



## Landlords – Frequently Asked Questions



### How much will it cost me 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 free of charge. It is valid for 10 years. Northgates can arrange this on your behalf.

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

If the property has any gas appliances, a **Gas Safety Certificate** is required **every 12 months**. A copy must be provided before the tenancy begins and renewed annually.

*Northgates can arrange this if required.*

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

A valid **Electrical Safety Report** is required for all rental properties in England. This must be carried out by a qualified contractor **at least every five years**. A copy must be provided to the tenant before the tenancy starts.

*We can assist in arranging this on your behalf.*

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

An inventory and check-in report should be completed **before the tenant moves in**. This document records the condition and cleanliness of the property at the start of the tenancy and helps avoid disputes at the end.

*Northgates provides a full inventory report as part of our Tenant Find Only and Fully Managed services.*

- **Agent's Commission:**

Commission is payable once a tenant enters into an agreement. Northgates charges a percentage of the rental price. We are **not VAT registered**, so no VAT is added to our fees.



## **Who will conduct viewings on my property and when?**

All viewings are conducted by a member of the Northgates team during our office hours (Mon–Fri 9am–5pm).



## **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. In fact, many tenants feel more at ease when the landlord is not 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 (most efficient) to G (least efficient), and is valid for **10 years**.

Under current regulations, all rental properties in England and Wales must have a **minimum EPC rating of E or above**. Properties rated F or G **cannot legally be let** unless a valid exemption has been registered with the Government's PRS Exemptions Register.

Northgates can arrange for an EPC to be carried out on your behalf and advise if an exemption may apply in specific cases.



## **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 any room containing a solid fuel-burning appliance, and from October 2022, this includes gas boilers and gas fires

Alarms must be **tested on the first day of tenancy**. We recommend sealed, tamper-proof 10-year units. Northgates can arrange installation as 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 each payment. Please refer to our **Fees to Landlords** section for full details. Northgates does **not charge VAT**.



### **How much is the tenant's deposit and what happens to it?**

The tenant's deposit is typically **equal to one month's rent**. It must be protected under a Government-authorised tenancy deposit scheme within **30 days** of receipt.

Northgates registers all deposits with the **Deposit Protection Service (DPS)** as a stakeholder. At tenancy end, we liaise with both parties and instruct the DPS to release the agreed amount. Repayments are typically processed within **5 calendar days**.



### **How long does it take to receive rent?**

Rent is typically paid by **standing order** on the agreed due date each month (usually aligned with the move-in date). Once received, funds are processed and remitted to the landlord promptly, typically **within 1–2 working days**.