Additional Precautions to Take

Flooring

Stains and cigarette burns to the carpets and floor coverings may necessitate the complete replacement of the stained or damaged item, for which the tenant will be held responsible.

Garden

Where applicable, the garden should be maintained in a good seasonal and tidy order. The tenant must mow the lawn, weed the gardens/yards and keep the driveway tidy. Trees, large bushes and large shrubs are the landlord's responsibility. Any evidence of pet damage/excrement is the tenants on-going responsibility. Tenants should take reasonable care to protect fences, decking, garden structures and sheds in extreme weather.

Rubbish

Rubbish must be disposed of regularly and not allowed to accumulate in the property to avoid any possible infestation and health hazard. Rubbish bins will be provided at the start of the tenancy but if they go missing/are damaged, they should be replaced by contacting the local council for a replacement.

Sink and Surfaces

Use the correct cleaning materials to avoid scratching, and use heatproof mats and chopping boards. Do not put any fatty substances down any drains as this will cause them to block, and you will be liable for the cost of unblocking.

Security

You should protect the property by ensuring that windows and doors are always securely locked when the property is unattended.

Ventilation

The property should be adequately ventilated to avoid the formation of mould, particularly in the bathroom. Make sure windows are opened regularly. Where condensation is visible it should be wiped off with an appropriate household product. You must not dry wet clothes on radiators.

Walls

Please do not use Blu-Tac on the walls. Permission must be sought if you wish to hang pictures on the walls. When hanging pictures only use purpose made picture hooks and not nails, screws or tacks. Walls will need to be made good when pictures are removed, in some cases the entire wall/room will need redecorating as touching up with unmatched paint can make the situation worse. Tenants must seek permission to paint any walls in the property and never wallpaper without express written consent. Any changes to walls without permission will be deducted from the bond.

Windows

It is the tenants responsibility to clean windows both internally and externally at regular intervals. Also leaving the property with clean windows when vacating.

Useful Contacts

The out of hours contacts may offer telephone advice rather than a property visit depending on circumstances.

Out of Hours maintenance – 07795662572

Out of Hours Plumber – Wayne Aston – 07766727073

National Grid – 0800 111 999

Smell gas? Call Transco on 01455 251111

Yorkshire Water – Customer helpline – 0345 1 24 24 24

Yorkshire Water – Report a leak – 0800 57 3553

South Yorkshire Fire & Safety – 0114 253 2314 or text FREE to 87023

Emergency Call Out

Emergencies should be reported immediately . If the emergency arises outside normal office hours, call our emergency Maintenance Line.

Please also report the emergency at <https://Doncaster-Northwood.fixflo.com> to let the office know.

Note that if a contractor does make an emergency call out and determines that the problem is not an emergency after all, and that it could have been dealt with during normal office hours, or if the problem has arisen as a result of tenant misuse, you may be recharged the cost plus an administration fee.

Emergency repairs means those repairs which are necessary to alleviate, remove or reduce risk to the safety, security or health of a tenant, the general public or the property.

An example of an emergency would be if the only toilet in the house was blocked. It would not be an emergency if you had another working toilet in the property.

Northwood / Landlords will NOT reimburse a tenant for maintenance instructed without permission, unless under extreme circumstances.

Northwood / Landlords will NOT reimburse a tenant, nor pay the invoice, if the maintenance issue has arisen from having no credit on a pre-payment meter.

How to Pay Your Rent

The tenancy agreement requires that the rent is paid on time in line with the date agreed in the tenancy agreement.

Any late rental payment will incur interest for the late payment of rent 3% above Bank of England base rate.

At move-in, we will give you a Standing Order form to take to your bank to set up a Standing Order. This will have your bank details, the landlord's bank details and the information needed by your bank to send your rent payment to the correct account, on your rent due date, every month.

THIS IS NOT A DIRECT DEBIT.

You will need to check with your bank, that this is set up, 2 weeks after your contract starts.

Northwood's bank details are;

Account number – 41924886

Sort code – 60-06-39

Reference – PN _ _ _ (The office will advise on your PN number)

You can also pay in office and over the phone by card.

It is the tenants responsibility to cancel a standing order, in their last month of tenancy, once the final rental has been paid.

If this is not cancelled, your rent will still be paid to us after your tenancy has ended.

Housing Benefit

We do accept tenants in receipt of housing benefit with a valid guarantor, however Northwood will expect rent to be paid on time and in full regardless of the timings and amounts of any housing benefit received by the tenant.

It is the tenants responsibility to manage their own finances and ensure they have enough money including any top up when it falls due.

Any late rental payment will incur interest for the late payment of rent 3% above Bank of England base rate regardless of how a tenant funds their rent payments.

Continuous Authority Form

Wherever possible Northwood would prefer a tenant to pay their monthly rent via a Standing Order method which will be signed by the tenant at the date of their tenancy and form part of the Check-In process. It is the tenants responsibility to check with their bank and ensure that the standing order has been correctly set up prior to their rent due date.

Should the Standing Order fail, the tenant is responsible for contacting Northwood to pay over the phone, or to come in to the office to pay.

Northwood offer the facility of a continuous authority payment being applied to the tenants debit/credit card so that when a tenant pays by card, the details of that card are securely stored/encrypted via 'Sage Pay' online.

Whenever you contact Northwood to pay over the phone, we will ask you to provide us with the last 4 digits of your card, and the first line of your billing address for security purposes.

Any late rental payment will incur interest for the late payment of rent 3% above Bank of England base rate.

Northwood can automatically process payment should you fail to make payment after three days past your rent due date.

Please note that this will only be applied in the event of a standing order failure or when the tenant has not already paid by other means and after three days of non-payment.

Changing Your Rent Due Date

To change the day you pay rent, you must pay an apportionment of rent. This is worked out with the following equation;

$$\text{Monthly rental amount} \times 12 \text{ months} = \text{Yearly rental amount}$$

$$\text{Yearly rental amount} / 365 \text{ days} = \text{Daily rental amount}$$

$$\text{Daily rental amount} \times \text{number of days to change} = \text{Apportionment}$$

We are unable to change your rent due date until the apportionment has been paid in full.

From a legal notice point of view, your original move-in date / rent due date will still apply.

Rent Arrears

If you are having a problem paying your rent, please contact us straight away. Do not ignore the problem and hope it will go away.

Your rent must be paid, but we can advise you if you get into difficulties. If you explain the problem we will treat the matter in confidence and should be able to make an agreement with you to clear the debt within a reasonable time. We will also be able to suggest whom to contact for further debt advice if you need it.

Any late rental payment will incur interest for the late payment of rent 3% above Bank of England base rate.

By acting quickly, you are showing a commitment to paying your rent. However, we will take legal action against you unless there are good reasons for not doing so.

Legal Action

If you make no arrangement to pay off your rent arrears, or break your agreement with us, we will take legal action against you. This will involve the issue of a Notice of Seeking Possession followed by a County Court hearing.

Tenants who do not pay their rent will, as a final resort, be evicted. If you are evicted and still do not settle your rental arrears, we will issue you with a County Court Judgement (CCJ), and will employ bailiffs to recover goods /money to the value of the debt.

Moving out

If you decide to move out, you will need to serve at least one months notice in writing from your contract end date to terminate the contract at the end of the initially agreed period.

Check-out Procedure

We will send you a letter detailing the date for you to return your keys to the office. You will need to hand in all sets of keys and complete a Key Handback form, detailing your forwarding details, who your utilities are with, and any alarm codes if applicable.

Once you have returned your keys we will visit the property and carry out a full checkout. This will be compared against your original inventory and if there are any discrepancies you will be sent a copy along with a likely indication of costs associated with putting this right.

Remember to ensure that the property is left in good condition when you leave to ensure that you get your full deposit back. Always refer to your copy of the inventory to check that the property is up to standard.

As long as the condition of the property is the same as when you move in (barring normal wear and tear), you'll have no problem. Here's what you should do:

- ✓ Cooker and refrigerator to be thoroughly cleaned. Fridge and / or freezer to be defrosted and dried out with doors left in the open position.
- ✓ We advise that carpets that are soiled are professionally
- ✓ Remove all of your possessions from cupboards, drawers etc
- ✓ Thoroughly clean under beds, skirting boards, windows and sills.
- ✓ If an animal has been kept at the property such as a cat or dog we advise that all carpets and curtains are professionally cleaned.
- ✓ Thoroughly clean the bathroom and remove any mould build up on sealants, etc.
- ✓ If the property includes a garden, all garden areas to be presented to a good seasonal standard at vacation. The garden must be clear of rubbish, all paths swept, lawns/grass recently cut and flower beds and gravel areas free from weeds. Garden tools, especially mower, must be in a clean and serviceable order. Any pet excrement must be removed from all areas.

 Do not overfill bins and recycling containers. Do not leave rubbish in or around the property.

 Please ensure that you have the windows cleaned inside and outside just prior to handing the property back.

 If any cleaning, gardening, decorating or any other work is necessary, you will be charged for these dilapidations and a delay will be inevitable in the return of your deposit. Experience from previous check outs reveals that the most common dilapidations can result from:

- Unacceptable state of cleanliness
- Dirty oven and hob
- Floor coverings deterioration
- Replacement of broken items
- Deodorising a property
- Non-removal of personal possessions
- Garden needing extra attention
- Shower area needing extra cleaning

Please ensure you have all post redirected to your new address, this should be set up a week prior to moving out. If you have the use of a telephone, you must contact the telephone company and inform them of what date you will be leaving the property, your new address and if you wish to have the phone service disconnected.

References

If you are in need of a reference to secure a new tenancy, or mortgage, we are happy to help.

Glossary on Fair Wear and Tear



The aim of this fair wear and tear document

The aim of this fair wear and tear document is to provide guidance on areas that are your responsibility, both during the tenancy and when you move out.

You must leave the property in the same condition as it was at the beginning of the tenancy and make sure that it is professionally cleaned or cleaned to a professional standard.

The following grades will be used on your inventory to indicate the condition of the property and any items within it.

1. Brand-new condition	2. Good condition	3. Fair condition	4. Poor condition	5. Very poor condition
Unused, possibly still in wrapper or with new tags/ labels attached.	Signs of slight wear, generally lightly worn rather than marked/scuffed.	Signs of age, frayed, small light stains and marks, discolouration.	Extensive signs of wear and tear, extensive stains/ marks/tears/ chips. Still functional.	Extensively damaged/ faulty items, large stains, upholstery torn and/or dirty, pet odours/ hairs.

Maintenance issues

You must notify your Northwood branch or landlord about any defect at the property, or if equipment does not work. You should not call out a contractor yourself to repair an item, unless in an emergency or you broke it and would be responsible for payment. All maintenance work must be carried out by a suitably qualified contractor; proof of this will be required.

Carpets and curtains

You must provide receipts for any professional cleaning of carpets and curtains carried out at the end of your tenancy. If you do not use a professional cleaner, you must make sure that carpets and curtains are cleaned to a professional standard. Be very careful laundering curtains as if you accidentally shrink or damage them, you will be charged for replacements. If in doubt, seek professional advice before cleaning any curtains.

Decoration and wall surfaces

You must not carry out any redecoration (other than that described below) without the written consent of the landlord.

If you need to touch up paint during the tenancy or at the end, make sure you are using the correct colour and texture. It is no good touching up vinyl silk with vinyl matt.

You must also obtain consent if you wish to hang any pictures or fixtures to the walls etc. If walls are badly marked, you could be charged for redecorating the entire room.

Please take great care when moving furniture about, or when your removal contractors are moving your belongings about. From our experience much of the damage to decoration and doorframes is caused when moving in or out of the property.

Kitchen

Taps, sink and surrounding areas must be thoroughly cleaned and free from lime scale. All wall tiles, worktops and floor must be cleaned. Kitchen cupboards must be cleaned inside and out.

Cooker

The cooker must be degreased and cleaned to a professional standard, including all shelves and dishes, and the extractor fan degreased and cleaned.

Washing Machine

The washing machine must be cleaned to a professional standard inside and out, including the seal and door. Soap dispensers should be removed if possible and cleaned thoroughly.

Chimneys/Fireplaces

If there is a working fire at the property, please make sure that any chimneys are swept and maintained as required. You should retain receipts from the chimney sweep.

Pets

Once you have received written confirmation from the landlord that pets can reside at the property, it is your responsibility at the end of the tenancy to have the property fully fumigated and professionally cleaned even if there is no evidence of infestation. All receipts and certificates will be asked for on the day of your check out.

Gardens and any external buildings

You are responsible for keeping the garden in good condition, unless the landlord is employing a gardener. If the garden is not properly maintained, a professional gardener will be employed to return it to an acceptable seasonal standard and you will be charged. Any sheds, garages or outbuildings must be returned in their original condition.

Furniture

Any furniture in the property should be cleaned and maintained to a standard as documented in the inventory.

Fridge/freezer

The fridge/freezer must be defrosted and cleaned to a professional standard inside and out.

Bathroom

All taps, shower heads and the toilet must be thoroughly cleaned and free from lime scale. The sink, bath, shower, wall tiles, floor and any other fittings must be cleaned to a professional standard.

Windows

Windows must be cleaned inside and out. All internal window sills and frames must be cleaned.

Outbreak of fleas/vermin/pests

If there is an outbreak of household pests after your initial move in date, it will be your responsibility to have the problem attended to. You must retain all receipts confirming the problem has been rectified.

Ventilation

You must ensure adequate ventilation to the property. You must not hang or place wet or damp articles of washing upon any room heater or items provided by the landlord.

Water supply

To help avoid the spreading of Legionnaires' disease, it is your responsibility to flush through the water system by running all taps and showers for a while if the property has been vacant for any periods of time during the tenancy.

Guttering and drainage pipes

You are responsible for notifying the landlord if the gutters need cleaning, clearing or repairing.

Legionnaires' Disease Guide



What is Legionnaires' disease?

Legionnaires' disease is a potentially fatal form of pneumonia with symptoms similar to those of flu, i.e. high temperature, fever and chills, cough, muscle pains and headache.

In a severe case, there may also be pneumonia, and occasionally diarrhoea, as well as signs of mental confusion.

Who is most at risk?

There is no need for concern, Legionnaires' disease is rare, it is not contagious, however it is potentially fatal. People who are most at risk are the elderly or people with chest or lung problems and impaired immune system. Not everyone exposed to Legionella becomes ill and you cannot get it from drinking water.

Where can it be found?

The bacteria is common in natural water sources such as rivers, lakes and reservoirs, but usually in low numbers and may also be found in purpose-built water systems such as cooling towers, evaporative condensers, whirlpool spas and hot water systems.

Where can it be caught from?

You could potentially be at risk of catching Legionnaires' disease through the water system in a property. Legionella bacteria can multiply in hot or cold water systems and storage tanks, and be spread when you run the water, but it is relatively easy for you to minimise the risk of the bacteria spreading.

How to minimise the risk

- Running taps and showers on full for a few minutes any time the property has been left empty for a couple of days or more and when you first move in.
- Make sure that all taps, showers and bathrooms are regularly cleaned and free from mould and limescale.
- If your property has a whirlpool bath, make sure that you follow the manufacturer's instructions on the type and frequency of cleaning it.

If you are experiencing any problems with the water not heating properly or you have any other problems with the system, you should let your landlord or letting agent know as soon as possible.

Further information can be obtained from: www.hse.gov.uk/legionnaires

Tenancy Deposit Protection... Tenant Guide



What is tenancy deposit protection?

By law, when you pay a deposit, your landlord or agent must protect it using a government authorised tenancy deposit provider.

The government wants to make sure your tenancy deposit is protected so that:

1. You get all or part of your deposit back when you are entitled to it.
2. Any disputes between you and your landlord or agent will be easier to resolve.



Moving in

At the beginning of a new tenancy, pay your deposit to your landlord or agent as usual. Within 30 days, the landlord or agent is required to give you details about how your deposit is protected, including:

- The contact details of the tenancy deposit provider.
- The contact details of the landlord or agent.
- How to apply for the release of the deposit.
- Information explaining the purpose of the deposit.

Safeguarding your deposit

You have a responsibility to return the property in the same condition that it was let to you, allowing for fair wear and tear. When you move into the property, an inventory detailing the contents and the condition of the property will be given to you. Photographs of the property will also be taken and you will be asked to sign them at the time you move in.

You will also receive a copy of the Northwood Glossary on Fair Wear and Tear detailing your obligations.

Resolving disputes

When you move out, if you and your landlord or agent can't agree how much of your deposit should be returned, there will be a free service available through the provider that protects your deposit that will help resolve your dispute. Check with the information that you received at the beginning of your tenancy for details.

If your deposit was not protected

You can take legal action against your landlord or agent if they fail to protect your deposit within 30 days of you paying it. A court can order that the deposit is either protected or repaid to you. They may also fine the landlord or agent up to three times the amount of your deposit.

Moving out

At the end of the tenancy, check whether you are leaving the property and its contents in the condition in which it was let to you – allowing for fair wear and tear – and check that you have paid your rent and any other expenses. Then agree with your landlord or agent, within 10 days of the end of the tenancy, how much of the deposit should be returned to you. Once this is agreed, your deposit will be returned to you in accordance with the guidelines set out by the provider that protects your deposit.

Inventory Guidance Notes to Tenants

You are reminded that it is your responsibility at the beginning of the tenancy to note any specific discrepancies on the inventory that you do not agree with i.e. marks on walls, carpets, etc. If no such additional notes are made by the tenants at the start of the tenancy, the inventory will be deemed acceptable.

Disclaimer

This inventory does not guarantee the safety of any equipment or contents and does not set out to do so. This inventory has been prepared by a representative of Northwood who is not a qualified surveyor or a qualified tradesperson, or qualified to value the contents of the property.

This inventory relates only to the furniture and all the Landlord's equipment and contents in the property. It is no guarantee, or report, on the adequacy of, or safety of, any such equipment or contents, merely a record that such items exist in the property at the date of preparing the inventory and the superficial condition of same.

Electrical Items Disclaimer

Northwood and the landlord DO NOT assume responsibility for any FREESTANDING electrical items that are left in the property (e.g. fridge, freezer, tumble dryer, washing machine, dishwasher etc.). They are assumed to be un-tested and are left in the property for the tenant's convenience. There is no responsibility from the landlord or Northwood to replace or repair such items should they become broken and/or unserviceable.

Any integrated electrical appliances form part of the fixtures and fittings of the property and the Landlord will be responsible for repair or replacement of these items.

Cooking facilities at the property, being cookers and/or hobs whether electric or gas form part of the tenancy and therefore remain the responsibility of the Landlord to repair/replace.

Furniture & Furnishings (Fire Safety) Regulations (1988 – 1993)

The fire and safety regulation regarding furnishing, gas, electrical and similar services are ultimately the responsibility of the instructing principal. Where the Inventory notes "Fire Regulation Label Attached", this should not be interpreted to mean the item complies with the "Furniture and Furnishings (Fire) (Safety) (Amendments) 1993". It is a record that the item had a label as described or similar to that detailed in the "guide" published by the Department of Trade and Industry January 1997 (or subsequent date). It is not a statement that the item can be considered to comply with the Regulations.

Using the Inventory

Multiple items may be grouped together and may require locating. Fixed items such as light switches, electrical sockets, telephone points, electric, blanking plates and fuse boxes are deemed serviceable and in place. Light fittings are assumed to come complete with a serviceable bulb(s) unless otherwise stated. Any visible cracks to walls and ceilings will be recorded and form part of this inventory.



Northwood Doncaster



Northwood Hatfield



Northwood Thorne

Spread the word and get £100 ✓

Your recommendations means a lot to us. If any family, friends or neighbours let out or sell their property with us we'll give you £100!

We pride ourselves on always putting in the extra effort – it's our philosophy of going over & above. Even in the age of the internet we still believe in personal recommendation. That's why we are proud of the fact that lots of our new customers come to us based on referrals from other clients.

If you have a friend, colleague, neighbour, relation, in fact anyone who you know is interested in letting or selling* their property and could benefit from our services, simply give us their details and you could be £100 richer for it.



*Terms and conditions apply. If your friend goes on to sign a rental agreement or complete on a sale through us, then the £100 is yours to spend however you like. See in store for further details.