



## Advice to Tenants on Maintenance

The following table provides advice to tenants on who is responsible for typical maintenance tasks. It also indicates suggested timescales for completion and also the tools/tradesman required for a task. If a task indicates that tools or equipment are required and it is also listed as a tenant's responsibility then the tenant will need to provide the equipment – these are usually every day, household tools – e.g., a bleed valve key, or a small step ladder etc. If a tenant feels they are incapable of carrying out a task then they would be expect to seek help from their friends, family or neighbours however, Proudhouse will assist if we can, especially for elderly, disabled or infirm people.

TASK	DESCRIPTION	Landlord	Tenant	TOOLS, TIPS OR TRADE REQUIRED	TIMESCALE OR PERIOD
Plumb/connect appliances	Plumb in your own washing machine or dishwasher and connect to existing plumbing connections/valves		●	This is usually a DIY task but a plumber or handyman can help. Tip: usually appliances require a cold feed only. Please be VERY sure there are no leaks from the connection point before you push your appliance back into its place.	Tenant's discretion
Lightbulbs	Changing lightbulbs. This includes bulbs concealed behind diffusers, LEDs, strip lights and appliance bulbs, e.g. oven		●	This is usually a DIY task but a handyman could help you. For normal ceiling lights, wall lights etc, this is the tenant's responsibility. Reporting defective light fittings must include a positive statement that changing bulbs has been attempted by the tenant.	Tenant's discretion
TV / Media	Connect your TV to an aerial, satellite etc		●	You need permission to install an aerial. All properties are different – some have satellite, some have aerials, some have nothing! Your landlord is not obliged to provide a TV aerial. However, the landlord may be prepared to install a permanent arrangement if one is not in place at the property. If a tenant reports an existing aerial as not working then Proudhouse will arrange for specialist testing of the aerial – if a suitable signal is detected then the tenant will be liable for the tradesman's or our fee for visiting.	Tenant's discretion
Lost keys	Replacing lost keys is the tenant's responsibility		●	Proudhouse do not hold spare keys for you to have. Tip: get a spare cut and leave with a reliable friend.	Tenant's discretion
Bleed radiators	Bleed surplus air from the central heating to improve radiator performance		●	This is a DIY task. You will need to obtain a radiator bleed valve key. Tip: radiators that are cold at the top and warm at the bottom usually need bleeding. This is an easy task but only undertake if you know what you're trying to achieve. We once had a tenant who thought bleeding a radiator meant removing excess water! There will be lots of YouTube videos showing how to do this. IMPORTANT! Your boiler will drop in pressure so make sure you know how to repressurise your boiler if required.	Tenant's discretion
Loose Toilet Seats	Toilet seats that are loose and "wobbly" on their connections		●	This may be due to broken hinges but usually the seat is simply loose. Tip: underneath the toilet you will often find wing-nuts that you can tighten up by hand. Ensure you centre the seat on the toilet first.	Tenant's discretion
Loose fittings	Loose fittings, e.g., toilet roll holders or kitchen cabinet doors		●	You will need a screwdriver. Tip: loose accessories are prone to further damage or increased wear and tear. Just quickly tighten them up when you notice these issues.	ASAP by Tenant
Defective Smoke Detector	A smoke detector which is out of date or fails a test	●		The landlord is required to supply smoke detectors. Proudhouse check these on our visits to check they are not defective	ASAP by Landlord – usually within 1 week

TASK	DESCRIPTION	Landlord	Tenant	TOOLS, TIPS OR TRADE REQUIRED	TIMESCALE OR PERIOD
Smoke Detector Batteries	Replace smoke detector batteries		●	It's a tenant's responsibility to change smoke detector batteries. Tip: the device will start beeping when the batteries are going flat. Do not ignore this. You might need to use your own step ladder to reach the smoke detector.	ASAP by Tenant.
Broken Light Fittings	Broken lights, lampholders that won't hold a bulb, fittings not secure to wall etc. ceiling/wall correctly, exposed flex cables	●		This task requires an electrician and is therefore the responsibility for the landlord to undertake.	Usually within 1 week although if it is the only light in a room then we will endeavour to undertake this ASAP. The tenant would be expected to assist by using a plug-in lamp as an interim measure if possible.
Tumble dryer filters	Changing, cleaning filters		●	Regardless of who owns the appliance, the tenant should clear the fluff filter on a regular basis. No tools are required. Excess fluff building up can be a fire risk if it is able to travel past the filter and around the motor	Every week
Cooker Hood Filter	Cleaning and replacing the extractor hood filter above a cooker		●	The "grease guard" is the metal mesh underneath the extract. These can usually be moved and put in the dishwasher. Charcoal filters need to be replaced and are found inside the appliance after the grease filters are removed. Watch a YouTube video on how to do this very simple task.	As required
Cutting Grass	Cut grass on all lawns		●	Unless another specific agreement is in place, then a tenant will require a lawnmower and will need to cut the grass.	Spring – as required Summer – every week Autumn – as required Winter - rarely
Pruning shrubs	Keeping shrubs and small trees under control		●	The tenant is usually responsible for shrubs. Tip: in the spring, there are plenty of warm weeks ahead. Cut the shrub back, generously, if needs be, and remove excess growth. It shouldn't look shaggy or gangly.	Spring and Autumn (light prune/cut in autumn)
Trees	Keeping tree safe and under control	●		A tree may have a tree preservation order on it. Established/mature trees need little maintenance but when they do, specialist equipment is usually required	As required
Pest control	Controlling, removing, exterminating pests		●	Unless there is a material problem with the property then pests that arise during the tenancy are the tenant's responsibility e.g., wasps nests, moths, mice, rats etc They are naturally in the environment and encroach into most houses at one stage or another.	As required
Mould & Mildew (condensation)	Cleaning, reducing and preventing the build up of mildew.	●	●	This problem almost ALWAYS occurs due to a lack of ventilation and heating which allows condensation to build up. Use extractors, ventilate, clean the mould, open windows etc. If extractors and vents are not fitted then the landlord should install them.	Daily management
Mould (silicone)	Prevent the build up of black mouldy silicone		●	This mould problem is caused by lack of ventilation and bathrooms not being cleaned. The tenant needs to clean the bath/shower with a bleach, chlorine or dedicated bathroom cleaner	Weekly

TASK	DESCRIPTION	Landlord	Tenant	TOOLS, TIPS OR TRADE REQUIRED	TIMESCALE OR PERIOD
Broken toilet Flush	Toilet will not flush reliably or does not refill	●		This is a flush valve or fill valve problem. There are many sorts of mechanisms – a plumber or handyman will be required. It may take 2 visits with the first visit being an assessment of the materials required.	Usually within 1 week (if only one toilet in the property then ASAP)
Defective locks and handles	Window and door handles or locks that are loose, unreliable, sticking etc	●		Tip: raise these issues early! For example, becoming locked in the bathroom is really awkward so report these types of problems early if the mechanism is becoming temperamental.	Usually within 1 week
Window hinges	PVC window hinges are called “friction hinges” - occasionally they become misaligned and the window will not close properly.	●		Tip: clean, oil and grease the moving parts on a routine basis. A small amount of lubricating oil or WD40 is fine.	Usually within 2 – 4 weeks
Dripping Tap	Taps that drip are a waste of water and increase your water bills	●		This is a common problem – please be patient with a plumber arriving for this. A litre of water costs less than 1p and collected water can still be used.	Usually within 2 – 4 weeks
Blocked drains and pipes	Commonly this is basin or shower drains that have become blocked with food, hair or foreign objects		●	9 times out of 10, when tenants report these problems, the blockage is due to the tenant’s waste. Faults with the actual plumbing causing a blockage are rare. We don’t want problems to get worse so tenants can request our help – but the tenant must take responsibility for their waste and thus be prepared to pay for the cost of unblocking. Remember, there are powerful chemical unblockers available that can be used and available from DIY stores. Drains blocked with food often occur in homes where food waste is not recycled. Where local authority collections allow, tenants are requested and expected to recycle their waste including food.	ASAP
Thermostats, programmers, heating controls	Many modern remote heating controls work remotely and are also quite complex		●	Some programmers, thermostats and heating controls work by a remote radio signal – these have batteries in them that the tenant is required to replace. The landlord or agents is not required to teach tenants how to use the programmer/controllers – tenants should be able to access a manual on the internet in their chosen format. If tenants cannot find the document then Proudhouse will endeavour to provide a copy.	Tenant’s discretion



This document is authored by Chris Chambers of Proudhouse Property Management.

*Disclaimer*

**Legal Disclaimer.** This content is not intended to be legal advice or an official source of information. Landlords and/or agents should seek official advice from a relevant professional or official organisation in order to assist them to satisfy their legal obligations.

**Copyright and plagiarism.** The content in this blog article are original material authored by Chris Chambers. Downloading and printing for personal use is permitted. Reproduction in a public forum, e.g. on a website or a link on a social media, must include suitable references and identify Chris Chambers of Proudhouse Property Management as the author.

Updated: December 2019