



Looking After Your Home

A practical guide for tenants

Simple routines for keeping your rented home clean, safe and well cared for - plus guidance on what to report to us.

KEEP IT CLEAN

Small, regular jobs prevent build-up.

CARE FOR IT

Treat fixtures, fittings and outside areas with care.

REPORT EARLY

Tell us promptly when something needs attention.

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Cleaning and everyday care

Regular light cleaning is easier than tackling heavy build-up later.



KITCHEN

- Wipe worktops and spills promptly using a product suitable for the surface.
- Clean the hob, oven, extractor filters and splashbacks regularly.
- Keep sinks and plugholes clear of food, grease and coffee grounds.

BATHROOM

- Clean the bath, shower, basin and toilet regularly.
- Remove soap residue and wipe excess water from wet surfaces.
- Keep extractor covers clear and report an extractor that is not working.

FLOORS, WINDOWS & DUST

- Vacuum or sweep regularly and use the correct cleaner for the flooring.
- Dust surfaces, skirting boards and accessible vents.
- Wipe internal glass and window frames; remove condensation from sills.

SAFE CLEANING

- Read product labels and test products on a small hidden area first.
- Never mix cleaning products, particularly bleach with other cleaners.
- Avoid abrasives or harsh chemicals that may damage finishes.

A SIMPLE ROUTINE

Daily: deal with spills and moisture. Weekly: clean kitchens, bathrooms and floors. Regularly: tackle the oven, extractor filters, limescale and less-used areas.

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Using the home properly

Good habits help protect appliances, drains, heating and decoration.

HEATING & VENTILATION

- Use the heating controls and boiler only as instructed.
- Keep the home reasonably warm and ventilate for short periods.
- Do not cover radiators, vents or extractor grilles.
- Report loss of heating, hot water or unusual boiler noises promptly.

DRAINS & PLUMBING

- Only flush toilet paper. Do not flush wipes, sanitary items or nappies.
- Keep fat, oil, grease and food waste out of sinks.
- Know where the stopcock is and report leaks immediately.
- Do not use strong drain chemicals without advice.

APPLIANCES

- Read the instructions before using supplied appliances.
- Clean lint filters, detergent drawers and accessible filters regularly.
- Do not overload washing machines or tumble dryers.
- Report faults rather than dismantling or attempting repairs.

WALLS, FIXTURES & FURNITURE

- Use suitable picture hooks only if your tenancy permits them.
- Do not decorate, drill tiles or alter fittings without written permission.
- Use coasters, mats and furniture pads to prevent stains and scratches.
- Move furniture carefully and leave airflow behind large items.

WASTE & PESTS

- Use the correct bins and collection days; keep refuse securely contained.
- Keep food sealed and clean crumbs or spills promptly.
- Report signs of pests early so the cause can be assessed.

NEIGHBOURS & SECURITY

- Keep noise at a reasonable level and follow any block rules.
- Lock doors and accessible windows when leaving the home.
- Never change locks or issue keys without permission.

Gardens and outside areas

Seasonal attention keeps outside spaces tidy and prevents avoidable problems.



REGULAR GARDEN CARE

- Mow lawns during the growing season and avoid cutting them extremely short.
- Remove weeds from beds, paths and patios.
- Collect fallen leaves and keep paths reasonably clear.
- Water plants where needed and permitted, especially during dry weather.

PLEASE CHECK FIRST

- Do not remove established plants, shrubs or trees without permission.
- Do not carry out major pruning or use chemicals without approval.
- Do not build, attach or install sheds, screening or structures without consent.
- Report damaged fences, gates, walls or unsafe trees.

GULLIES, DRAINS & GUTTERS

- From ground level, keep reachable gullies and drain covers clear of leaves.
- Look out for overflowing gutters, loose pipes or water pooling near the building.
- Report blockages or defects promptly.

BINS, BALCONIES & SHEDS

- Store bins neatly and put them out and back on the correct days.
- Keep balconies and external walkways clear; never block escape routes.
- Keep sheds ventilated and do not store perishables or hazardous materials.

STAY AT GROUND LEVEL

Never climb onto a roof or use a ladder to clear gutters. Report high-level, unsafe or structural work to LK Lettings Co.

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Light bulbs, alarms and simple checks

Only complete small household tasks that are safe and accessible.



CHANGING A LIGHT BULB

- Switch the light off and allow the old bulb to cool.
- Use the correct type, fitting and wattage, replacing like for like.
- Use only a stable household step for an easily reachable fitting.
- Dispose of the old bulb responsibly.

WHEN TO REPORT IT

- The fitting is high, damaged, loose, sealed or difficult to access.
- There are signs of heat damage, exposed wiring, buzzing or repeated failures.
- A new bulb does not solve the problem.
- Never remove fixed electrical fittings or touch wiring.

SMOKE & CO ALARMS

- Test smoke and carbon monoxide alarms at least monthly.
- Never remove, cover or disable an alarm.
- Report faults or low-battery warnings promptly; replace removable batteries only where instructed.

OTHER SIMPLE CHECKS

- Check appliance cables for visible damage before use.
- Keep the consumer unit, meters and stopcock accessible.
- Report cracked sockets, burning smells, tripping electrics or water near electrics immediately.

DO NOT ATTEMPT REPAIRS

Do not carry out electrical, gas, boiler, plumbing, roof or structural repairs. Please report these to us so the correct person can attend.

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Report early and protect the home

A small issue can become serious if it is left unreported.

REPORT PROMPTLY

- Leaks, damp patches, mould that returns or overflowing gutters.
- Loss of heating, hot water, power or a faulty extractor.
- Damage, broken locks, unsafe glazing or a security concern.
- Pests, drainage smells, repeated blockages or appliance faults.

IN AN EMERGENCY

- If safe, turn off water at the stopcock for a serious leak.
- Keep away from damaged electrics and switch off power only if safe.
- For fire, gas smell or immediate danger, leave the property and contact the emergency services or gas emergency line as appropriate.
- Then notify LK Lettings Co. as soon as possible.

A practical seasonal checklist

EVERY WEEK

Clean kitchen and bathroom surfaces; vacuum or sweep; empty household waste.

EVERY MONTH

Test smoke and CO alarms; check for leaks, damp, pests and blocked vents.

SPRING / SUMMER

Mow lawns, weed, water where needed and keep outside areas tidy.

AUTUMN

Clear leaves from paths and ground-level gullies; report overflowing gutters.

WINTER

Use steady warmth, ventilate briefly and report heating problems promptly.

BEFORE HOLIDAYS

Remove perishables and rubbish, secure the home and follow any absence requirements in your tenancy.

IF IN DOUBT, ASK US

Your tenancy agreement and property-specific instructions always apply. If you are unsure whether a task is yours or requires a contractor, contact LK Lettings Co. before proceeding.