

  
**northwood**

# Your Tenancy Handbook



# 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

## Thorne

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



## Hatfield

5 High Street  
Hatfield  
DN7 6RS  
01302 279196  
hatfield@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



**Zoe Allan**  
Operations Manager



**Lindsey Chalkley**  
Doncaster  
Branch Manager



**Cheryl Seymour**  
Thorne  
Branch Manager



**Melanie Howarth**  
Hatfield  
Branch Manager



**Joana Ursica**  
Head of Property  
Management

# Your Move in Documents

At your check in appointment in the office you will be emailed a portal login code where you will have access to documents relating to your tenancy along side other important documents including the following:

- ✓ Your own original copy of the tenancy agreement, including security deposit information, guarantor information (if applicable), and continuous authority form.
- ✓ 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, Energy Performance Certificate, Electrical Installation Condition Report (EICR), legionnaires checklist and a PAT test (if applicable)
- ✓ Tenancy Handbook
- ✓ Government 'How to Rent' Guide

## The Tenancy Agreement

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

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.

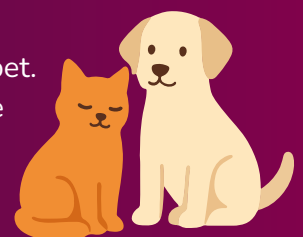
If the property is fully furnished, everything in the property will be documented, down to the last knife and fork! The electrical items left in the property such as a kettle or an iron will be PAT tested to show they are electrically safe. If these items break, the landlord is obliged to fix them.

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

Tenants may request permission to keep a pet at the property. All pet requests must be made in writing and will be considered by the landlord on a case-by-case basis in line with current legislation.

Written permission from the landlord must be obtained before any pet is kept at the property. Where permission is granted, a written pet agreement or tenancy addendum may be issued setting out any agreed conditions relating to the pet. Keeping a pet at the property without the landlord's written consent may be considered a breach of the tenancy agreement.



# The Security Deposit



When it comes to the security deposit we offer two options:

**Option 1: Traditional cash deposit** which is capped to the equivalent of 5 weeks worth of rent and protected in a government backed scheme called TDS.

**Option 2: Reposit** - Reposit is a deposit alternative scheme that allows tenants to pay a non-refundable fee equivalent to one week's rent (subject to a minimum £150), instead of a traditional five-week cash deposit. In return, landlords receive protection of up to eight weeks' rent for any end-of-tenancy charges.

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 cash deposit is taken. From the 6<sup>th</sup> April 2012, deposits for all assured shorthold tenancies (AST's) in England and Wales must be protected within 30 calendar days receipt by the landlord.

If you have chose option 1- traditional cash deposit, at the end of the tenancy 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 received 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.

To find out more about the tenancy deposit scheme go to [www.tenancydepositscheme.com](http://www.tenancydepositscheme.com)

If you have chose option 2- Reposit, you will initially pay equivalent to one weeks rent split between all tenants and then an annual fee of £30 again split between all tenants.

The Reposit fee is **non-refundable** and cannot be offset against costs at the end of the tenancy. Just like with a normal deposit, **you remain liable for any outstanding amounts** due to the landlord at the end of the tenancy (e.g. cleaning fees, costs for repairs, outstanding rent) but with reposit you only pay if they actually occur, rather than paying upfront. In case of a dispute you will be charged £60 which will be refunded to you if your dispute is successful.

To find out more about Reposit go to [www.reposit.co.uk](http://www.reposit.co.uk)

# Tenants Insurance

## Contents Insurance

It's just as important to protect your belongings when you're renting as it is when you own a home. That's why we strongly recommend having tenant insurance in place before you move into one of our properties. Let Alliance Tenant Contents Insurance offers specialized cover to protect your personal belongings—from furniture and phones to clothes—while also including accidental damage protection for your landlord's property. With no excess fees on claims, flexible coverage options from £10,000 to £50,000, and extra benefits like lost keys and theft protection, it's a simple way to safeguard what matters most. For example, if you accidentally spill red wine on the carpet, this insurance can cover the cost to professionally clean or replace it—saving you from costly deductions from your security deposit at the end of your tenancy. Optional but highly recommended, tenant insurance helps you avoid unexpected expenses and enjoy your tenancy with complete peace of mind.

## Tenants Liability Insurance

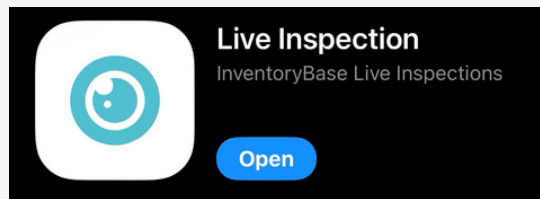
Accidents happen — and that's okay. Tenant Liability Insurance from Let Alliance is there to help if something goes wrong during your tenancy. It covers the cost of accidental damage to your landlord's property, such as carpets, fixtures, or even the odd broken window. While it's completely optional, having this cover can help protect your security deposit and reduce stress when it's time to move out. With flexible options available, it's an easy way to enjoy a little extra peace of mind while you settle into your new home.



# Inspections

It is not uncommon for landlords and letting agents 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 six months after you have moved in, and then every six to twelve months thereafter.

These inspections can either be done in person or virtually on video through an app called 'Live Inspection. If you are happy for your inspection to be carried out virtually please download the below app via your phone app store.



You will receive an email with a day and time your inspection is due to be carried out, if this is not convenient then please contact the office to rearrange to a day and time convenient for your self to be present. The day before your inspection you should receive an email with a code to enter to be able to join the inspection, once you are on the inspection a member of our property management team will ask you to show each room whilst taking pictures to be able to compile a report to show the landlord the property is being looked after.

If you would prefer an in person inspection, please notify us of this, again we will send a date however this will be between the hours of 9am-5.30pm if you need a timed slot please call the office and we will do our best to accommodate this.

Inspections are an opportunity for discussions of any issues you have and want to make Northwood aware of.

These inspections are a 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.



# About the Tenancy Period / Notices

Tenancy agreements are periodic tenancies and will continue until ended by either the tenant or landlord in accordance with current legislation.

Tenants are expected to comply with all terms of the tenancy agreement throughout the tenancy. If you wish to request a change to any term of the agreement, this must be submitted to us in writing. Any agreed changes may be subject to reasonable administration costs where permitted by law.

Where both the landlord and tenant are satisfied with the tenancy arrangements, the tenancy may continue on an ongoing basis. A landlord may only seek possession of the property using a lawful ground for possession and in line with the notice requirements set out in current legislation.

The landlord cannot end the tenancy without a valid legal reason. Any notice seeking possession will be served in accordance with the applicable legal requirements at the time. If you wish to end your tenancy, you must provide written notice in accordance with your tenancy agreement and current legal notice periods. Which is 2 months notice from your rent due date.

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 that has left. This will need to be agreed and signed by all parties and then a new AST 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 still 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 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/key you will need to insert it into the meter to upload the credit to the meter. If you have a smart meter this will go on automatically when you have topped up through the app.



Your meter will then show you 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/card and your receipt they can then check it was loaded correctly.

All suppliers are different if you need further guidance, please contact your supplier directly.

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 up 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 but this is limited.

If you lose your prepayment meter key or smart card don't worry! You can simple contact your supplier to get a new one sent out, but in the meantime your supplier should be able to authorise a temporary card to be collected 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.

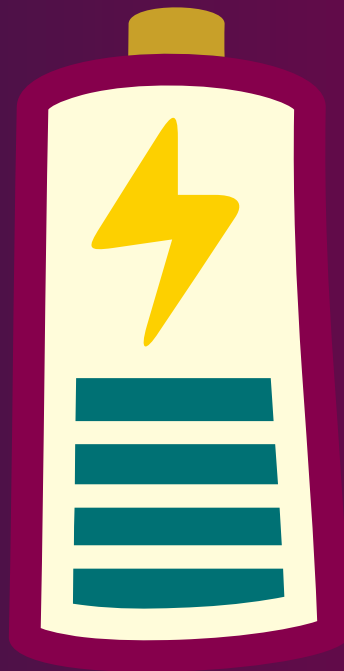
We will inform you of your energy suppliers at your check in appointment. Make note of your suppliers details and keep their contact details in a safe place.

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 Active repair (if Northwood Manage your maintenance) at:

<https://www.caboltech.co.uk/northwood-doncaster/>

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.

Maintenance	Landlord	Tenant	Comments
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"> <li>Landlords are responsible for ensuring working smoke alarms are in place at the start of your tenancy.</li> <li>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.</li> <li>Landlords will be responsible if the smoke alarm is mains wired, please contact the office.</li> </ul>

Maintenance	Landlord	Tenant	Comments
Replacing consumables		✓	Filters, batteries, flymo blades, water softener, salt etc
Tightening screws/hinges		✓	Curtain poles, kitchen cupboards
Gardening (1)		✓	Mowing lawn, weeding, clearing leaves, keeping the garden and driveway in 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, are a tenant responsibility.
Re-igniting pilot light/boiler (initial trouble shooting)	✓	✓	Becomes a landlord responsibility if a tenant has run through reasonable trouble shooting. Check for credit if you have a pre payment meter.

Maintenance	Landlord	Tenant	Comments
Boiler maintenance and servicing	✓		A gas safety certificate should be carried out at the property once a year. Tenants MUST allow access. However because this is a legal requirement should you not co-operate we will provide a key to the gas engineer.
Replacing fuses		✓	
Integrated appliance breakdown (e.g cookers/hobs)	✓		Integrated appliances will be repaired/replaced by the landlord unless stated otherwise in the inventory.
Freestanding appliances (excluding 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. (e.g. Sometimes clocks need resetting on an oven following a power cut- this will fall under the tenant's responsibility)
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 prepayment meter.

Maintenance	Landlord	Tenant	Comments
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
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	✓		

Maintenance	Landlord	Tenant	Comments
Preserving bath and shower seals		✓	Preventing the formation of mildew.
Damp- external	✓		Unless caused by tenant (e.g. 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.



# 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 het 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

	Landlord	Tenant	Comments
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 service on 01302 736000 to book an exterminator. This does not apply to mice - it costs £50 to remove mice.
Bees	✓		Protected species
Wasps	✓		
Squirrels	✓		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 this would be the landlords responsibility, if during the tenancy this would be the tenants responsibility.
Ants		✓	Please use ant powder or boiler 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 Blue-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.



## Maintenance issue?

Scan the QR code!

Please report repairs at:  
[www.caboltech.co.uk/northwood-doncaster](http://www.caboltech.co.uk/northwood-doncaster)

OR

Use our repair/maintenance reporting system available on any smartphone, tablet, or computer (no app needed!). To report an issue please head to the above URL, this will also be located on our site and is also easily accessible by scanning the QR code sticker located within the property.

### This ensures:

- 1) We get the information we need to deal with the issue as quickly and efficiently as possible.
- &
- 2) You get a time and date stamped record of your report for safekeeping.



# Useful Contacts

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

Maintenance Contact Number: 01302 767001

STRICTLY EMERGENCIES ONLY Contact Number - 07795668572

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 and Safety - 0114 253 2314 or text FREE to 87023

## Emergency Call Outs

Emergencies should be reported immediately. If the emergency arises outside normal office hours, call our emergency maintenance line. PLEASE NOTE AS MUCH AS WE WILL TRY AND HELP, WE ARE NOT A MAINTENANCE COMPANY AND WE RELY ON THIRD PARTY CONTRACTORS HAVING AVAILABILITY TO ATTEND YOUR PROPERTY.

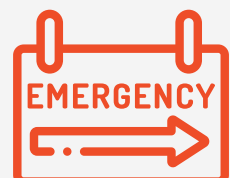
Please also report the emergency at [www.caboltech.co.uk/northwood-doncaster](http://www.caboltech.co.uk/northwood-doncaster) to let the office know.

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 you were locked in or out of your house. It would not be an emergency if you had access to another door to enter/exit 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 send you a HOW TO PAY YOUR RENT form to take to enable you to set up a STANDING ORDER. This will have either ours/landlords 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- We do not have control of this, YOU have to set this up directly with your bank.

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

You can also pay in the following ways although a standing order is the preferred method:

- Cash
- By card - either in the office or over the phone.



It is the tenants responsibility to cancel a standing order, in their last month of tenancy, once the final rent amount 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 universal credit 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 universal credit 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 Standing Order method. It is a 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.

**At your move in appointment we are required to take 1p from all tenants cards so we can keep the details securely to take rent payment if required as mentioned above,**

# 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 timeframe. 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 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 month's 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 Return 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 or if you selected reposit to avoid being charged for anything at the end of your tenancy. 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 cleaned.
- ✓ 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 and proof provided.
- ✓ 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 mowers, 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 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.

Please contact the office or give your new potential landlord our contact details.



# 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](http://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.



  
**northwood**

## 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 tenants 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 furnishings, 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.



Agents: You must provide this document to your landlords and tenants. This document does not need to be displayed in your office or on your website.



## CONTACTS OF YOUR AGENT

Northwood (Doncaster) Limited  
Trading as Northwood Doncaster

# Security Certificate



The Client Money Protection (CMP) Security Certificate confirms your money is protected by the Propertymark CMP scheme and that you can claim back money lost in the event of the CMP scheme member goes into liquidation or misuses your funds.

## HOW TO CLAIM

Simply go to the Propertymark website and complete the CMP application form (see link below).

You must submit your application within 12 months of us being notified that a misappropriation has occurred. This information can also be found using the link provided.

You do not need to prove fraud, you only need to provide supporting evidence that you have not received the money you were legally entitled to. Evidence may be in the form of your tenancy agreement or deposit protection certificate alongside relevant bank statements.

Your money is protected for the duration that your agency belongs to the Propertymark CMP Scheme. If your agent leaves the scheme, they are required by law to notify you.

All agents managing properties in England, Scotland or Wales are legally required to belong to a Government-approved Client Money Protection scheme at all times—details of the scheme must be publicly available in offices and on websites.

If you discover at a later date that money has gone missing within the period they belonged to the CMP scheme, you will still be covered even if they have subsequently left the scheme.

Unfortunately, we cannot make payments for any loss arising from war (whether foreign or civil), terrorism, rebellion, revolution, military uprising or any form of confiscation by the state. Visit the Propertymark website for a full list of exclusions.

## CMP RULES AND APPLICATION FORM



Visit the Propertymark website for more information on the rules that govern our CMP scheme and to download an application form: [www.propertymark.co.uk/cmp-application](http://www.propertymark.co.uk/cmp-application)



# Our Offices



Northwood  
Doncaster

Northwood  
Thorne



Northwood  
Hatfield