

RENTABLE STANDARDS CHARTER

March 2020 Covid-19 Standards



NORTHGATE
for all vankind

At Northgate we take pride in maintaining a high standard of vehicles on our fleet, helping to protect not only our company image but yours too.













Our Rentable Standards detail the condition you can expect our vehicles to be in when you receive them and, unless otherwise stated, these standards are also what we would expect on return.

We want to help you avoid unnecessary charges when you return our vehicles so please read on to understand how you can avoid charges for damage repair.

UPDATE MARCH 2020 COVID-19 - STANDARDS

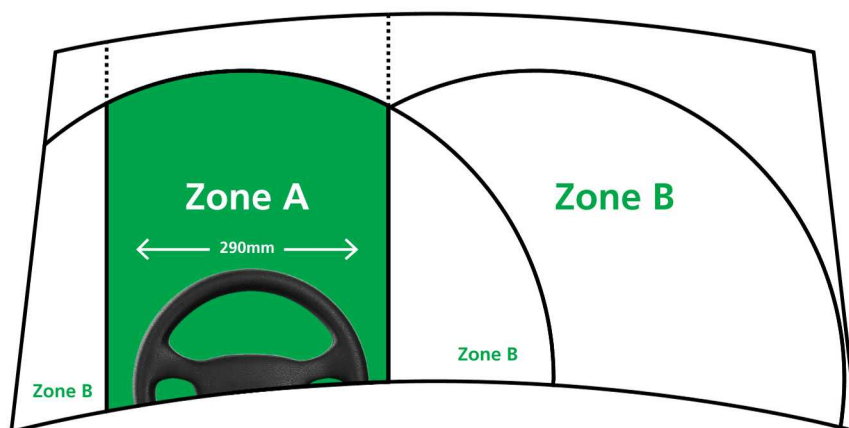
We have made the tough decision to relax our normal high standards, as our 3rd party bodyshop & supply network is currently running below its usual capacity, so our ability to maintain the condition of the bodywork within our fleet has been affected. Our vehicles will still be fully valeted but may have a few more elements of damage outside our normal standards. In the event you receive a vehicle that falls outside of our normal rentable standards, it will comply with our COVID-19 Standards, you will be asked to return the vehicle to us with no additional damage incurred outside of our normal rentable standard tolerance i.e. new dents over 50mm, no new chips over 10mm. Failure to conform may lead to you being recharged for rectification as per the terms of your hire agreement

Vehicle Interior

What you can expect from Northgate	Covid-19 standards	Do we expect the same on return?
Driver and passenger area seats, interior trim and dash controls to be free from odours, tears, rips, burns, heavy soiling and stains.		
All controls, including audio equipment and accessories to be present and fully functional.		
No deposits of tarmac, paint or concrete in the cab.		
Bulk heads, rear wheel arches and floors to be free from damage or deviation from the original shape.		
No damaged or missing load area ply lining, including door panels and wheel arch covers.		
Relevant in cab information including; <ul style="list-style-type: none">• Breakdown support number.• Next service event due dates and mileage.• Vehicle height for 3.5t GVW and above and high roof vehicles.		

Glass and Mirrors

What you can expect from Northgate	Covid-19 Standards	Do we expect the same on return?
No chips, cracks or deep scratches on the windscreen, glass, mirrors.	No chips, cracks or deep scratches outside of MOT pass standards. No missing, distorted or cracked mirrors. Chips will comply with MOT standards. No chip greater than 10mm in Zone A or larger than 40mm in the swept area Zone B.	






Zone A

Damage larger than 10mm in the drivers line of vision, marked zone 'A' – will fail an MOT.

Zone B










Damage larger than 40mm in swept area marked zone 'B' – will fail an MOT.

Mechanical Condition








What you can expect from Northgate	Covid-19 standards	Do we expect the same on return?
Services up to date and within current service schedule.		
All legal and safety events completed, e.g. inspections, MOT, safety recall notices etc.		
All relevant vehicle fluid at appropriate levels, e.g. engine oil, coolant, ad-blue, screen wash etc.		
All electrics fully operational, including interior and exterior lights.		
No warning lamps illuminated.		
Brakes, steering, seat belts and air bags all in good working order.		

We're on hand throughout the duration of your hire to support all mechanical events. It's important you help us keep the vehicle's planned maintenance up to date and immediately report any defects which may occur. This will help avoid any recharges associated with these events and potential inconvenience in the case of a breakdown.







Wheels & Tyres

What you can expect from Northgate	Covid-19 standards	Do we expect the same on return?
3mm minimum tread depth across the width of all tyres.		
No tyre bulges or distortion, no sidewall damage and no punctures, including the spare.		
The appropriate full spare wheel, space saver spare, or inflation kit will be available (variable by manufacturer and model).		
The vehicle jack, locking wheel nut and tools, where applicable, for vehicles up to 3.5t GVW, intact, stowed properly and in good working order.		
The wheel rim, trim and main body of the wheel free from damage.	The main body of the wheel free from damage. Wheel trim may be missing.	

Bodywork

What you can expect from Northgate	Normal chargeable repairs	Covid-19 standards	Do we expect the same on return?
No paint chips more than 10mm.	<p>We'll only charge you for repairing chips under 10mm if corrosion is evident.</p> <p>All chip repairs over 10mm are chargeable.</p>	All paint chips permitted	
CAR ONLY No paint chips more than 25mm.	<p>We'll only charge you for repairing dents or scratches under 25mm on cars if bare metal is showing.</p> <p>All dent and scratch repairs over 25mm on cars are chargeable.</p>	Dents and scratches of any size allowed, providing there is no structural damage.	
LCV ONLY No dents or scratches more than 50mm.	<p>We'll only charge you for repairing dents or scratches under 50mm on Light Commercial Vehicles if bare metal is showing.</p> <p>All dent and scratch repairs over 50mm on Light Commercial Vehicles are chargeable.</p>	Dents and scratches of any size allowed, providing there is no structural damage.	
No cracked, punctured or broken bumpers.	<p>Repairs to cracked, punctured or broken bumpers are all chargeable, including any texture damage.</p> <p>Colour coded bumpers with this type of damage will be treated as a body panel repair.</p>		
Roof racks supplied and fitted on request.	All over loading damage to gutter rails and roof skins is chargeable, including corrosion associated with metal to metal contact.		

Specialist Bodied Commercial Vehicles

What you can expect from Northgate	Covid-19 standards	Do we expect the same on return?
<p>Tipper bodies free from heavy deposits of tarmac, paint or concrete etc. on the tipper body.</p> <p>No deviation of metal from its original shape on floors, dropside panels, tail gates, posts and catches.</p>		
<p>Tail lifts, load rails and shutter doors free from large indentations with no distortion of metal from its original shape, particularly caused by unsecure loads.</p>		
<p>Tail lifts and shutter doors should be in full working order with no distortion of metal from its original shape, particularly lower shutter panels, runner channels and tail lift platform panels.</p>		

Should you have any comments regarding the standard of your vehicle please share this with us at customerfeedback@northgate.co.uk