



NATIONAL CEREALS AND PRODUCE BOARD

FREQUENTLY ASKED QUESTIONS (FAQs) ON LEASING MANAGEMENT

SNO.	Question	Answer
(a)	Leasing	
1	Should a Warehousing Officer receive payment from a new tenant and hand over a facility without a lease agreement?	This is not in order as it contravenes the leasing procedure and encourages corruption.
2	When should I refund rent security deposit to the tenant who vacates our premises before expiry of lease term?	Rent security deposit is refunded after confirming the following: <ul style="list-style-type: none"> • Tenant has no rent arrears • Notice to vacate or terminate lease was timely received as per the lease agreement otherwise the security deposit will be used to pay rent for expected notice period. • Notice to vacate must be provided in writing and not done verbally.
3	Should the Warehousing Officer allow storage and office tenants to operate before and after the Board's normal working hours?	<ul style="list-style-type: none"> • Working hours are guided by the lease agreement where applicable. • Secondly, this is administrative and the Warehousing Officer should develop a good relationship with tenants. Remember tenants are our key customers, We depend on them and they should be treated well.
4	Should the Warehousing Officer receive overtime allowance from storage and office tenants who operate before and after the Board's normal working hours?	This is not acceptable unless it is covered in the lease agreement.
5	Should the Warehousing Officer allow storage and office tenants to park vehicles within our premises?	<ul style="list-style-type: none"> • Parking personal cars is allowed for tenants during working hours. • Trucks delivering tenants' goods into leased storage facilities should leave immediately after offloading. • Trucks collecting goods should leave immediately after loading. • Empty trucks should not be allowed to park in anticipation of arrival of tenants' goods for receipt into the leased store before loading.
6	How do I treat tenants who fail to return leases after signing?	<ul style="list-style-type: none"> • Tenants are given up to a maximum of fourteen (14) days within which the lease should have been returned back to DMSM at the Head Office for final processing. • The Warehousing Officer should advertise the facility to attract a new tenant if the lease is not returned within fourteen (14) days from date of delivery
7	Should a Warehousing Officer lock up leased facilities of rent defaulters?	<ul style="list-style-type: none"> • Locking up facilities is illegal. • Due process of demanding for payment should be followed. • Every tenant should pay rent by the fifth day of the month that the rent falls due. On the 6th day if payment has not been received and the tenant has not communicated, the Warehousing Officer should issue a demand notice. If the notice period expires before payment is received, Warehousing Officer should escalate matter to RM with copies to DM. RM to compile a list of defaulters and forward to MD and GMFA with copies of demand notes issued as per the leasing guidelines. <p>In all cases relationship management applies</p>



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