



TENANCY CARE GUIDE

This guide should be kept in the boiler cabinet when not in use so it remains easily accessible throughout the tenancy. Tenants are expected to read it in full and refer back to it as needed.

VERSION

JULY 2026

1. Welcome & Purpose of This Guide

Welcome to your new home.

This guide has been provided to help you understand how to look after the property, how to report issues, and how to live considerately within the building and surrounding community. It sets out expectations for day-to-day care of the property and highlights common issues that frequently lead to damage, neighbour complaints, or deposit deductions.



This tenancy is based on a two-way relationship between landlord and tenant, where cooperation and mutual responsibility are essential. Tenants are expected to take proactive steps to prevent avoidable damage and to raise concerns promptly.

This document supports your tenancy agreement but does not replace it. Where this guide refers to responsibilities or expectations, these are intended to clarify and reinforce the obligations contained within the tenancy agreement.

2. Your Responsibilities as a Tenant

As a tenant, you are responsible for:

- Looking after the property in a tenant-like manner
- Keeping the property clean, ventilated, and well maintained
- Using fixtures, fittings, and appliances correctly and for their intended purpose
- Promptly reporting any issues, defects, or faults
- Ensuring your behaviour (and that of visitors) does not cause nuisance, damage, or risk to others or the building

You are responsible for the actions and behaviour of any guests or visitors you allow into the property. Any damage, nuisance, or breach caused by visitors will be treated as the tenant's responsibility.

3. Looking After the Property

You are expected to treat the property as your home and take reasonable steps to prevent damage, deterioration, or unsafe conditions.

This includes:

- Cleaning regularly to prevent build-up of dirt, grease, or limescale
- Using fixtures, fittings, and appliances in accordance with manufacturer guidance
- Not overloading services, fittings, or storage areas
- Not allowing issues to worsen through neglect or failure to report them



Damage caused by lack of cleaning, misuse, or neglect is not considered fair wear and tear.

Storage, Overcrowding & Airflow

Belongings must not be stored in a way that causes the property to become overcrowded, unsafe, or difficult to access.

- All rooms, cupboards, vents, heaters, and access points must remain reasonably accessible
- Items must not be stacked against external walls or ventilation points
- Overcrowding can restrict airflow and contribute to damp, condensation, mould, and pest issues

Where damage, mould, or deterioration arises due to excessive storage or overcrowding, the tenant may be held responsible for any resulting damage, remedial works, or associated costs.

4. Cleaning Standards & Ongoing Maintenance

Regular cleaning is essential to keep the property in good condition and prevent permanent damage.

Expected Standards

- Surfaces should be cleaned regularly to prevent staining, corrosion, or surface damage
- Kitchens and bathrooms should be cleaned weekly as a minimum
- Spillages, grease, and moisture should be cleaned promptly

Key Areas of Focus

- Kitchen: hob, oven, extractor, worktops, cupboards, splashbacks
- Bathroom: toilet, sink, shower/bath, seals, tiles, ventilation grilles
- Floors: carpets vacuumed, hard floors cleaned appropriately and not saturated
- General: internal doors, handles, switches, skirting boards



Failure to clean regularly can cause permanent damage and may result in professional cleaning, repairs, or replacement costs being charged at the end of the tenancy.

5. Ventilation, Condensation & Damp Prevention

Proper ventilation is essential to prevent condensation, mould, damp, and structural damage.

You must:

- Use extractor fans in kitchens and bathrooms whenever cooking or bathing
- Open windows regularly to ventilate rooms
- Do not obstruct, cover, block, or interfere with the window trickle vents, which are designed to remain permanently open
- Avoid drying clothes indoors without adequate ventilation

Trickle vents and ventilation systems are essential for maintaining airflow and the correct operation of the building's mechanical ventilation systems. Closing, obstructing, or disabling ventilation can directly cause damp and mould.

Where damp, mould, or damage arises directly and demonstrably from inadequate ventilation, closed vents, or failure to use the ventilation systems provided, the tenant may be liable for the reasonable and evidenced costs of remedial works.

Ventilation Systems

All ventilation fans within the property must remain switched on at all times and must not be tampered with, disabled, or altered.

- These systems are designed to run continuously to manage moisture and air quality
- Turning off or interfering with ventilation systems significantly increases the risk of mould and building damage

Where a ventilation fan has been switched off or interfered with, the tenant may be liable for the reasonable and evidenced costs of any resulting damage, mould treatment, redecoration, or associated works. This does not apply where a fan is off due to a fault or power interruption that is reported promptly.

6. Windows, Blinds, Curtains & Balconies

Windows and window coverings must be used correctly and safely.

- Do not leave windows open during strong winds or adverse weather
- Close windows when leaving the property unattended
- Ensure blinds and curtains are secured when windows are open
- Report immediately any missing, faulty, or damaged window restrictors

Blinds damaged due to windows being left open or unsecured are classed as tenant damage and are not fair wear and tear.

Balconies

- Children under 16, or anyone who may not be able to use balconies safely, must be accompanied and supervised by a responsible adult at all times
- Furniture must not be positioned in a way that creates a fall or climbing risk
- Clothes, laundry, rugs, or other items must not be hung from balconies, windows, or in communal areas



7. Kitchens & Appliances

Kitchens require regular care to prevent long-term damage, staining, odours, and pest issues.

You must:

- Clean the hob, oven, and microwave regularly
- Remove grease and oil build-up from surfaces, splashbacks, and extractor fans
- Avoid allowing food residue or oil to spread across walls, floors, or units
- Use appliances correctly and not overload them

Allowing appliances or surfaces to degrade through lack of cleaning or misuse is not acceptable and may result in cleaning, repair, or replacement costs.

Cooking Smells & Odours

During the tenancy, smells caused by cooking or other activities must remain within reasonable and customary levels.

- Excessive or persistent cooking odours that affect the property, communal areas, or neighbouring units are not considered fair use

8. Bathrooms, Plumbing & Water Use

To prevent leaks, blockages, and water damage:



- Do not flush wipes, sanitary products, nappies, or unsuitable items
- Avoid pouring fats, oils, or food waste down sinks
- Report leaks, drips, or water damage immediately
- Keep shower seals, drains, and ventilation grilles clean

Damage caused by blockages, misuse, or failure to report leaks promptly may be charged to the tenant.

If there is an active leak, remember, the water stop valve is usually under your sink. Should the leak be coming from another unit, report to the team and make the other residence aware so action can be taken.

9. Heating, Hot Water & Energy Use

You are expected to:

- Use the heating and hot water systems correctly
- Maintain reasonable internal temperatures during prolonged cold weather, particularly when leaving the property unoccupied, to reduce the risk of frozen pipes
- Use ventilation systems and trickle vents as designed, particularly during cold periods when condensation risk is higher
- Avoid overheating the property without adequate ventilation

Where damp or damage arises from a failure to ventilate the property or from physically obstructing ventilation, this may be treated as tenant-caused.

10. Reporting Repairs & Issues

All maintenance and repair issues must be reported via **Fixflo**. Full details will be provided at the start of the tenancy.

- Issues should be reported as soon as they arise
- Do not wait for minor issues to become serious problems
- Do not attempt repairs yourself unless agreed in writing

If the reporting method changes at any point, the landlord will notify tenants and provide clear instructions on how to submit maintenance requests.

Emergencies must be reported immediately via Fixflo and by contacting the office on 0116 497 2096. Continue to dial through the emergency number options.

11. Noise, Consideration & Neighbour Relations

You must be considerate to neighbours at all times.

- Avoid loud or disruptive noise at any time of day
- Keep music, TVs, and gatherings at a reasonable level
- Use furniture pads or felt protectors on chairs, tables, and movable furniture, particularly on laminate or hard flooring
- Avoid dragging furniture without protection

Quiet Hours

The quiet hours are 21:00 to 08:00. During this period, no audible noise should emanate from the property that could reasonably be heard outside the unit or within neighbouring properties or communal areas.

This includes, but is not limited to:

- Use of appliances such as washing machines, dishwashers, tumble dryers, or vacuum cleaners where these are audible outside the unit
- Music, televisions, gaming systems, or amplified sound
- Loud conversations, gatherings, or movement within the property

Repeated or serious complaints, particularly during quiet hours, may be treated as a breach of the tenancy and may result in formal action.



Quiet hours may be reasonably adjusted from time to time in accordance with the tenancy agreement. Any change will be published in the current version of this guide, notified to tenants in writing, and will take effect 14 days after publication.

12. Alterations, Fixtures & Decorations

You must not:

- Decorate, alter, or modify the property without written permission
- Drill, screw, or fix items to walls, ceilings, or fixtures without approval
- Remove, replace, or interfere with fixtures or fittings

Unauthorised changes must be reinstated at the tenant's cost and may result in additional charges.

External Appearance & Window Displays

To maintain a consistent external appearance and avoid disputes between occupants:

- Flags, banners, posters, signs, or similar items must not be displayed in windows or in any area visible from outside the building where such items materially affect the external appearance or cause nuisance or disturbance

If displayed in breach of this guidance, the landlord may request removal in writing. Failure to comply within 7 days may be treated as a breach of the tenancy and may result in further action.

13. Waste, Rubbish & Recycling

- Dispose of waste correctly using designated bins
- Follow local recycling guidelines
- Do not leave rubbish in communal areas
- Bulky or excess waste must be taken to an authorised disposal or recycling site

Improper waste disposal can attract pests, cause damage, and may result in cleaning or clearance charges.

14. Fire Safety & General Safety

For your safety and that of others:

- Do not wedge fire doors open
- Keep escape routes and communal areas clear at all times
- Do not tamper with smoke or heat alarms
- Portable heaters are not permitted anywhere in the property or communal areas
- Candles, incense, oil burners, or any naked-flame items are strictly prohibited
- Items must not be stored outside doors or in communal areas

You must read and comply with the building's Fire Safety Policy at all times.

15. Pets

All pets require prior written consent from the Landlord before being brought into the property:

- Requests should be made in writing in accordance with Section 16A of the Housing Act 1988 and will be considered on a case-by-case basis
- The Landlord may attach reasonable conditions to any consent granted, and consent will not be unreasonably refused

Unauthorised pets may be treated as a breach of the tenancy.

16. Communal Areas

Communal areas are shared spaces and must be kept clear, safe, and tidy at all times.

- Gatherings or social events are not permitted
- Personal items must not be stored in hallways, stairwells, entrances, or landings
- Bikes, scooters, pushchairs, or similar items must not be taken through or stored in communal areas and must be placed in designated external storage areas only

Supervision

Any individual under the age of 16, or anyone who may reasonably struggle to safely use communal areas, must be accompanied and supervised by a responsible adult at all times.

17. Maintenance Team, Access & Working Hours

The landlord's normal working hours are Monday to Friday, 08:00–16:30, excluding public holidays.

- Inspections, servicing, and maintenance normally take place during these hours
- Tenants wishing to be present must be available within these times
- Requests for attendance outside these hours may be accommodated at the landlord's discretion but cannot be guaranteed. The landlord is under no obligation to carry out routine works outside normal working hours
- Where a tenant, without reasonable cause, refuses or fails to permit access during normal working hours and works must as a result be carried out outside those hours, the additional costs incurred may be recoverable from the tenant as damages in accordance with the tenancy agreement. This does not apply to emergencies, works required by law to be undertaken at a particular time, or attendance arranged at the landlord's own initiative

Maintenance staff must be treated with politeness and respect. Abusive or obstructive behaviour will not be tolerated.

18. Parking Arrangements

Parking may be available on site, subject to availability.

- Parking is provided under a separate licence and is not part of the tenancy
- Parking availability cannot be guaranteed for any period of the tenancy
- Parking permission may be varied or withdrawn in accordance with the parking licence terms
- All vehicles must comply with on-site parking rules and signage

The landlord is not responsible for loss, damage, or inconvenience arising from parking arrangements.

19. End of Tenancy Expectations

At the end of the tenancy, the property must be returned:

- Clean to a professional standard
- Free from damage beyond fair wear and tear
- With all fixtures, fittings, and appliances in good working order

Any costs required to return the property to the condition shown in the check-in report may be deducted from the deposit.

20. Common Issues That Lead to Deposit Deductions

Examples include (but are not limited to):

- Poor or inadequate cleaning
 - Grease, oil, or food damage
 - Mould caused by poor ventilation or failure to use the ventilation systems provided
 - Damage caused by overcrowding or improper storage
 - Noise-related complaints or breaches
 - Unauthorised alterations or fixtures
-

21. Final Reminder & Amendments

This guide reinforces obligations within the tenancy agreement.

Failure to follow this guidance may result in cleaning or repair charges, deposit deductions, or formal tenancy action where appropriate.

This document may be reasonably amended from time to time. Tenants are expected to comply with the most current version provided.

This Guide may be relied upon as evidence of reasonable property management standards and expected tenant behaviour where the Landlord is required to demonstrate non-compliance with the tenancy agreement.

