



Northgate Sales and Lettings LTD

Maintenance Co-Ordination Policy and Landlord Agreement

1. Purpose

This document sets out the maintenance coordination services provided by Northgate Sales and Lettings Ltd and clarifies the responsibilities of both the Landlord and Northgate Sales and Lettings Ltd in relation to maintenance, repairs and contractor management.

2. Landlord Responsibility

The Landlord remains solely responsible for ensuring that the Property is maintained in a safe, habitable and legally compliant condition at all times.

This includes, but is not limited to:

- Structural repairs
- Heating and hot water systems
- Plumbing systems
- Electrical installations
- Roofing and external repairs
- Appliances supplied by the Landlord
- Fire safety compliance
- Gas safety compliance
- Electrical safety compliance
- Any other repairs required under landlord and tenant legislation

The Landlord shall remain responsible for all costs associated with repairs, maintenance, replacements and statutory compliance works.

3. Northgate Maintenance Coordination Service

Where Northgate Sales and Lettings Ltd is instructed to manage a tenancy, we will act as the primary point of contact for maintenance reports received from tenants.

Our role is limited to:

- Receiving maintenance reports from tenants
- Assessing the reported issue
- Liaising with the Landlord
- Obtaining quotations where appropriate



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Company No. 17263962
Registered in England and Wales



- Researching suitable contractors
- Coordinating contractor attendance
- Communicating updates to tenants
- Monitoring progress of repair works

Northgate Sales and Lettings Ltd does not undertake major repair works and does not accept responsibility for the quality of workmanship carried out by independent contractors.

4. Minor Maintenance Assistance

Where practical, Northgate Sales and Lettings Ltd may undertake simple maintenance tasks without the need for external contractors.

Examples include:

- Key cutting and replacement arrangements
- Tightening loose fixtures and fittings
- Replacing batteries in alarms
- Minor adjustments to door handles
- Minor adjustments to locks
- Basic property checks
- Other similar low-risk tasks at our discretion

Northgate Sales and Lettings Ltd reserves the right to determine whether a reported issue falls within this category.

5. Contractor Quotations

Where external works are required, Northgate Sales and Lettings Ltd will make reasonable efforts to obtain competitive quotations from suitable contractors. The Landlord shall be responsible for reviewing quotations and providing written approval before works commence.

Northgate Sales and Lettings Ltd shall not be responsible for delays resulting from a failure by the Landlord to provide instructions.

6. Emergency Repairs

Where an emergency presents an immediate risk to occupants, the Property, or compliance with legal obligations, Northgate Sales and Lettings Ltd may take reasonable steps to arrange emergency attendance where it has not been possible to obtain instructions from the Landlord.





Examples include:

- Major water leaks
- Dangerous electrical faults
- Loss of security to the Property
- Gas emergencies
- Complete loss of heating during severe weather
- Any issue presenting an immediate risk to health or safety

The Landlord shall remain responsible for all costs incurred.

7. Maintenance Coordination Fee

Where Northgate Sales and Lettings Ltd arranges external contractors on behalf of the Landlord, a maintenance coordination fee of £10.00 per contractor invoice may be charged.

This fee covers:

- Contractor sourcing
- Obtaining quotations
- Appointment scheduling
- Tenant liaison
- Contractor liaison
- Progress monitoring
- Administration and payment processing

The fee shall be added to the contractor's invoice and become payable by the Landlord.

8. Contractor Payments

The Landlord agrees to reimburse all approved contractor costs and associated maintenance coordination fees.

Payments shall be made to the designated Northgate Sales and Lettings Ltd Maintenance Account.

The Maintenance Account is operated solely for the purpose of receiving maintenance funds and paying approved contractor invoices relating to managed properties. Northgate Sales and Lettings Ltd will maintain records of payments made through the Maintenance Account and may provide copies upon reasonable request.





9. Limitation of Liability

Northgate Sales and Lettings Ltd acts solely as a maintenance coordinator and intermediary between the Landlord, tenants and independent contractors.

Northgate Sales and Lettings Ltd shall not be liable for:

- Contractor workmanship
- Delays caused by contractors
- Manufacturing defects
- Material failures
- Latent defects within the Property
- Losses arising from a Landlord's refusal or delay in approving repairs

Nothing within this document excludes liability where such exclusion is prohibited by law.

10. Acceptance

By instructing Northgate Sales and Lettings Ltd to manage a Property, the Landlord acknowledges that they have read, understood and accepted the terms of this Maintenance Coordination Policy.

Landlord Name: _____

Landlord Signature: _____

