



# Frequently Asked Landlord Questions

Here are answers to some of the most common questions we receive from landlords when letting a property.

## **How Much Will It Cost to Let My Property?**

The typical costs involved in letting your property may include:

### **Energy Performance Certificate (EPC):**

A valid EPC is a legal requirement and must be made available to prospective tenants. It is valid for 10 years. Northgates Letting Agency can arrange this on your behalf.

### **Gas Safety Certificate (CP12):**

If the property has gas appliances, a Gas Safety Certificate is required every 12 months. A copy must be provided to the tenant before occupation and renewed annually.

Northgates can arrange this if required.

### **Electrical Installation Condition Report (EICR):**

A valid Electrical Safety Report is required and must be carried out at least every five years by a qualified contractor. A copy must be provided to the tenant before the tenancy begins.

### **Inventory & Check-In Report:**

A detailed inventory should be completed prior to the start of the tenancy. This records the condition of the property and helps avoid disputes at the end.

Northgates provides this as part of our Tenant Find Only and Fully Managed services.

### **Agent's Commission:**

Our fees are payable upon the successful introduction of a tenant. For managed services, fees continue for the duration of the tenancy, including where the tenancy continues on a periodic basis.

We are not VAT registered, so no VAT is charged.



### **Who Will Conduct Viewings and When?**

All viewings are conducted by a member of the Northgates team during office hours:

- Monday to Friday: 9:00am – 5:00pm



### **Do I Need to Be Present for Viewings?**

No. If we hold a set of keys, we will accompany all viewings and your presence is not required. Many prospective tenants feel more comfortable viewing with an agent present.



### **What Is an EPC and How Long Is It Valid?**

An Energy Performance Certificate (EPC) assesses the energy efficiency of a property on a scale from A to G and is valid for 10 years.

Rental properties must generally achieve a minimum rating of E unless a valid exemption is registered. Northgates can arrange this and advise where required.



### **What Are the Carbon Monoxide and Smoke Alarm Requirements?**

Current regulations require:

- Smoke alarms on every storey used as living accommodation
- Carbon monoxide alarms in rooms containing a fixed combustion appliance (including gas boilers and fires)

Alarms must be tested at the start of the tenancy. We recommend sealed, tamper-proof units. Northgates can arrange installation where required.

### **How Much Will It Cost to Have My Property Managed?**

Our Fully Managed service is charged as a percentage of the monthly rent and deducted from rental income.

Fees continue for the duration of the tenancy, including where the tenancy continues on a periodic basis.

Please refer to our Fees to Landlords section for full details.

### **How Much Is the Tenant's Deposit and What Happens to It?**

The tenancy deposit is typically capped at five weeks' rent (in accordance with current legislation).

It must be protected in a government-authorised scheme within 30 days of receipt.

Where Northgates Letting Agency manages the property, deposits are registered with the Deposit Protection Service (DPS) and the return process is administered at the end of the tenancy.

Where the property is not managed by Northgates, the Landlord may register the deposit with an alternative government-approved scheme.

## **How Long Does It Take to Receive Rent?**

Rent is usually paid by standing order on the agreed due date each month.

Once received, funds are processed and remitted to the landlord promptly, typically within 1–2 working days.

## **What Has Changed Under the Renters' Rights Act?**

Recent changes to legislation mean:

- Tenancies are periodic by default (no fixed end date)
- Section 21 (no-fault eviction) has been removed
- Rent increases must follow the formal legal process and are limited to once per year
- Landlords must provide tenants with prescribed information, including the Renters' Rights Information Sheet

Northgates ensures your property is managed in line with these requirements and provides ongoing compliance support.

## **Can Tenants Request to Keep Pets?**

Yes. Under current legislation, tenants have the right to request permission to keep a pet at the property.

Landlords must consider any such request reasonably and cannot unreasonably refuse consent.

Where a request is made, a response must be provided within 28 days.

Northgates will manage all pet requests on your behalf, liaising with both tenant and landlord, and ensuring that any decision is documented and compliant with current legislation.

Failure to respond within this timeframe may result in the request being deemed accepted in certain circumstances.

## **Can I Require a Tenant to Have Pet Insurance?**

Where a tenant requests permission to keep a pet, the landlord may impose reasonable conditions as part of granting consent.

This may include requiring the tenant to obtain and maintain appropriate pet insurance to cover any damage caused by the pet.

Northgates will advise on suitable conditions based on the property and the nature of the request, ensuring that any requirements remain fair and compliant with current legislation.

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