NICHOLSON LIVING™

THE RESIDENT APP FROM NICHOLSON LETTINGS

THE COMPLETE GUIDE · GO-LIVE DECEMBER 2026

Nicholson Living™

Your home, in your pocket

Nicholson Living is the app for your home: repairs, rent, documents, messages, offers and your tenancy, all in one place and kept on your record. This guide covers everything it does, how to use it, and how to get the most from it.

WHO IT IS FOR

Every Nicholson resident, applicant and guarantor.

HOW TO READ IT

Part 1 is the guide to the app. Part 2 is a reference to every screen. The annexes are the step-by-step guides that sit inside the app.

DOWNLOAD NICHOLSON LIVING™

Scan with your phone camera to download Nicholson Living™ from the App Store or Google Play.

living.nicholsongroup.co.uk/get/living

BEFORE YOU START

↓ Download Nicholson Living™ and sign in

Point your phone camera at the code and tap the link.

It opens the right store for your phone: **Google Play** on Android, the **App Store** on iPhone. Install Nicholson Living™ (published by Nicholson Lettings Limited), open it and sign in.

No camera? Type **living.nicholsongroup.co.uk/get/living** into your browser. You can also use Nicholson Living™ in any web browser at **living.nicholsongroup.co.uk/app**.

SIGN IN

No password to remember

1. **Open the app**
   Tap Nicholson Living on your phone.
2. **Enter your email**
   The email address on your tenancy.
3. **Enter the code**
   We email you a six-digit code. Type it in. No password to remember.
4. **Turn on notifications**
   Notices about your tenancy, repairs and messages come through the app.

Turn notifications on

When the app asks, allow notifications. They are how we reach you: repair updates, appointments, messages, notices and your newsletter. You can check them any time under the bell.

Code not arrived?

Codes come from office@nicholsongroup.co.uk. Check your junk folder. Only the newest code works, and each one lasts a short time: ask for a new one if it has expired.

HOW THIS GUIDE IS ORGANISED

What is in this guide

SECTION	WHAT IT COVERS	PAGE
Download and sign in	Get the app on your phone and sign in	2
Part 1 · The guide	How the app works, with the rules and what happens next	4
Part 2 · Every screen	A reference to every screen, so nothing is missed	18
Annex A · Rent Reform Guide	Every resident	32
Annex B · Your end of tenancy check-out	Residents leaving a Nicholson home	37
Annex C · Important obligations when vacating	Residents leaving a Nicholson home	42

Every page carries its number in this guide at the top right. The annexes keep their own page numbers at the foot as well, because each is also issued on its own inside the app.

NICHOLSON™
LIVING · RESIDENT GUIDE

NICHOLSON LIVING APP · IPHONE, ANDROID AND WEB

Your home, *in your pocket.*

Nicholson Living is the official app for Nicholson Lettings residents. Report repairs, message the engineer booked on your repair, see your rent account, keep your tenancy documents, message us and book extra services, all in one place and open 24 hours a day. Once the app is live, it is how we talk to you and how you talk to us.

Free to download · Sign in with a one-time code · Every message saved to your account · Repairs tracked from report to completion · Message your engineer directly

OUR APPROACH

Why we built it

> We have been landlords since 2008. In that time the thing residents have asked of us most is simple: tell me where things stand.

Nicholson Group has spent nearly two decades restoring buildings and letting homes across St Helens and Liverpool. Over that time we have listened to residents in person, in surveys and in reviews. The feedback was clear. Our homes are good, but reporting a repair and hearing back took too long, and updates depended on who you happened to reach.

We have rebuilt the service around you. Every repair is logged, given a job number and timed against a target. Every message is answered professionally and saved to your account. You can see your rent, your documents and your building notices whenever you want, without waiting for office hours.

The app also gives you and us the same written record. If there is ever a question about what was reported, when, and what was done, the answer is in the app.

BEFORE	WITH NICHOLSON LIVING™
Repairs reported by email or form, with no reference	Repair logged in seconds with a job number
Chasing the office for an update	Notified when the engineer is booked and when the job is closed
No way to reach the engineer	Message the engineer on your repair; they reply by 5pm the same working day
No record of what was done	Told what was done, by whom, and asked whether you are happy
Documents scattered across emails	Tenancy agreement, inventory, deposit and safety certificates in one place
Replies depended on who answered	Every reply polite, professional and saved to your account
Office hours only	Open 24 hours, with tap-to-call emergency cover day and night

5 MINUTES Getting started

1. **Download Nicholson Living™**
   Search “Nicholson Living” in the App Store (iPhone) or Google Play (Android). The seller is Nicholson Lettings Limited. No smartphone? Use the web version at living.nicholsongroup.co.uk.

2. **Enter the email address we hold for you**
   Use the email on your tenancy. If you have changed it, tell us first so we can update your account.

3. **Type in your sign-in code**
   We email you a one-time code from nicholsongroup.co.uk. There is no password to remember. Check your junk folder if it has not arrived within a few minutes.

4. **Read our Service with Respect message**
   The app is here for your convenience. We ask everyone, residents and staff alike, to keep every message polite and courteous. Read the full commitment at nicholsonlettings.com/service-with-respect.

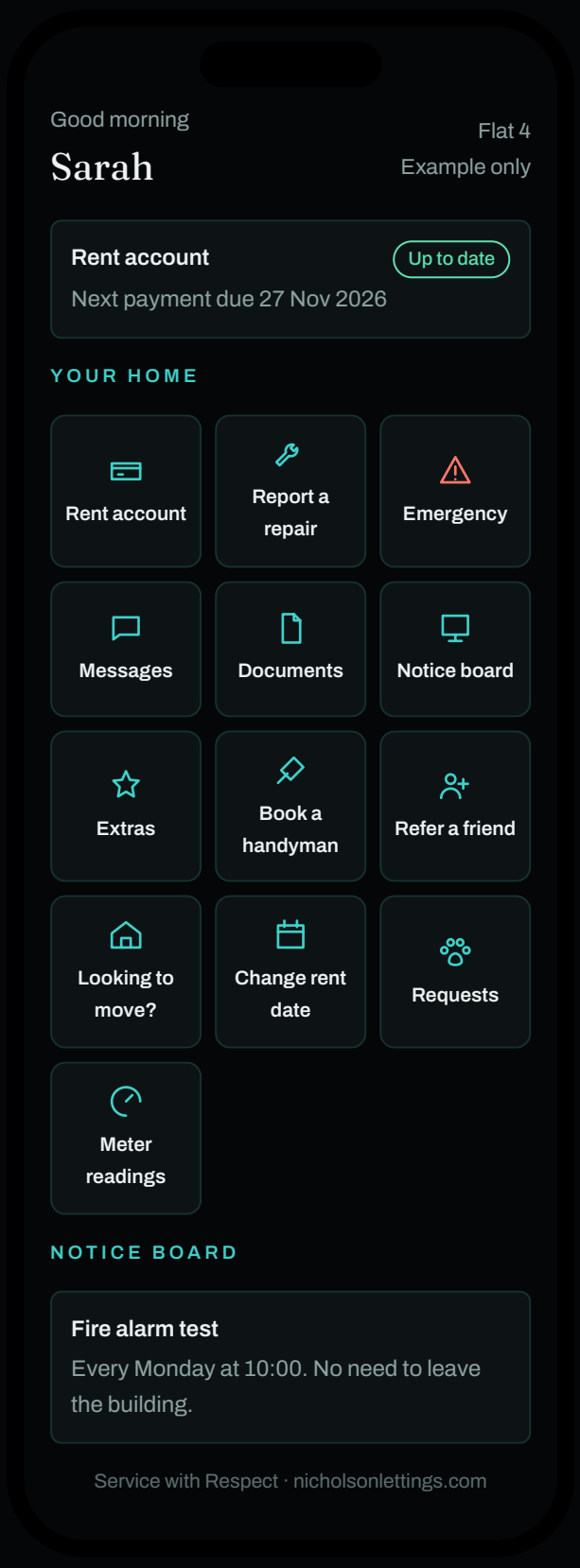
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Allow notifications

This is how we tell you an engineer is booked, a job is complete, an inspection is due or a notice has been posted for your building.

AT A GLANCE

Your home screen



Rent account
Payments due and received, Pay now, I've paid and payment plans.

Report a repair
Log a repair, get a job number and track it to completion.

Emergency
Tap to call our engineer, day or night.

Messages
Your conversation with us, saved on your account.

Documents
Tenancy agreement, inventory, deposit and safety certificates.

Notice board
Building notices, planned works and inspections.

Extras
Early check-in, late check-out, cleaning and more.

Book a handyman
Small jobs around your home that are not repairs.

Refer a friend
£50 when a friend you refer moves in.

Looking to move?
Move to another Nicholson home free, no holding deposit.

Change rent date
Move your payment date, free, with our consent.

Requests
Pets, authorised occupiers and tenancy admin.

Meter readings
Submit gas, electric and water readings.

REPORT · TRACK · CONFIRM

Repairs

Report every repair through the app, however small. A report in the app is the official record, so it is the fastest way to get it fixed and the only way to make sure nothing is missed.

1. **Tap Report a repair**
   Choose where the problem is: kitchen, bathroom, bedroom, living room or a communal area.

2. **Describe what is wrong**
   Be specific. “Kitchen tap dripping constantly” gets the right engineer with the right parts first time.

3. **Choose access**
   Let us use management keys, or tell us you will be home. We confirm the arrangement back to you.

4. **Get your job number**
   The job is logged straight away with a reference, for example J1051, and appears in your repairs history.

5. **We book the engineer**
   You are notified when the job is booked on our maintenance calendar.

6. **Message your engineer**
   Once an engineer is booked, your repair shows **Message [engineer's first name]**. Use it for arrival times, access and anything they need from you. They reply by 5pm the same working day (the next working day if you message after 5pm or at the weekend).

7. **Job completed and closed**
   You are told what was done and which engineer did it, then asked for your feedback. If the job is not right, say so and it goes straight back on the list.

PRIORITY	TARGET	EXAMPLES
Emergency	2 days	Danger to health or safety, or serious damage to the building. Call the emergency line as well.
Reactive	14 days	Something that stops part of your home working properly, such as a faulty appliance or a leaking tap.

PRIORITY	TARGET	EXAMPLES
Inconvenience	28 days	Minor defects that do not affect how you use your home, such as a sticking drawer or loose trim.

DAY AND NIGHT

Emergencies

Smell gas? Fire? Call these first.

Leave the property if it is unsafe. Then report it to us.

GAS EMERGENCY
0800 111 999

FIRE, POLICE, AMBULANCE
999

NICHOLSON EMERGENCY ENGINEER
Tap Emergency in the app

Use the emergency engineer for

- Flooding or a major leak
- No heating or hot water
- A break-in or an insecure door or window
- Being locked out

How it works

The Emergency tile connects you straight to our engineer, who is on call 24 hours a day. The number is not shown; just tap to call.

Locked out

£100 call-out

We will let you back in. The call-out is paid through a secure payment link.

ALWAYS CURRENT

Rent account

Your rent account shows every payment due, its amount and whether it has been received. It is updated as payments arrive.

Pay now

Shows the landlord company's bank details for your tenancy and your payment reference, with copy buttons. Always use your reference so we can match the payment.

I've paid

Paid by bank transfer? Tell us the date, amount and the name on the paying account. We check it, usually by the next working day, and notify you once it has cleared.

Need a day or two?

On the rent in your Rent schedule, tap **Ask for time to pay** and choose the day you will pay by, up to 7 days after it is due. If we agree, it is a one-off for that month: the rent still shows as owed until it reaches us, your usual rent date is unchanged, and we will not chase you before the agreed date.

Payment plan

Fallen behind? Request a plan in the app. We reply in Messages within 2 working days. Your normal rent stays due on time, and the full balance stays due until a plan is agreed.

Build your credit score

Sign up to Brickk from the app and your on-time rent payments can help improve your credit file.

If your account is in arrears or a damage invoice is unpaid, the app shows a flashing alert and sends a notification. Extras, handyman bookings, referrals, moves and requests are paused until the balance is cleared. Repairs, emergencies, your rent account, messages, documents and the notice board always stay open.

ONE PLACE

Documents and certificates

Your tenancy

- Signed tenancy agreement
- Holding deposit confirmation
- Inventory
- DPS deposit certificate (where you paid a cash deposit)

Certificates tab

- Gas safety certificate
- Electrical installation report
- Energy Performance Certificate (EPC)

What you upload

Photo ID, and right to rent documents where they apply. Upload them once and they are held securely on your account.

ON RECORD

Messages, notices and updates

Messages

Ask us anything. Every message and reply is saved on your account, so nothing gets lost and you never have to explain twice.

Message your engineer

On an open repair with an engineer booked, tap **Message [first name]**. You see the engineer's first name and they see yours; phone numbers are never exchanged. Nicholson Lettings can read every message and will step in if a reply is late. The conversation closes when the repair is completed and stays on your record.

Notice board

Building notices, such as weekly fire alarm tests, planned works and communal cleaning.

Inspections

We inspect each building on a rolling programme and give you at least 24 hours' written notice in the app before any visit. Your next visit shows as a card on your Home screen. Tap it, or open the menu and choose **Inspections**, to see every date booked and tell us for each one: **I'll be home**, **Use your keys** or **Rearrange**.

Resident newsletter

Monthly: new residents, how our maintenance team is performing, planned works, new homes and app improvements.

YOU WANT TO	USE	WHO ANSWERS
Report something broken	Report a repair	Our maintenance team, with a job number and target date
Ask about a repair that is booked	Message [engineer] on that repair	The engineer, by 5pm the same working day
Anything else about your home or tenancy	Messages	Nicholson Lettings, signed “Nicholson Lettings”
An emergency	The Emergency tile	Our on-call engineer, day or night

Please use the app, not email or phone, for everything about your tenancy. Correspondence through the app is logged automatically, which protects you if there is ever a dispute. Please keep every message polite, as Service with Respect sets out; we ask the same of our team.

OPTIONAL

Extras and services

Book and pay for extra services in the app. Payment is taken securely through the Nicholson Lettings online store.

SERVICE	WHAT YOU GET
Early check-in	Move in before our standard 3pm to 5pm check-in slot.
Late check-out	Leave after our standard 11:00am check-out on your last day.
Cleaning	A professional clean of your home.
Book a Handyman	Small jobs that are not repairs, such as hanging pictures, shelves or flat-pack assembly.
Refresh My Home	A refresh of your home during your tenancy.
Remove Furniture to Storage	We take supplied furniture you do not need into storage. One-off charge.

SERVICE	WHAT YOU GET
Upgrade My Move In	An upgraded move-in experience.

ASK US

Requests

Looking to move?

See every Nicholson home available now. Existing residents move to another Nicholson property free of charge, with no holding deposit.

Refer a friend

£50

Paid to you by bank transfer once your friend's tenancy is successful and they have moved in.

Change your rent date

Ask to move your payment date. Free of charge, with our consent.

Pet consent

We are pet friendly. Ask before a pet moves in so we can confirm in writing.

Authorised occupier

Ask before someone else lives with you. An authorised occupier has permission to live there but does not have tenancy rights.

Meter readings

Submit readings at move-in, at move-out or whenever your supplier asks.

ADMIN

Your tenancy

Giving notice

Notice is given in the app: open the My tenancy tab and tap the Ending your tenancy box, above Leave us a review, or search for “give notice”. We first ask why you are leaving, then the app explains the notice period and the date your tenancy would end before you confirm. It can be given on your contractual rent payment date once that month's rent has been received, or on the day your rent is marked received if it arrived on the rent date. You can request a landlord reference at the same time.

Your three check-out visits

The moment you give notice, we book three visits with you and confirm them in Messages, under **Your check-out**:

1. **Pre-check-out inspection**, at 10:00 on a working day about one month before your tenancy ends. We go through the inventory with you and list any cleaning, damage or missing items to put right before you leave.
2. **Follow-up inspection**, at 10:00 two weeks later. We check the work has been done or replacements ordered. Anything not done is charged for us to carry out.
3. **Check-out and keys**, at 11:00 on the last day of your tenancy: final inspection, meter readings and hand-back of every key and fob. If your last day falls on a Saturday, Sunday or bank holiday, check-out is at 11:00 on the next working day, normally the Monday. Your tenancy end date does not change.

Late check-out can be booked as an extra.

Where to find your check-out dates

My tenancy › Ending your tenancy shows your end date and all three visits, with times. They are also listed under **Inspections**, and the next one appears on your Home screen as **Check-out visit 1 of 3**, then 2 of 3 and 3 of 3. Tell us on each visit whether you'll be home, want us to use our keys, or need to rearrange. If your end date changes, the visits move automatically; if a notice is withdrawn with our agreement, they are cancelled. You are told in the app either way. Our two check-out guides, *Your End of Tenancy Check Out* and *Important Tenant Obligations when Vacating*, are saved in My documents.

After you leave

Your app account is closed 14 days after your tenancy ends. Save copies of your documents before then.

SUPPORT

Help

My sign-in code has not arrived	Check junk or spam for an email from nicholsongroup.co.uk. Make sure you used the email on your tenancy. If you have changed email address, contact us so we can update it.

A tile is greyed out with a padlock	Your account has an unpaid balance. Use Pay now, I've paid or Payment plan on the alert at the top of the screen. The tile unlocks once the balance is cleared.
My engineer hasn't replied	Engineers reply by 5pm the same working day (the next working day if you wrote after 5pm or at the weekend). If they haven't, we are alerted automatically and will reply to you ourselves.
I have no smartphone	Use the web version at living.nicholsongroup.co.uk on any computer or tablet.
I can't get into the app at all	Call Nicholson Lettings on 0151 475 5042 and we will help you sign in.
I want to leave a review	We read every review. Find us on Trustpilot: uk.trustpilot.com/review/www.nicholsonlettings.com

UPDATE · 7 NOVEMBER 2026

Polish with Claude

> Under every message box you will now see Polish with Claude. One tap tidies your message so it is clear and easy for us to act on.

Where it is

- **Messages** – a new message to us, and every conversation.
- **Repairs & works › Message [engineer]** – your chat with the engineer booked for your repair.

How it works

- It keeps your own words, and every fact, time and request you wrote. It is optional.
- Nothing is sent until you press Send. Tap **Undo** to go back to what you wrote.

Polish keeps every fact, date, time, amount and commitment exactly as written and adds nothing new. It fixes spelling and grammar and takes out rudeness, sarcasm and shouting.

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REPAIRS

S1 Your repair, from report to finished

You can follow every repair in Nicholson Living, agree the appointment, message your engineer, and see exactly what was done – who came, how long they were there, what they found and did, and photos from before and after the work.

1. **Report it**

   Repairs › Report a repair: what, where, photos or a video, and whether we can use our keys. Watch the self-fix guide if one pops up – it may save you waiting.

2. **Agree the appointment**

   Suggest the days and times that suit you, or accept one we offer. The agreed time is in **My appointments**, with a reminder the day before.

3. **Your engineer arrives**

   You get a notification – for example “Robbie has arrived” – as soon as your engineer starts work.

4. **The repair is finished**

   You get a **Repair completed** notification. Tap it to open the repair.

5. **Before and after**

   The **Before and after** box shows who did the work, the time they were on site, **what we found**, **what we did**, confirmation that it was **tested and working** when we left, and the photos taken before and after. Tap a photo to see it full size.

6. **Rate the repair**

   Press **Rate this repair**. If it isn’t fixed, say so: it goes straight back on our list and we will be in touch to put it right.

Every repair is checked

Every completed repair is also reviewed by our management team, with the engineer’s photos and report.

Message your engineer

While the repair is open, **Message [first name]** on the repair. Engineers reply the same working day. Please keep messages polite and courteous.

PART 2 · EVERY SCREEN

Everything in Nicholson Living

Every screen in the app, what it does and how to get the most from it. The app has four tabs along the bottom: **My home**, **Money**, **Services** and **My tenancy**, with the home screen, notifications and search at the top.

The home screen

Needs your attention shows anything waiting for you: rent due, an invoice to settle, a message to read, this month's alarm test, the newsletter, a request for your view. Nothing waiting? You're all up to date.

Get the most from it

Keep notifications on: notices about your tenancy come through the app. Test your alarms each month. Send meter readings with a photo. Report repairs early, with photos. Message us early if money is tight.

EMERGENCIES

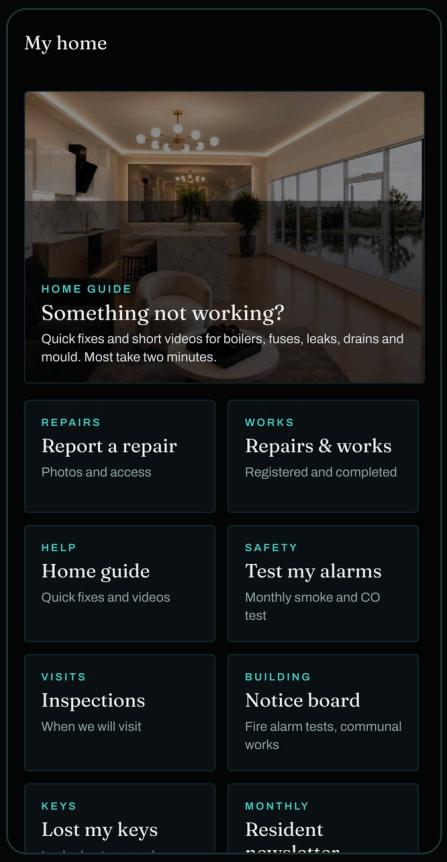
Gas smell: leave and call 0800 111 999. Fire or danger to life: 999. Flood, no power, unsafe electrics or a door that won't lock: ring us as well as reporting it as an Emergency repair.

Service with Respect

Our team is here to help you, and we are all human. Please be polite and courteous in every message and conversation, as we will be with you.

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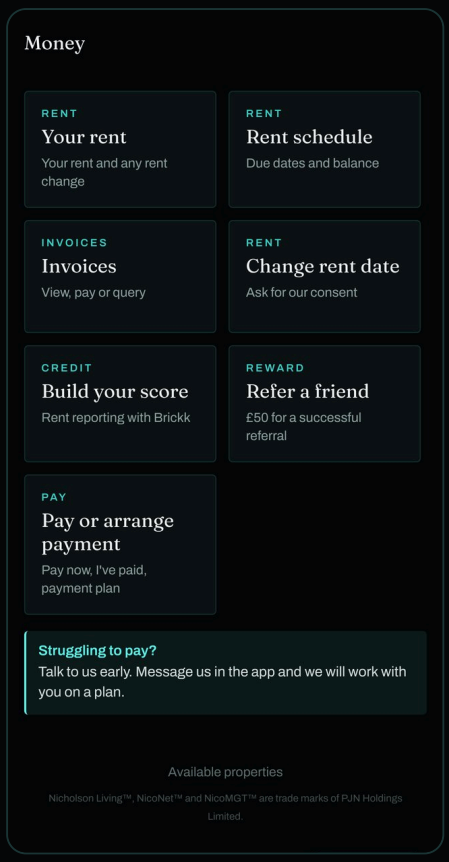
Everything in Nicholson Living



TAB · MY HOME

My home

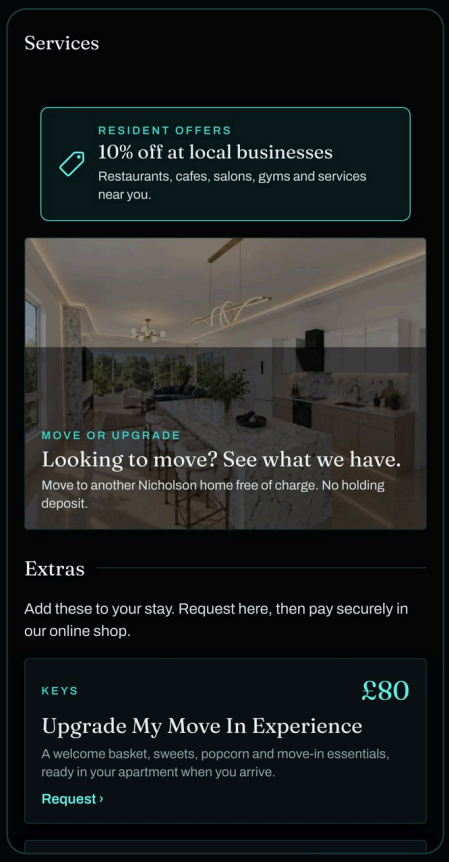
- Report a repair, Repairs & works, Home guide, Test my alarms
- Inspections, Notice board, Lost my keys, Newsletter
- Meter readings, My documents, Documents to sign



TAB · MONEY

Money

- Your rent, Rent schedule, Pay or arrange payment
- Invoices, Change rent date
- Build your score (Brickk), Refer a friend



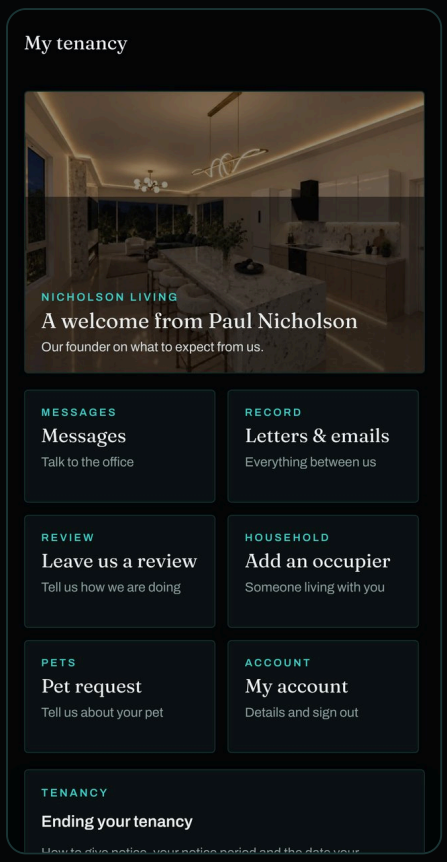
TAB · SERVICES

Services

- Resident Offers: 10% off at local businesses
- Extras: book and pay online
- Move or upgrade: a free move to another Nicholson home

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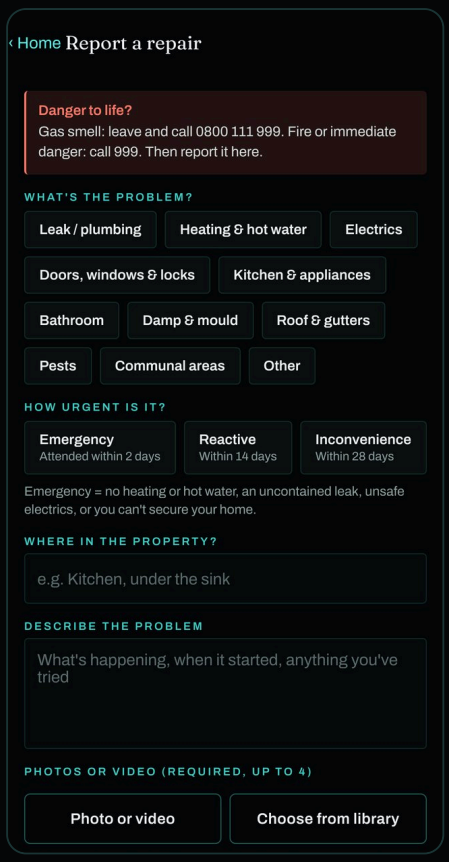
Everything in Nicholson Living



TAB · MY TENANCY

My tenancy

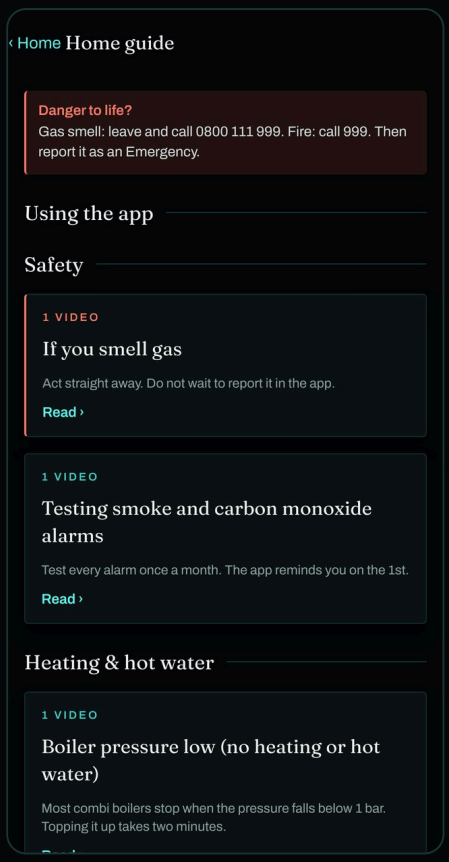
- Messages and Letters & emails
- Leave us a review, Add an occupier, Pet request
- My account, Tenancy administration, Landlord reference



MY HOME › REPORT A REPAIR

Report a repair

- Danger to life? Gas: 0800 111 999. Fire: 999. Then report it
- Say what, where and how urgent; add photos or video
- Say if our team may enter with keys, and the days and times that suit you



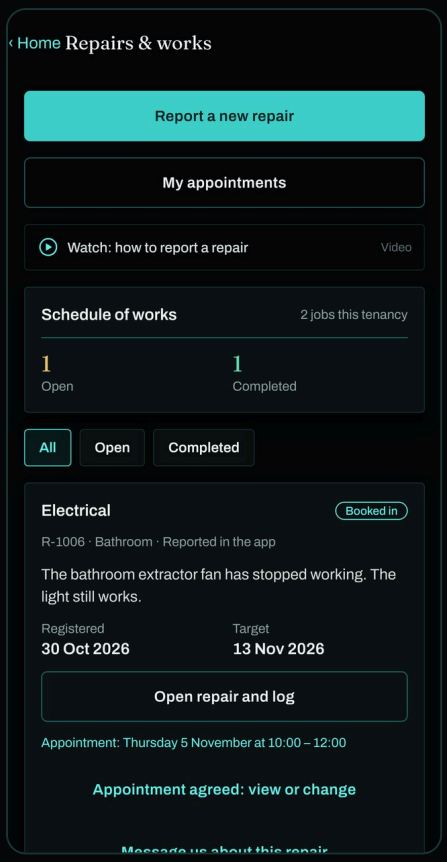
MY HOME › HOME GUIDE

Home guide

- Quick fixes and short films: boiler pressure, fuses, leaks, drains, mould
- Most take two minutes
- Still not right? Report it straight from the film

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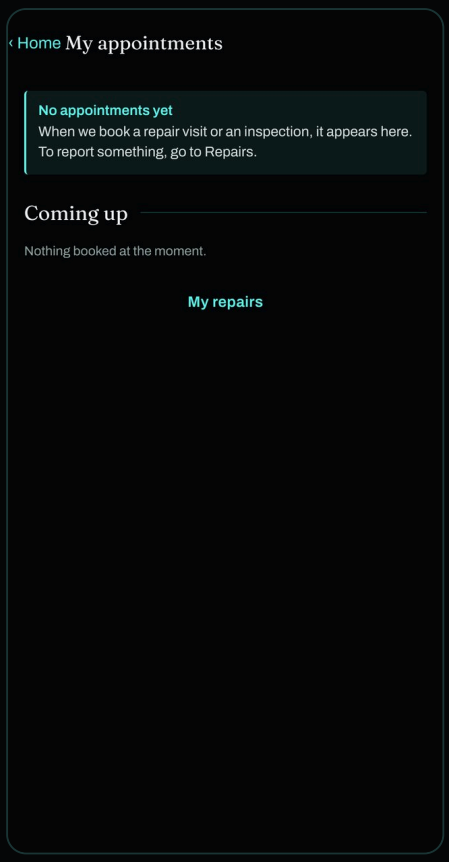
Everything in Nicholson Living



MY HOME › REPAIRS & WORKS

Repairs & works

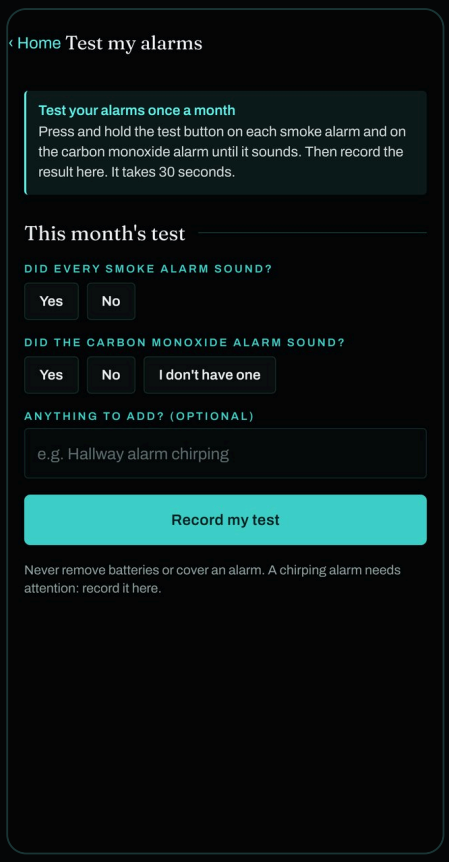
- Every repair, open and completed, with its log
- Your appointment, and messages with the engineer on the repair
- Rate each repair when it is done



REPAIRS › MY APPOINTMENTS

Appointments

- Suggest days and times that suit you; we agree one and it turns green
- Or pick from times we offer
- Can’t make it? Cancel with a reason (it counts as missed)



MY HOME › TEST MY ALARMS

Test my alarms

- Once a month, 30 seconds
- Press each test button, then record if every alarm sounded
- Chirping alarm? Record it here; never remove batteries

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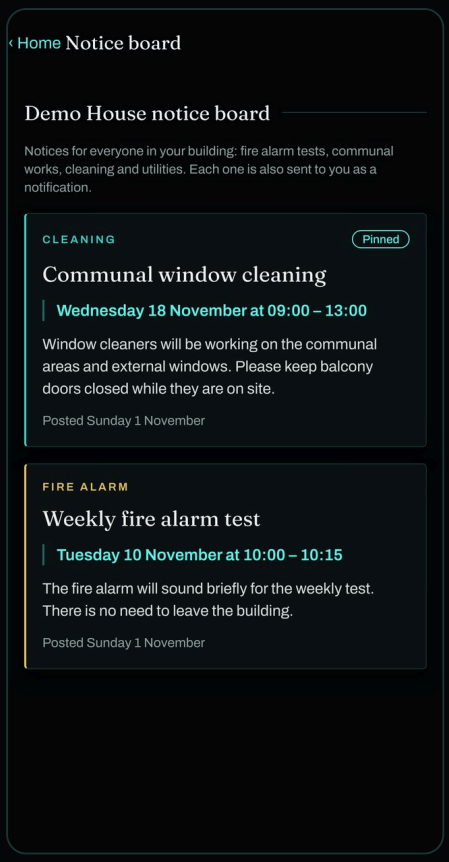
Everything in Nicholson Living



MY HOME › INSPECTIONS

Inspections

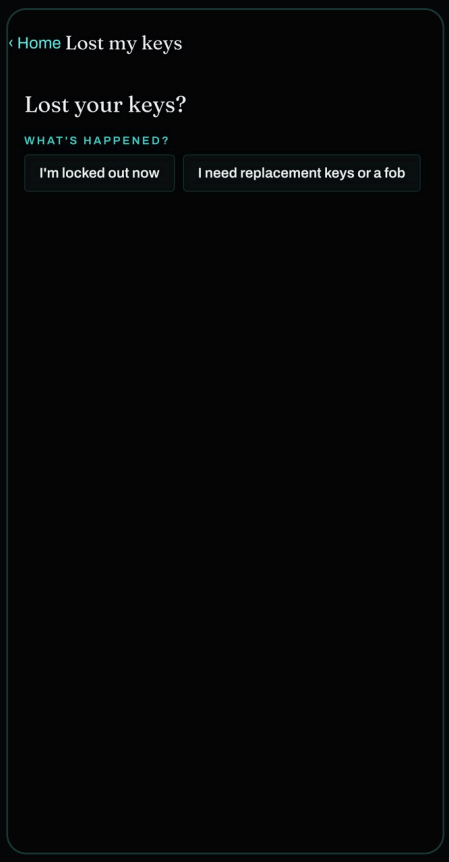
- When we will visit, with at least 24 hours' written notice
- Tell us the days and times that suit, and anything we should know
- Read the report afterwards



MY HOME › NOTICE BOARD

Notice board

- Notices for everyone in your building
- Fire alarm tests, communal works, cleaning, utilities
- Each one also comes as a notification



MY HOME › LOST MY KEYS

Lost my keys

- Locked out: ring our emergency line, day or night; photo ID checked; £100 call-out
- Lost or stolen: order replacement keys or fobs at reasonable cost
- Stolen: report to the police on 101 and give us the reference

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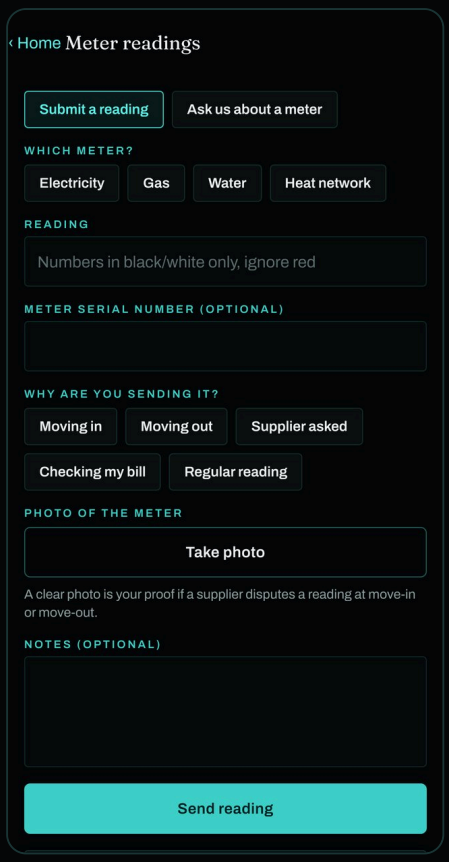
Everything in Nicholson Living



MY HOME › RESIDENT NEWSLETTER

Resident newsletter

- Every month: what we did, what's coming up, and the market
- Arrives with a notification
- Questions? Message us in the app



MY HOME › METER READINGS

Meter readings

- Send a reading for gas, electricity, water or heat, with a photo
- Moving in or out: send every meter on the day
- The photo is your proof if a supplier disputes it



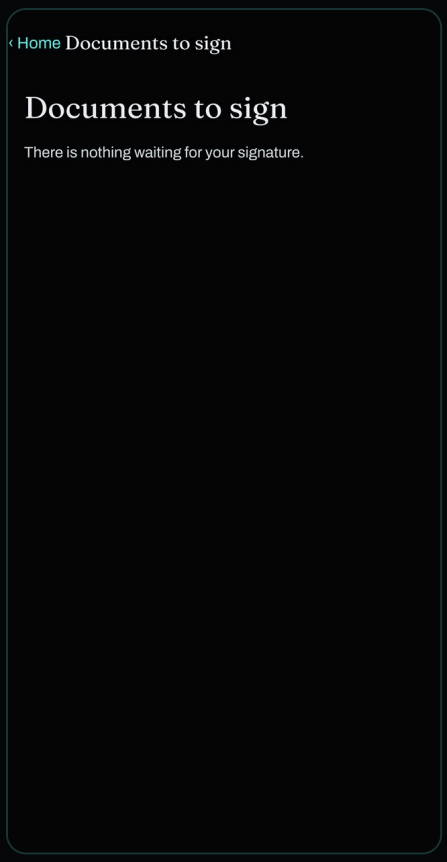
MY HOME › MY DOCUMENTS

My documents

- Tenancy agreement, inventory, deposit certificate
- Gas safety, electrical and EPC certificates
- Consent letters, your ID and right to rent

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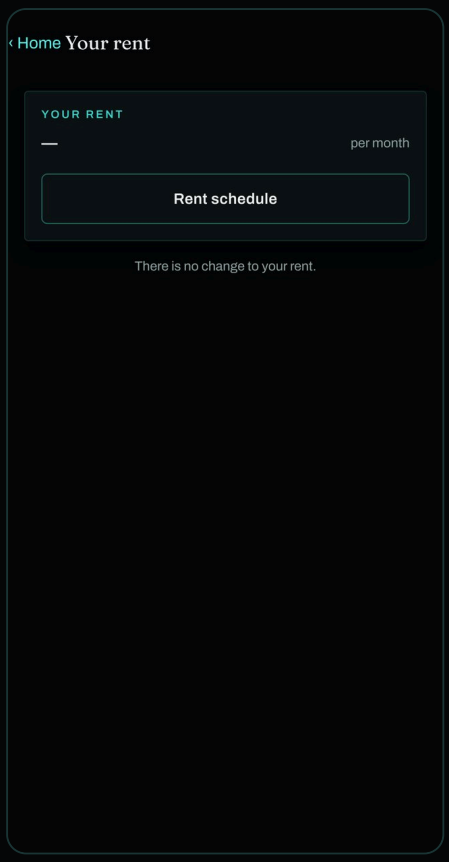
Everything in Nicholson Living



MY HOME › DOCUMENTS TO SIGN

Documents to sign

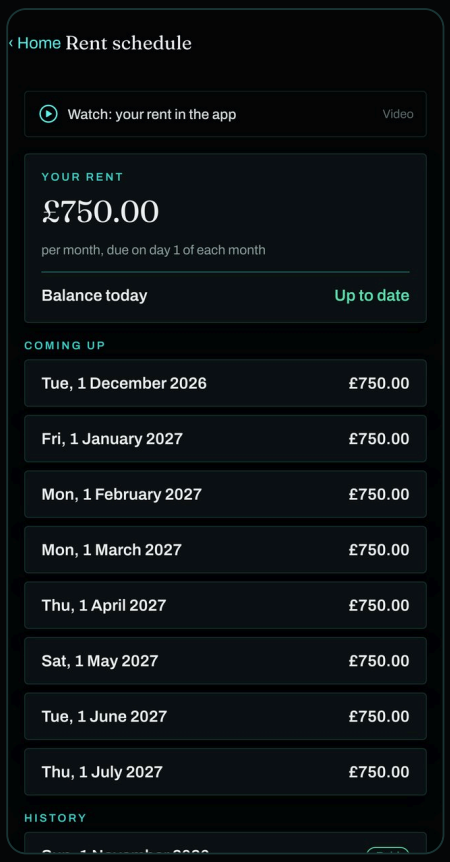
- Tenancy agreements and renewals, signed in the app
- Read it all, type your name, confirm with a code we email you
- Signed copies kept here and emailed to you



MONEY › YOUR RENT

Your rent

- Your rent, and any proposed new rent (Form 4A)
- Accept, ask to discuss, or tell us you have applied to the tribunal
- Send a screenshot of your amended standing order



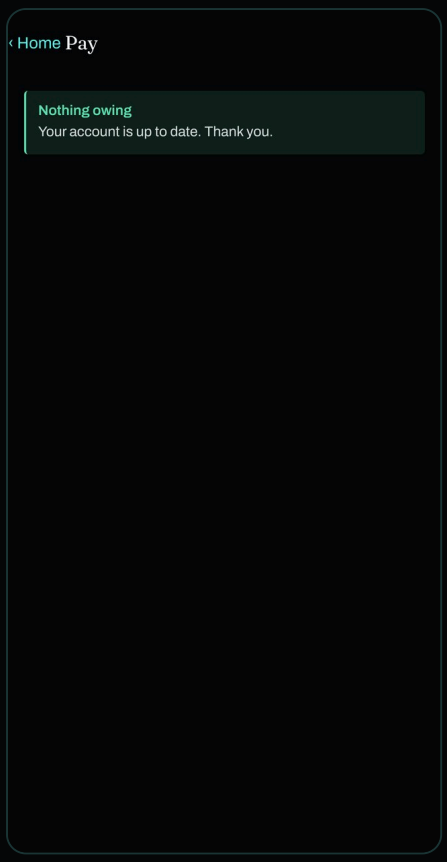
MONEY › RENT SCHEDULE

Rent schedule

- Every due date and your balance
- Need a day or two? Ask for time to pay
- Email me a full rent statement

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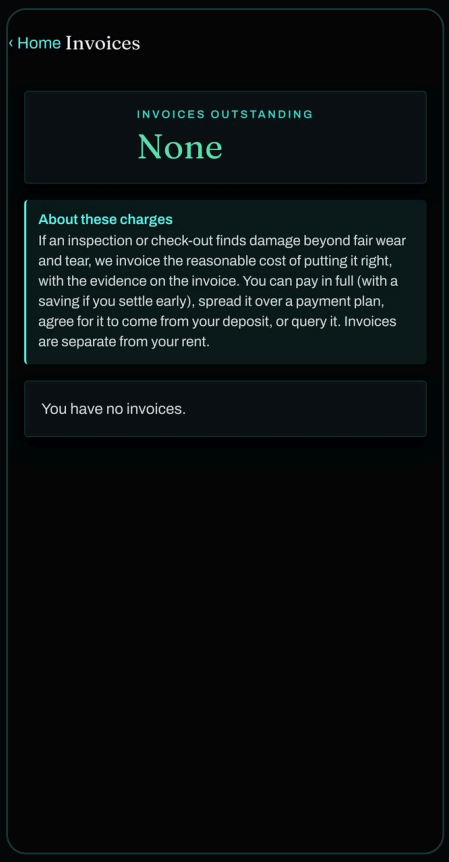
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MONEY › PAY OR ARRANGE PAYMENT

Pay or arrange payment

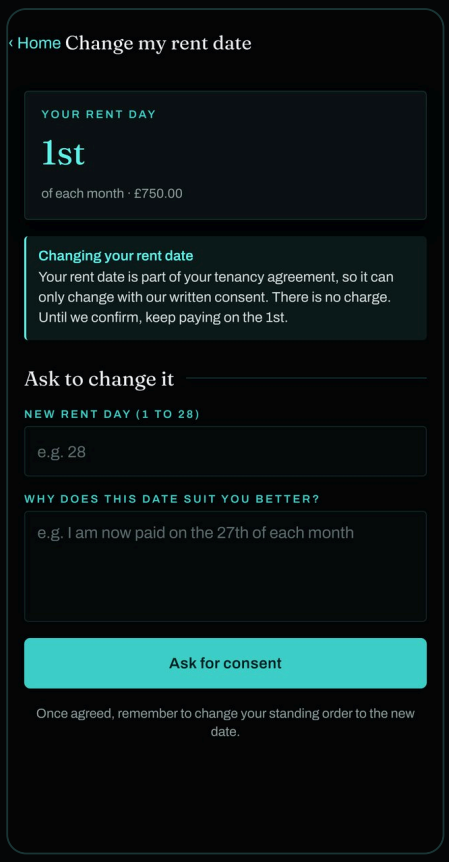
- Tell us you have paid
- Ask for a payment plan towards a balance
- Free help: StepChange 0800 138 1111, Citizens Advice



MONEY › INVOICES

Invoices

- Damage invoices, separate from your rent, with the evidence
- Pay in full early (with a saving), plan, deposit, or query
- Querying pauses payment while we review



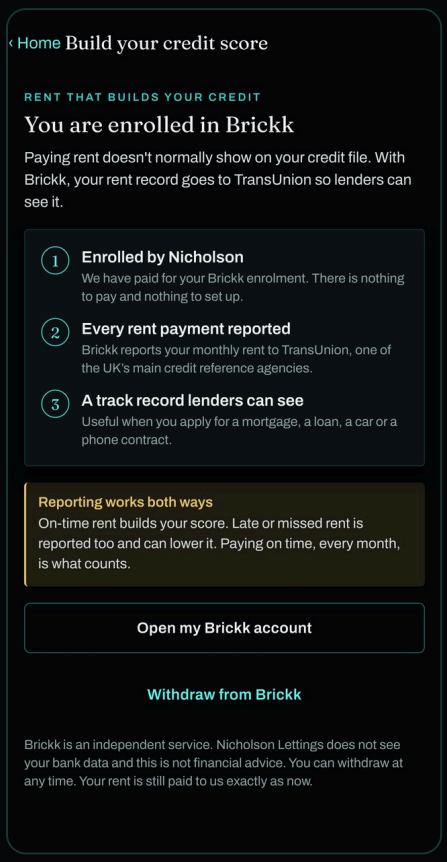
MONEY › CHANGE RENT DATE

Change rent date

- Ask for a new rent day (1 to 28) and say why
- See an estimate of the one-off bridging amount
- Once agreed, change your standing order

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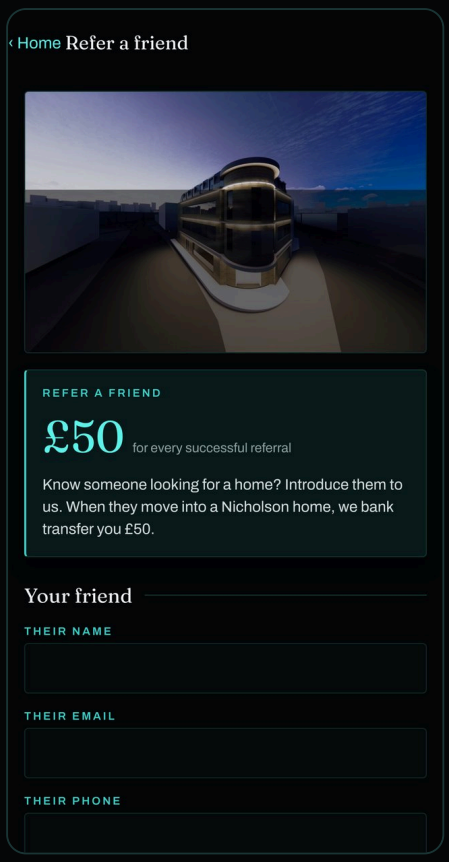
Everything in Nicholson Living



MONEY › BUILD YOUR SCORE

Build your score with Brickk

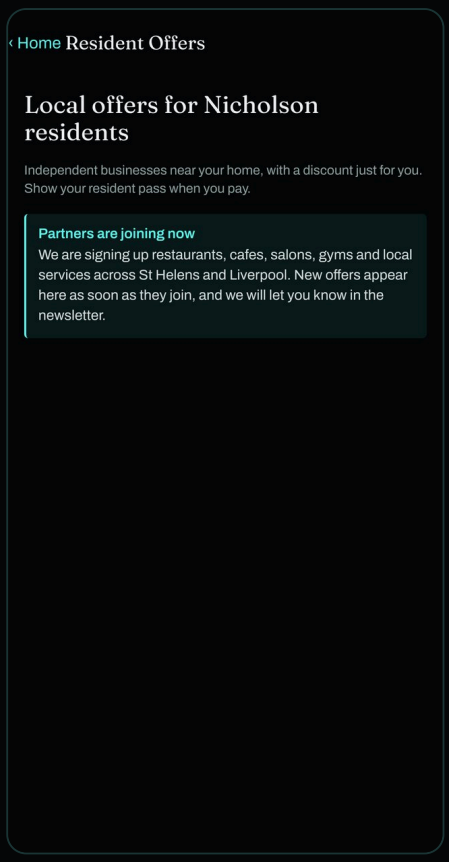
- Your rent record reported to TransUnion
- On-time rent builds your score; late rent can lower it
- Withdraw at any time



MONEY › REFER A FRIEND

Refer a friend

- £50 by bank transfer when your friend moves in
- Your friend must be new to us
- One reward per friend; the first referral counts



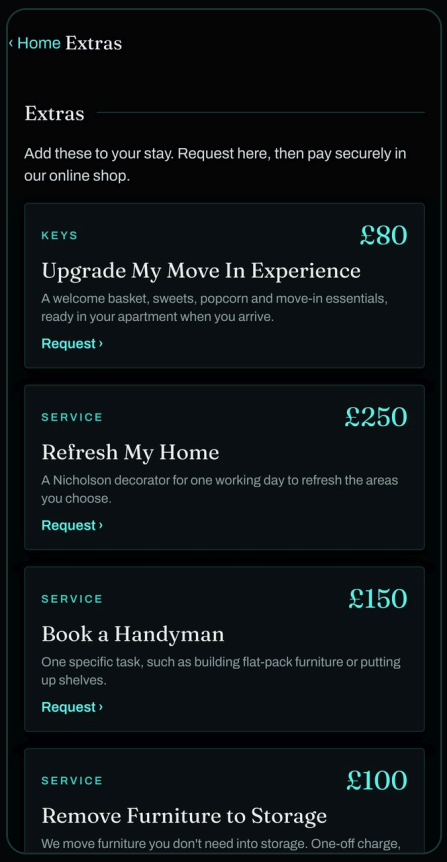
SERVICES › RESIDENT OFFERS

Resident Offers

- Independent local businesses with a discount for you
- Show your live resident pass when you pay
- Paused while a balance is owed

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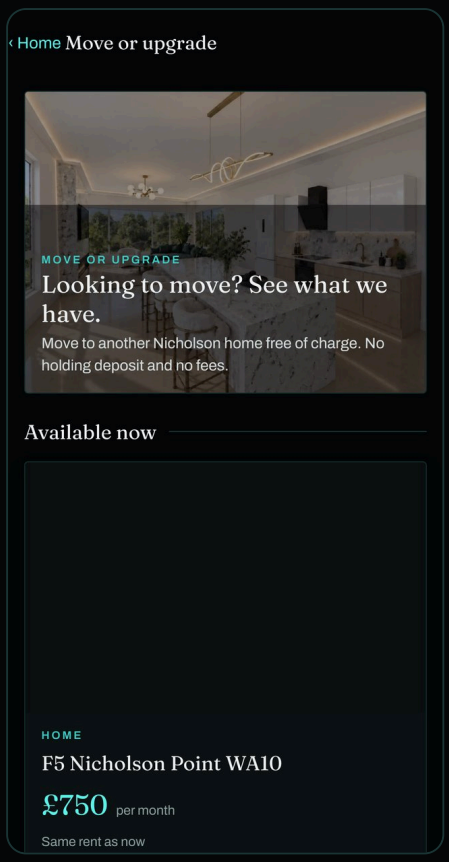
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SERVICES › EXTRAS

Extras

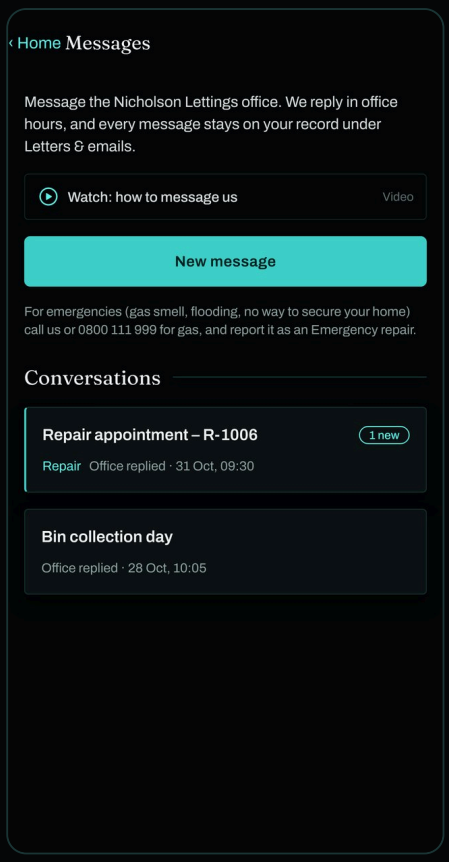
- Upgrade My Move In Experience, Refresh My Home, Book a Handyman, Remove Furniture to Storage
- Request here, then pay securely online
- Paused while a balance is owed



SERVICES › MOVE OR UPGRADE

Move or upgrade

- See every home we have advertised
- Moving with us is free: no holding deposit, no fees
- Tell us what you need and we will let you know first



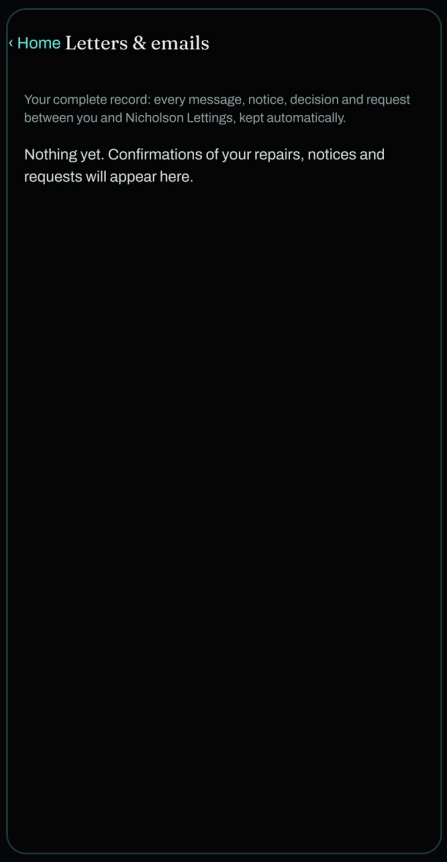
MY TENANCY › MESSAGES

Messages

- Message the office; we reply in office hours
- Every message stays on your record
- Emergencies: ring us too

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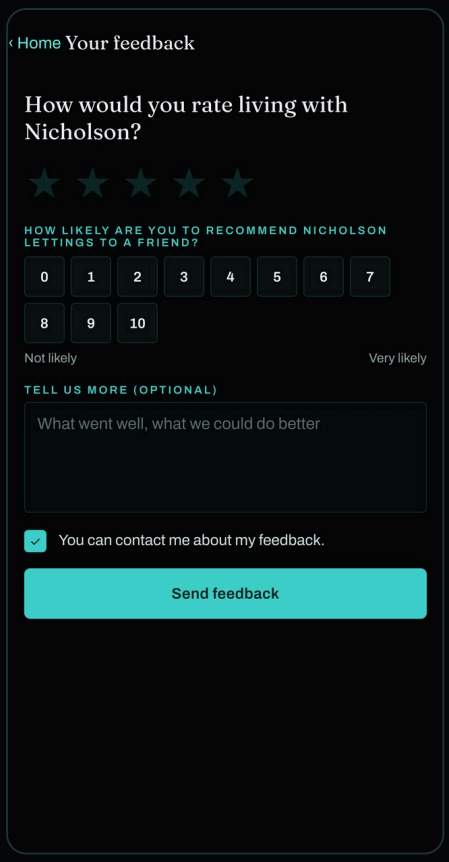
Everything in Nicholson Living



MY TENANCY › LETTERS & EMAILS

Letters & emails

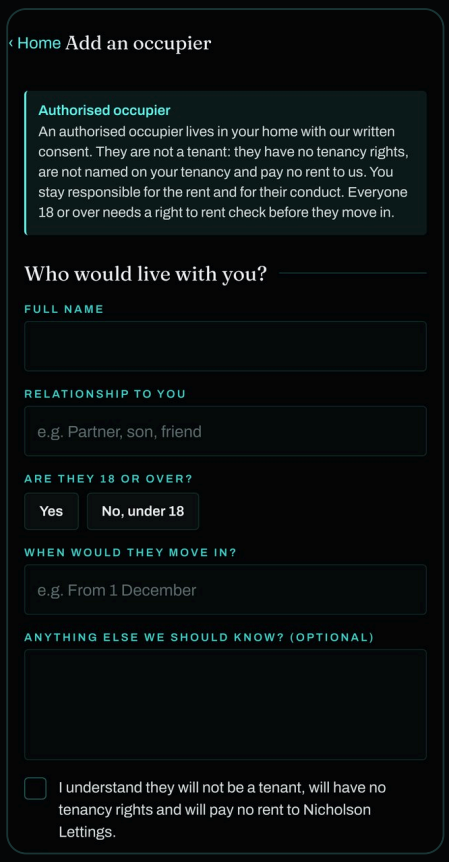
- Your complete record with us, kept automatically
- Every message, notice, decision and request
- Confirmations of repairs, notices and requests



MY TENANCY › LEAVE US A REVIEW

Leave us a review

- How likely are you to recommend us?
- Every low score is reviewed by a manager personally
- Tell us what went well and what we could do better



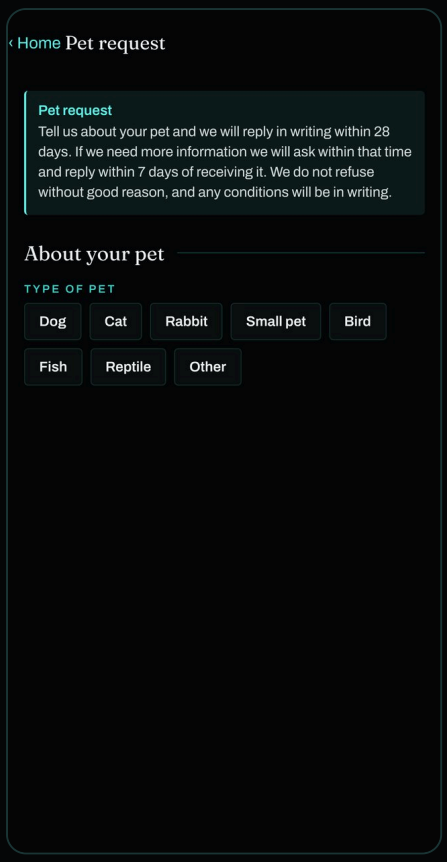
MY TENANCY › ADD AN OCCUPIER

Add an occupier

- Ask our consent for someone to live with you
- Their passport photo page; right to rent if 18 or over
- They are not a tenant; you stay responsible

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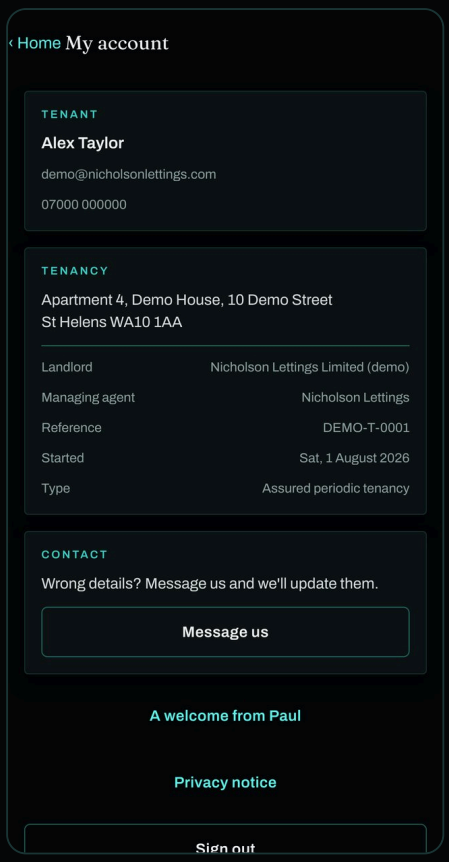
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MY TENANCY › PET REQUEST

Pet request

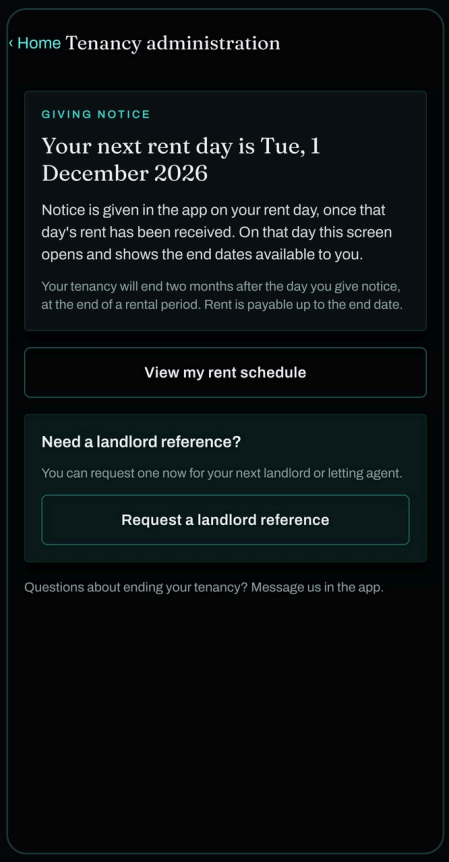
- Tell us about your pet, with photos
- We reply in writing within 28 days
- We do not refuse without good reason



MY TENANCY › MY ACCOUNT

My account

- Your tenancy details
- Wrong details? Message us
- Privacy notice, sign out, delete my app account



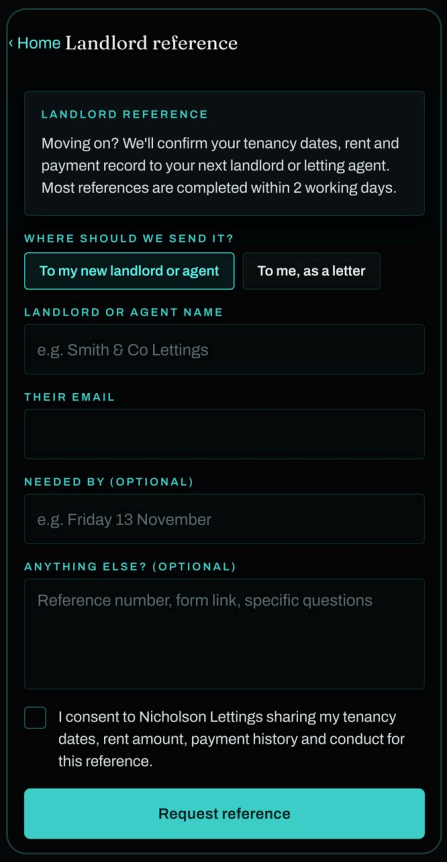
MY TENANCY › TENANCY ADMINISTRATION

Ending your tenancy

- Notice is given in the app on your rent day
- Two months, ending at the end of a rental period
- Step 1: why you are leaving. Step 2: your notice and signature

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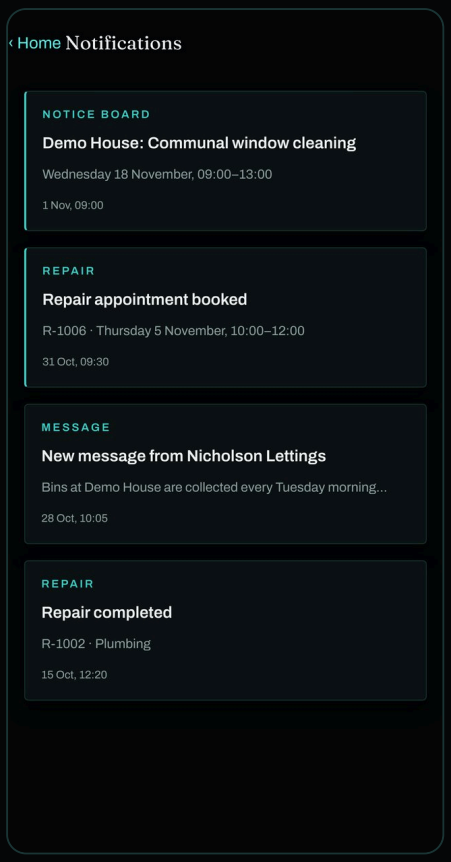
Everything in Nicholson Living



MY TENANCY › LANDLORD REFERENCE

Landlord reference

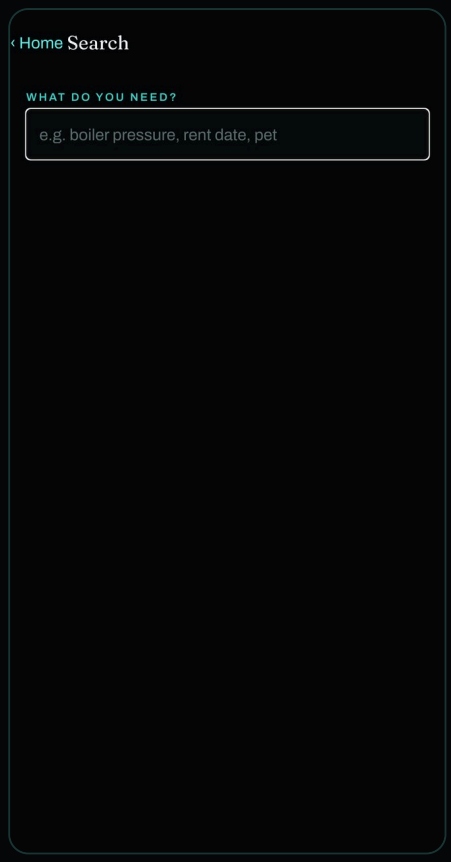
- We confirm your dates, rent and payment record
- Most completed within 2 working days
- Only with your consent



HOME › THE BELL

Notifications

- Every notification, newest first
- Repairs booked and completed, messages, notices
- Tap one to go straight to it



HOME › SEARCH

Search

- Type what you need: boiler pressure, rent date, pet
- Every feature in the app is searchable
- Nothing found? Message the office

REPAIRS, START TO FINISH

What happens when you report a repair

STAGE	WHAT YOU SEE IN THE APP
You report it	Your report, photos and video are logged with a reference (R-1042). Emergencies are sent straight away.
We allocate it	An engineer is allocated. You can message them on the repair; they reply the same working day.
We agree a time	Suggest times that suit you, or pick one of ours. Agreed times turn green; reminder the day before.
On the day	You are told when the engineer arrives. They photograph the fault before they start and the work when they finish.
Completed	You see what they found, what they did, that it was tested and working when they left, and the before and after photos.
Your rating	Rate the repair. Not fixed? Say so and it comes straight back to our list.

Response times

Emergency: made safe the same day, completed within 2 days. Reactive (something that stops part of the home working): 14 days. Inconvenience (minor defects): 28 days.

If you miss an appointment

Cancelling an agreed appointment, or not being in without our keys being allowed, is recorded as missed. You will be asked to choose a new time.

ANNEX

A

Rent Reform Guide

What the Renters' Rights Act changes mean for your tenancy. Also in the app under My tenancy.

WHO USES IT

Every resident

Ministry of Housing, Communities & Local Government

The Renters' Rights Act Information Sheet 2026

From 1 May 2026, the Renters' Rights Act 2025 will give tenants new rights and introduce new rules for private landlords. This information sheet explains how the new rules may affect your current tenancy.

These changes only affect you if you are a tenant in the private rented sector with an assured or assured shorthold tenancy. If you live in social housing or you are a lodger, the new rules will not usually apply to you.

These rules have been introduced by law. Your landlord cannot put anything into a tenancy agreement to change or disapply them.

This document is only a summary of the changes. The new rules may change or impact your tenancy in a way not described below. The new rules apply to your tenancy automatically, even if your landlord does not update your tenancy agreement.

If you do not have a written tenancy agreement or any written record of the tenancy's terms, then your landlord must provide you with certain written information on or before 31 May 2026.



If your landlord serves you a notice seeking possession before 1 May 2026

The changes explained in this document may not apply to your tenancy on 1 May 2026 if your landlord serves a notice seeking possession under section 8 or section 21 of the Housing Act 1988 before 1 May 2026.

If this happens, your landlord may still be able to take you to court to end your tenancy under the previous rules. You should seek advice if this happens to you.

Changes to fixed terms

You might have a fixed term tenancy. For example, your tenancy agreement may say the tenancy would last for 12 months.

After 1 May 2026, it will not be possible for assured tenancy agreements to have a fixed term or a set end date. All tenancies will automatically become rolling tenancies from 1 May 2026 (sometimes known as 'periodic tenancies').

Your tenancy will continue on a rolling basis. This will usually be monthly, unless your tenancy agreement sets out a shorter period, for example weekly or fortnightly. If your tenancy had an end date, it will no longer apply.

Your tenancy will continue until:

- you and your landlord decide together to end the tenancy
- you end your tenancy by giving notice
- your landlord ends it, if they have a valid legal reason

Change to the name of Assured Shorthold Tenancies

Your tenancy agreement might call your tenancy an 'Assured Shorthold Tenancy'. This is the name of the private rented tenancy system until 1 May 2026.

Assured Shorthold Tenancies will be abolished on 1 May 2026. Any tenancy previously called an Assured Shorthold Tenancy will automatically become an Assured Periodic Tenancy instead. Your tenancy will not end because of this change.

Increasing the rent

Your tenancy agreement may contain rent review clauses. These are terms in the agreement that allow the landlord to increase the rent.

Rent review clauses cannot be used for new rent increases after 1 May 2026. If you have a rent review clause in your current tenancy agreement, it will not apply after this date.

Landlords must instead use the process in section 13 of the Housing Act 1988 for increasing the rent. This means they can only increase the rent once per year. They will need to give you written notice of the proposed rent increase at least 2 months before that increase would take effect, using a form called Form 4A.

Any rent increase must be no higher than the open market rent. If you think the proposed increase is above market rate, you can challenge it at the First-tier Tribunal.

If your landlord wants to end your tenancy

Your tenancy agreement may say that your landlord can evict you without a reason. This was known as a section 21 eviction. Your landlord cannot give you a section 21 notice on or after 1 May 2026, even if your tenancy agreement says they can.

Instead, your landlord will need a legal reason to evict you. These reasons are called grounds for possession.

Below is a brief summary of some of the main reasons your landlord may legally seek to evict you. You can find full details of these and other grounds on GOV.UK.

- If you have not paid your rent on time
- If you, others living with you, or visitors commit antisocial behaviour in or near the property
- If you, or others living with you, do not care for the property properly
- If your tenancy was for certain purposes, for example it was connected to your employment, or was for temporary or supported accommodation

You cannot be required to leave under some grounds for the first 12 months of a tenancy. These are:

- if your landlord intends to sell the property
- if your landlord or their family member wants to move into the property

Your landlord will need to give you a section 8 notice of seeking possession, using 1 or more of the grounds for possession.

A section 8 notice must state the date by which your landlord is asking you to leave. They must give you the required amount of time under each ground.

If you have not left by the end of the notice period, your landlord will need to apply to court to get the property back. This is called applying for a possession order.

At court, the landlord must provide evidence that they have a valid reason to evict you. You will have the opportunity to explain why you think your landlord does not have a legal reason to evict you, or why eviction is not reasonable under certain grounds.

You can access free legal advice through the Housing Loss Prevention Advice Service[1] before going to court and on the day of the court hearing.

If you want to end the tenancy

You will be able to end the tenancy at any point by giving your landlord notice. This must be done:

- so the tenancy ends on a day when the rent is due or the day before the rent is due
- in writing, for example, by letter or email

You will need to give your landlord at least 2 months' notice. You can agree a shorter notice period with the landlord in writing, as long as any other tenants named on the tenancy agreement also agree.

1 https://www.gov.uk/guidance/legal-aid-for-possession-proceedings

Keeping a pet

From 1 May 2026, you have the right to request to keep a pet.

Your landlord cannot unreasonably refuse your request. If they refuse, they must inform you in writing, and should tell you the reason why. They will need to consider each request on a case-by-case basis. You can challenge the landlord's decision in court.

If you are a student who rents from a private landlord

If you are a full-time student, your landlord may be able to evict you using possession ground 4A. They will be able to do this at the end of the academic year and must give you 4 months' notice ending between 1 June and 30 September.

Your landlord can only use this ground if they have previously given you written notice that they may use it. They must give this to you by 31 May 2026, in most cases. This information sheet does not count as that written notice.

If your landlord wants to evict you at the end of the 2025/26 academic year, they can serve you a notice seeking possession between 1 May and 30 July 2026 (inclusive). They will need to give this to you with at least 2 months' notice.



Need more help?

For detailed guidance, forms and links to free advice services, visit the private renting guidance pages on GOV.UK.

ANNEX

B

Your end of tenancy check-out

How check-out works when you leave: the inspection, your keys and your deposit.

WHO USES IT

Residents leaving a Nicholson home

NICHOLSON LIVING™
RESIDENT GUIDE FROM NICHOLSON LETTINGS

LEAVING YOUR HOME · ANNEX B

Your end of tenancy *check-out*

How check-out works when you leave: your three obligations, the inspections, cleaning, keys, final bills and the return of your deposit.

START HERE Your three obligations

Under your tenancy agreement there are three things you must do when you end your tenancy.

1 **Give proper written notice**

We need a minimum of **two months' notice in writing**. Your notice should always start on a rent payment date and cannot end before the end of a fixed term. Give notice in the **Nicholson Living app** or, if you cannot, email office@nicholsongroup.co.uk. We also need your **forwarding address** before we can accept your notice.

2 **Hand the home back in the condition you received it**

The property and contents should be handed back in the same condition as at the start of your tenancy, allowing for fair wear and tear. This includes cleaning. Work on the principle that you hand the home back as you would expect to be given it.

3 **Leave your accounts clear**

Your rent must be up to date and all Council Tax and utility bills settled.

WHY THIS MATTERS

These notes help your check-out run smoothly and avoid last-minute surprises that can lead to costs, deductions from your deposit, debt recovery or legal proceedings.

YOUR DEPOSIT

As long as you keep to all the terms of your agreement, your deposit is fully refundable. If you have not paid a deposit, keeping to your agreement protects your ability to rent, borrow or be employed in future.

HOW IT WORKS

Your check-out, in three visits

We confirm the dates in writing when you give notice. All three take place at your home.

1

Check Out 1

ABOUT A MONTH BEFORE YOU LEAVE

Pre-check-out inspection. We go round the home with you and agree the cleaning, repairs and any replacements you are responsible for.

2

Check Out 2

TWO WEEKS LATER

Progress inspection. We check the agreed work is done or under way, and that damaged items are replaced or on order.

3

Final check-out

YOUR LAST DAY · 11:00AM

The final inspection against your inventory. You hand back every key at this appointment.

IF WORK HAS NOT BEEN DONE BY CHECK OUT 2

If progress has not been made, or you cannot show that replacements are ordered and awaiting delivery, you will be charged on the day for us to carry out the repairs and buy the replacement items.

DO THIS FIRST

Go through your inventory

Start your preparations now by going through your copy of the inventory, if one was prepared. It reminds you of the contents and their condition at the start of your tenancy and helps you spot anything damaged or missing. Your inventory is in the **Documents** section of the Nicholson Living app; if you need another copy, just ask.

↓ Cleaning, room by room

This is what we expect in the way of cleaning, repairs and maintenance. Tick each item off as you go.

Kitchen

11 ITEMS

- [ ] All surfaces thoroughly cleaned with a proprietary cleaner and disinfectant, paying particular attention to any stains or marks.
- [ ] Fridges and freezers defrosted and cleaned.
- [ ] In and around the dishwasher cleaned out; removable parts such as spinning arms and filters taken out, cleaned and replaced.
- [ ] In and around the washing machine cleaned, including the inside of the door, the rubber door seal and the detergent drawer. If it has a removable lint filter at the front, take it out, clean it and replace it.
- [ ] Tumble dryer cleaned the same way, including the removable lint filter.
- [ ] Oven, shelves, grill trays and hob cleaned. Do not leave cleaning product inside the oven, as we may have to call someone out to remove it at a cost to you.
- [ ] All hard surfaces washed down, including the floor, which must not be sticky.
- [ ] Every cupboard and drawer emptied, including food, rubbish, salt and sugar.
- [ ] Sink cleaned.
- [ ] Worktops properly cleaned and free of scratches and chips.
- [ ] Burnt-out or missing bulbs replaced, including inside the oven and in the extractor hood.

Bathrooms

8 ITEMS

- [ ] All bathroom and WC surfaces thoroughly cleaned with a proprietary bathroom cleaner or disinfectant, paying particular attention to any stains or marks.
- [ ] Toilet cleaned and seat hinges secure.
- [ ] Bath and shower properly cleaned, and the silicone sealant around the edges and corners clean.
- [ ] All surfaces washed down, including the floor, which must not be sticky.
- [ ] All cabinets and drawers cleared out and cleaned.
- [ ] Basin fully cleaned.
- [ ] Mirrors cleaned and not left streaky.
- [ ] Burnt-out or missing bulbs replaced.

Bedrooms

3 ITEMS

- [ ] All surfaces thoroughly cleaned with a proprietary cleaner or disinfectant, paying particular attention to any stains or marks.
- [ ] Everything removed, including from cabinets and drawers. Anything left behind may incur a cleaning or removal charge.
- [ ] Burnt-out or missing bulbs replaced.

Living areas and garages

9 ITEMS

- [ ] All hard surfaces and windows washed down, including floors, which must not be left sticky or streaky.
- [ ] Woodwork and skirting boards washed down.
- [ ] Soft furnishings and carpets vacuumed and cleaned, paying special attention to heavy stains. This may mean having carpets professionally cleaned.
- [ ] Every light fitting has a working bulb. Replacing bulbs yourself is much cheaper than paying for our handyman's labour.
- [ ] Smoke detectors have batteries and work.
- [ ] Every set of keys returned. Internal keys for cupboards, doors and windows left in their locks.
- [ ] All rubbish and personal items removed. Do not leave rubbish or large items in hallways: they are a fire hazard.
- [ ] Anything left inside or outside that the council will not collect may be removed at your cost.
- [ ] Bins left in the right place for collection on bin day, and not overflowing. Overflowing bins attract vermin and are unfair on neighbours and the next residents.

↓ Before you hand back the keys

1. **Fair wear and tear**
   We take normal, fair wear and tear into account when we assess the condition of the home for the return of your deposit.

2. **Final bills**
   Tell your utility companies you are leaving. Give them meter readings, the last date of your tenancy (which may be after the day you move out) and a forwarding address for the final bill. Do not cancel your utilities or Council Tax before your move-out date: it creates extra administration for us to resolve and you could be charged an admin fee. Please also tell us who your utility providers were.

3. **Your post**
   Once you move out, Nicholson Lettings will not receive or forward any post for you. Arrange redirection with Royal Mail around a month before you leave: royalmail.com/personal/receiving-mail/redirection.

4. **Keys**
   Hand back every key at your final check-out. If keys are not returned you may be charged for the locks to be changed, typically a minimum of £120.

5 **After your tenancy ends**

Once the final check-out has taken place you will not generally be allowed back into the home, so any remedial work agreed as your responsibility will usually be carried out by our contractors at your expense.

6 **Return of your deposit**

Returning your deposit can take from a few days to a few weeks, depending on whether any work is left to do after you move out. We need your bank details and new address, sent in the Nicholson Living app or by email, before the agreed amount can be returned.

INDICATIVE CHARGES

If something is left undone

If we have to put something right after you leave, these are typical costs. They are a guide; the actual charge depends on the work.

ITEM	TYPICAL COST	WHEN IT APPLIES
Light bulbs	about £45 call-out, plus about £4 a bulb	Bulbs left not working after you move out mean a local handyman has to replace them.
Oven clean	about £60 £75 including the hob	A standard single oven. Range-type ovens cost from £120.
Carpet cleaning	£50 call-out, plus from £40 a room	Carpets that need cleaning after you leave.
Rubbish removal	from £50	Items too large for the household bins need a man-and-van service, because of tip charges.
Lock change	from £120	Keys not returned at your final check-out.

OUR TEAM'S TIPS

Products that work

SILICONE AND GROUT

We recommend **HG mould spray** for the silicone and grouting around baths and showers. It is sold at local hardware stores, B&Q, Homebase and Wickes. It is a strong bleach-based solution, so always follow the manufacturer's instructions.

WASHING MACHINES

Our washing machine engineer recommends **Calgon** for cleaning the inside of the machine.

Questions?

Message us in the Nicholson Living app or email office@nicholsongroup.co.uk. We are happy to help you get everything ready.

Read with Annex C

Important obligations when vacating is the short checklist to work through in the final week.

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ANNEX

C

Important obligations when vacating

What you must do before you hand your keys back.

WHO USES IT

Residents leaving a Nicholson home

NICHOLSON LIVING™

RESIDENT GUIDE FROM NICHOLSON LETTINGS

LEAVING YOUR HOME · ANNEX C

Important obligations *when vacating*

What you must do before you hand your keys back.

To make sure your check-out is handled efficiently, please read the points below carefully. It is in your interest to leave the home clean and tidy: failing to do so may result in charges being made against you.

HOW TO USE IT

Work through the list in your final week and tick each item off. It is a general guide, not necessarily a full checklist.

FULL DETAIL

Annex B, *Your end of tenancy check-out*, sets out the inspections, room-by-room cleaning and the typical charges if anything is left undone.

Keys and inventory — 2 ITEMS

- [ ] All furnishings, kitchen items and other contents in their correct position as stated in the inventory.
- [ ] All keys returned at the time and date of your booked check-out.

Kitchen and appliances — 7 ITEMS

- [ ] Cooker cleaned thoroughly with oven cleaner, including the oven shelves, glass door, grill pan and oven trays, and the extractor hood filter changed if there is one.
- [ ] Microwave, if there is one, cleaned inside and out.
- [ ] Fridges and freezers defrosted and wiped out, switched off, with the door left open.
- [ ] Washing machine soap dispenser washed and filters cleaned, if there is one.
- [ ] Insides of cupboards and drawers cleaned, particularly in the kitchen.
- [ ] Kitchen floor swept and washed.
- [ ] Kitchen sink cleaned and any limescale removed.

Bathrooms — 1 ITEM

- [ ] Bath, WC, shower screens, bidet and basins cleaned and, where needed, limescale removed.

Windows, walls and woodwork — 5 ITEMS

- [ ] All windows cleaned on the inside.
- [ ] Interior window frames and ledges wiped clean throughout.
- [ ] Ceilings and walls free of cobwebs.
- [ ] All washable walls washed down and free of dust, dirt and stains.
- [ ] Skirting boards washed over and free of dust.

Furniture and soft furnishings — 6 ITEMS

- [ ] Net curtains washed, ironed and re-hung; kitchen curtains cleaned and re-hung if needed. Other heavy curtains professionally cleaned if needed.
- [ ] Carpets vacuumed, and cleaned where needed.
- [ ] All wooden furniture free of dust and polished if needed.
- [ ] Mattress and pillow protectors washed.
- [ ] All lampshades free of dust and all bulbs replaced where needed.
- [ ] Vacuum cleaner bags emptied and filters cleaned.

Outside and rubbish — 3 ITEMS

- [ ] Garden, if there is one, neat and tidy: borders recently dug, lawns cut and shrubs pruned. Where pets have been allowed, all animal mess removed.
- [ ] Garage, if there is one, swept out.
- [ ] All rubbish and food removed from the home and garden and put in the bin provided for collection.

Questions? Message us in the Nicholson Living app or email office@nicholsongroup.co.uk.

UPDATE · 22 NOVEMBER 2026 · VERSION 1.0.2 · WHAT'S NEW

What's new in Nicholson Living™ 1.0.2

> Your own message chime, so you know straight away when Nicholson has sent you something, and more confidential help in Your wellbeing.

A chime of your own

- Messages, notices and updates from us now arrive with the Nicholson Living™ chime, so they stand out from your other apps.
- Keep notifications on for Nicholson Living™ in your phone's Settings. Everything about your home – repairs, appointments, notices and your rent – comes through the app.

Your wellbeing

- Menu **Your wellbeing** is private to you: nothing you open there is seen by Nicholson.
- **Feeling low** – NHS Every Mind Matters, Your Mind Plan, free NHS counselling you can refer yourself to, ANDYSMANCLUB and Mind.
- **Domestic abuse** – the National Domestic Abuse Helpline (Refuge), the Men's Advice Line (Respect) and Galop for LGBT+ people. Tap to call.
- **Drink, drugs and gambling** – Drinkline, FRANK and the National Gambling Helpline (GamCare, 0808 8020 133, 24/7, free).
- **Money worries** – StepChange for free debt advice, and Worried about your rent? to talk to us early.
- In an emergency always call 999.

Version 1.0.2 is in the App Store and Google Play. Update the app from the store to get it; after that, updates arrive automatically when you open the app.