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.

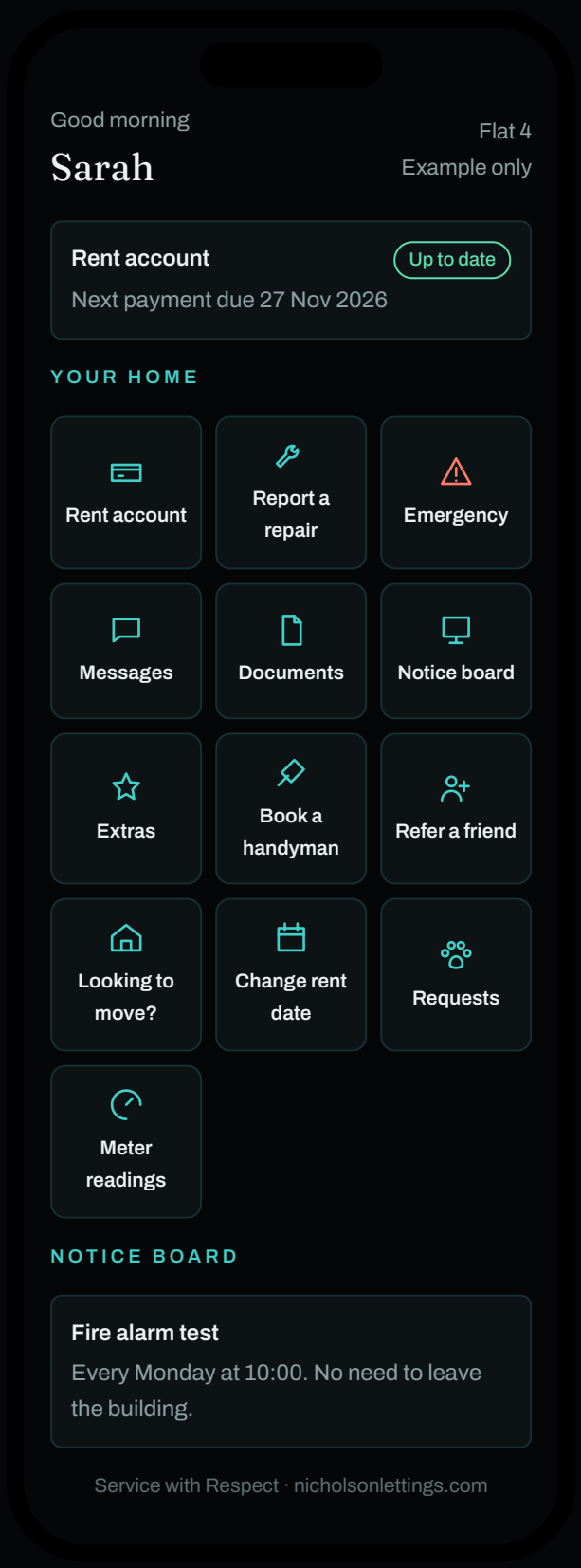
5

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.

Nicholson Living™, NicoNet™ and NicoMGT™ are trade marks of PJN Holdings Limited.

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.

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.