



Hassle free property rental

A guide for Norwich landlords about
our private sector leasing scheme



**LetNCC,
the Norwich City Council
leasing scheme is an initiative
developed by Norwich City
Council (in partnership with
the Eastern Landlords'
Association) to guarantee
private landlords rent for a
fixed term* of four years.**

* subject to a 12 month minimum agreement

What is Let Norwich City Council?

Under the scheme Norwich City Council rents properties from landlords and lets them to people in housing need.

Norwich City Council is responsible for all management issues associated with the property for the duration of the agreement, including all contact with tenants. At the end of the agreement the property will be returned to the landlord with vacant possession in the same condition – less fair wear and tear.

It is a key element of Norwich City Council's housing strategy to work effectively with private landlords to make it easier for households on lower incomes to access private rented accommodation.

What are the advantages to property owners?

Guaranteed rent – we will guarantee to pay the rent every month for the duration of the agreement, regardless of whether the property is occupied or not.

Guaranteed property condition – we will guarantee to return the property to you in the same condition less fair wear and tear.

Low management fee – we charge a competitive monthly management fee and do not charge any set up fees like most lettings and management agents.

Repairs service – we can carry out repairs on your behalf if you wish.

Advice and information – our dedicated LetNCC team can provide advice and assistance on a range of issues including statutory safety requirements.

Property visits – our LetNCC team will make regular visits to your property.

Hassle free renting – letting your property to Norwich City Council removes all the hassle and pitfalls renting can involve. You can sit back and watch the rent go into your bank account each month with the peace of mind that your property is being well looked after.



Types of property required

We are looking for all types of self-contained properties between one and three bedrooms in size. Demand for property sizes varies and on occasion we may also require larger properties. The properties must be located in the Norwich City Council local authority area.

The agreement

The landlord rents the property to Norwich City Council for a period of four years (subject to a one year minimum agreement).

Repairs and maintenance options

Landlords have two main options:

1: Non repairing agreement

- Norwich City Council will report any repairs or maintenance issues directly to you. As the property owner you will be responsible for carrying out any repairs or maintenance to the property for the duration of the agreement.
- If emergency repairs are required such as to heating or lighting, and we are unable to make contact with you we will carry out the repairs and charge these works to you at cost, plus an administration charge.
- If during the agreement a tenant damages the property Norwich City Council will be responsible for the repairs.

2: Repairing agreement

- All repairs and maintenance issues will be reported directly to Norwich City Council.
- Norwich City Council will instruct our approved contractors to carry out all necessary repairs and ensure they are carried out to a high standard.
- All repairs and maintenance carried out on your behalf will be charged back to you at cost plus an administration charge. This will be deducted from any monies owing under the agreement.

Acceptance onto the scheme

Landlords will only be accepted onto the scheme if they meet the following conditions:

- Property/properties must meet the required standard (see pages 7 and 8).
- Council tax band details must be provided.
- Building control certificates must be provided for converted properties.
- Copy of building insurance must be provided annually.
- Copy of the title deeds must be provided if the property is owned.
- If you have mortgages or loans on the property you will need to seek and provide us with your lenders authorisation before placing your property with the scheme.
- A gas safety check must be conducted and a certificate provided by a Gas Safe Registered engineer.
- A full electrics test must be carried out by a National Inspection Contractor (NICEIC) and a certificate provided.
- An energy performance test must be carried out by a domestic energy assessor (DEA) and a certificate provided.
- A Norwich City Council representative must complete a property standard inspection.
- If the property has a gas fired central heating system it is preferable you hold a 3-star service contract with British Gas or other registered Gas Safe Registered engineer.

How will the scheme work?

Norwich City Council will rent the property straight from the landlord. In return the council will:

- guarantee a monthly income for the duration of the agreement. This will be paid monthly in arrears
- pay the rent regardless of whether the property is occupied or not
- visit the property regularly to ensure that the tenancy is proceeding successfully
- make good any damage caused by tenants (following an inspection)
- ensure the property is kept in good order even when it is empty
- in the case of a repairing agreement, carry out any necessary repairs and maintenance to the property using our approved contractors and deduct costs from rent owing to you under the agreement (plus an administration charge)
- at the end of the agreement return the property to you in the condition it was in at the start of the agreement – less fair wear and tear.

How do I sign up my property to LetNCC?

If your property meets the standard shown below, please complete the application form at the back of this booklet and return it as instructed.

LetNCC property standards

A property must meet the below standard before it can be placed with Norwich City Council. Each property will also need to be assessed by a Norwich City Council LetNCC officer.

If you would like further information please call the LetNCC team on 01603 212841 or email pslt@norwich.gov.uk

Item	Standard
Legal requirements	The property will comply with all appropriate legal minimum standards and in particular will: • be fit for human habitation • be in good repair • be provided with satisfactory amenities.
Visual appearance/ nuisance	The visual appearance of dwellings, outbuildings, gardens and yards and boundaries will be maintained in a good state so as not to detract from the visual amenity of the area.
Furniture	Any furniture and furnishings provided by the landlord will be in a satisfactory condition at the start of the agreement and comply as appropriate with the Furniture and Furnishings (Fire)(Safety) Regulations.
Energy performance certificate (EPC)*	An energy performance test must be carried out by a domestic energy assessor (DEA) and a certificate provided to the LetNCC officer at the time of the property inspection.
Gas appliances and supply*	• A void gas safety check, must be conducted and a certificate provided by a Gas Safe Registered engineer before a new tenant moves in. • A copy of the current landlords gas safety certificate must also be provided to the LetNCC officer (or put on display in the dwelling) and given to new tenants on moving in.
Electrical installations and appliances*	A full void electrics test must be a carried out by a National Inspection Contractor (NICEIC) and a certificate provided to the leasing officer before a new tenant moves in.

Item	Standard
Electrical installations and appliances*	<ul style="list-style-type: none"> • Reasonable steps will be taken to ensure that any electrical appliances are functioning effectively and in a safe manner. Portable appliance testing (PAT) would be one satisfactory method of ensuring this. Appliances are regularly visually inspected for wear and tear and any defects remedied. • Instructions for the safe use of all electrical appliances (including cookers, space and water heaters, refrigerators and freezers) will be given upon request. • All dwellings are provided with a reasonable level of energy efficiency measures (minimum of lagging to the hot water tank and exposed pipework and adequate insulation to the roof void where achievable).
Space heating	<ul style="list-style-type: none"> • All dwellings will be provided with adequate and suitable space heating. Efficient and economic fixed heating appliances, or a controllable central heating system, are required to be provided in principal rooms or bedsits, with similar provision for other rooms. • Clear written instructions for the safe use of all central heating and hot water systems will be made available on request. • Oil fired heating systems will be serviced annually in accordance with the manufacturer's recommendations.
Fire safety	<ul style="list-style-type: none"> • At a minimum, all dwellings will be provided with smoke alarms in the entrance hall and first floor landing and a carbon monoxide detector suitably positioned. They should be mains-powered with a battery back-up and interlinked. • A fire blanket should be provided in the kitchen. • Fire alarms will be properly maintained in accordance with the manufacturers instructions.
Facilities	<p>Each kitchen contains adequate facilities for storage, preparation and cooking of food, and with space and plumbing for a washing machine. Suitably located toilets and a bath and/or shower are adequately provided serving the number of occupants.</p>
Security measures	<ul style="list-style-type: none"> • External doors and frames will be secure and fitted with a secure locking system. • Ground floor and upper storey windows accessible from ground level will be secure and of sound construction.

* Copies of certificates will need to be provided before the start of a tenancy and again on an annual basis (for some certificates), and when the property becomes vacant.

Application form



What to do now

If your property meets LetNCC standards and you wish to make an application, please complete this form and return to:

**LetNCC, Private sector leasing team, Room 106,
Norwich City Council, City Hall, Norwich, NR2 1NH**

Your details:

Title	<input type="text"/>	Name	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
		Postcode	<input type="text"/>
Tel	<input type="text"/>	Eve	<input type="text"/>
Email	<input type="text"/>		

Property details:

How many properties do you wish to put with the scheme?

Only include information for your first property application. Any additional properties should be discussed with the LetNCC team.

Type of property (eg house/flat)	<input type="text"/>
Number of bedrooms	<input type="text"/>
From when is the property available?	<input type="text"/>
If empty how long has it been so	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	Postcode
	<input type="text"/>
Chosen repairs options (repairing or non-repairing)	<input type="text"/>
How did you hear about this scheme?	<input type="text"/>

If you would like this information in another language or format such as large print or audio cassette please phone **0344 980 3333** or email **info@norwich.gov.uk**



If you have any queries about the standard, please contact:

LetNCC

Private sector leasing team, Room 106

Norwich City Council, City Hall,

Norwich, NR2 1NH

t: 01603 212841

e: pslt@norwich.gov.uk

www.norwich.gov.uk



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City Council