

Looking after your home

Whilst your landlord is responsible for most of the maintenance at your property, you are still contractually obliged to look after your home in certain areas.

This page includes details about some areas of maintenance which you are responsible for. We're always happy to help so if you need some assistance in dealing with any of these issues then please get in touch.

It's important that you keep on top of these issues throughout your tenancy as they can build up and end up leaving you with bills to pay at the end.

- **Bulbs**

Tenants are responsible for replacing bulbs in the property and if left, (excluding electrical faults) a charge would apply to replace them.

Some bulbs may be in high and difficult to reach locations, so please let us know if you are unable to replace those so we can assist you. You would need to provide the bulbs though for us to fit.

If you're unsure how to change a particular type of fitting, please just ask or send us a photo so we can shed some light on the issue.

- **Gardening**

If your landlord has provided you with gardening equipment then you are responsible for keeping the grass, weeds and hedges in check. Your gardening equipment is likely to be located in any external storage units or maybe under the stairs if you have storage there. You'll need to make sure the garden is left clean and tidy too when you leave.

- **Rubbish**

All rubbish bags must be removed from the house and put out for collection, a charge of £20 per bag applies if we have to remove these after the end of the tenancy.

You'll also need to ensure that any scraps of cardboard, paper, rubbish are collected up from the front and rear of your property before handing keys in as cleaning charges would apply.

- **Marks on Walls**

We really don't want to have to but if we have to re-paint walls due to marks or remains of Blue-tack created during your tenancy, a charge of up to £40 per wall will be applied. In order to avoid a charge we strongly recommend you try removing any marks yourself before you return your keys.

There is a very good product called a '[Magic sponge](#)' which is available from most supermarkets, it is great for removing marks from walls and many other types of surface.

- **Drains**

Please check your external drains, (normally outside of your kitchen window) for any blockages caused by excess food waste or fallen leaves. Again, charges may be applied if we have to clear this following the checkout inspection.

If you do have a blocked drain, there are numerous products on the market available from supermarkets to help clear this, although you may have to physically remove any visible objects by hand.

- Batteries of Smoke Alarms

If your smoke alarms started beeping, it means that you will need to replace the batteries, please do not, in any case, remove or disconnect the smoke alarm from the ceiling, it is a serious offence and this act will put the property in great risk of fire hazard.

- Appliances

The following will all need to be checked before you leave as charges may apply if left blocked or dirty. Please refer to the manual or google, by searching for the make and model (found on the appliance face or around the door frame, usually on a sticker with a bar code) for guidance as manufacturers and models may vary.

-Oven – This is not a last minute job as you'll normally need to leave a cleaning product in the oven for a number of hours in order to remove all the food debris which will be burned on.

-Washing machine – Remove any foreign objects such as coins or bra clips from the filter at the bottom of the machine. You'll also need to remove the powder tray in order to clean it thoroughly.

-Dryer – Remove filter from inside door frame and remove any lint left from usage. Condensing dryer (with no external vent) will also have a water container to empty, accessible from the front of your machine.

-Vacuum – Please remove and empty the bag, remove any blockages from the hose and remove dust from internal filters which can be removed once the main container has been removed. If you need guidance for locating your filters, please let us know.

-Dishwasher – At the bottom of the tray, you should find where the water drains away and this will often become full of food waste if plates aren't rinsed first. As this causes blockages, it's important that you remove the filters and clean these.