



## **HOME PROPERTY SALES & LETTINGS**

### **TENANT HANDBOOK 2026**

# Contents

Welcome to Home Property Sales & Lettings

About Us

The Renting Journey

Budgeting & Affordability

Documents You Will Need

Right to Rent Checks

Finding the Right Property

Applying for a Property

Referencing & Tenant Approval

Holding Deposits

Moving Into Your New Home

Understanding Your Tenancy

Renters' Rights Act 2026

Paying Your Rent

Repairs & Maintenance

Looking After Your Home

Property Inspections

Deposits Explained

Lost Keys & Security

Ending Your Tenancy

Tenant Move-In Checklist

Tenant Maintenance Checklist

Frequently Asked Questions

Contact Us

# TENANT RESPONSIBILITIES

## A Quick Reference Guide

At Home Property Sales & Lettings, we want every tenancy to be successful, enjoyable and stress-free for both tenants and landlords.

As a tenant, you have important rights, but you also have responsibilities that help ensure the property remains safe, well maintained and enjoyable to live in.

This page provides a quick overview of the key responsibilities that apply throughout your tenancy.

## PAY YOUR RENT ON TIME

Your rent should be paid in full on the agreed date each month.

Paying rent on time helps:

- ✓ Maintain a positive tenancy record
- ✓ Avoid rent arrears
- ✓ Protect future references
- ✓ Prevent unnecessary stress

If you experience financial difficulties, please contact us immediately. Early communication allows us to provide support and guidance before issues escalate.

## REPORT REPAIRS PROMPTLY

All maintenance issues should be reported through your PayProp Tenant Portal as soon as they arise.

Reporting issues promptly helps:

- ✓ Prevent further damage
- ✓ Reduce repair costs
- ✓ Improve response times
- ✓ Keep the property safe

Please do not ignore leaks, damp, mould, boiler faults or electrical concerns.

## LOOK AFTER YOUR HOME

You are expected to take reasonable care of the property throughout your tenancy.

This includes:

- Keeping the property clean and tidy
- Ventilating rooms regularly
- Preventing excessive condensation
- Looking after fixtures and fittings
- Maintaining gardens where applicable
- Disposing of rubbish responsibly

Treat the property as you would your own home.

## ALLOW ACCESS FOR INSPECTIONS & REPAIRS

From time to time, access may be required for:

- Routine inspections
- Safety checks
- Repairs
- Contractor appointments

Except in emergencies, reasonable notice will always be provided.

Co-operating with access requests helps ensure repairs and compliance checks can be completed efficiently.

## BE A CONSIDERATE NEIGHBOUR

We ask all tenants to respect neighbouring residents.

Please be mindful of:

- Noise levels
- Parking arrangements

- Shared access areas
- Waste disposal
- Anti-social behaviour

Positive relationships with neighbours contribute to a better living environment for everyone.

## KEEP THE PROPERTY SECURE

For your safety and security:

- ✓ Lock doors and windows when leaving
- ✓ Report lost keys immediately
- ✓ Do not share keys with unauthorised persons
- ✓ Report security concerns promptly

Lost or replacement keys are charged at:

£40 + VAT Per Key

Additional locksmith, contractor attendance or lock replacement charges may also apply where necessary.

## INFORM US OF ANY CHANGES

Please notify us promptly if there are changes relating to:

- Contact details
- Employment status
- Occupancy arrangements
- Emergency contact information

Keeping your records up to date helps us communicate effectively when required.

## COMMUNICATE EARLY

Many tenancy issues can be resolved quickly through early communication.

Please contact us if you have concerns regarding:

- Rent payments
- Repairs
- Neighbour disputes
- Property condition
- Your tenancy agreement

We are here to help and would always prefer to discuss issues early before they become larger problems.

## YOUR TENANCY IN FIVE SIMPLE RULES

1. Pay Your Rent On Time
2. Report Repairs Through PayProp
3. Look After Your Home
4. Respect Your Neighbours
5. Communicate With Us Early

Following these simple principles helps create a successful tenancy and ensures we can provide the best possible service throughout your time with Home Property Sales & Lettings.

# WELCOME TO HOME PROPERTY SALES & LETTINGS

Thank you for choosing Home Property Sales & Lettings.

We understand that moving home is one of life's biggest decisions. Whether this is your first tenancy or you have rented before, our aim is to make the process as smooth, transparent and stress-free as possible.

This handbook has been created to provide guidance throughout your tenancy and to answer many of the questions that tenants commonly ask.

Inside you will find information relating to:

- Finding and applying for a property
- Referencing requirements
- Deposits and rent payments
- Repairs and maintenance
- Your rights and responsibilities
- The Renters' Rights Act
- Ending your tenancy
- Property inspections
- Looking after your home

We encourage you to read this handbook carefully and keep it for future reference throughout your tenancy.

Should you require assistance at any stage, our team will always be happy to help.

## ABOUT US

Home Property Sales & Lettings is an independent family-run estate and letting agency based in Leicestershire.

Established in 2021, our business was built on a simple principle:

### Bringing People & Property Together

We believe that property is about people first.

Whether you are renting your first home, moving to a larger property or relocating to a new area, our goal is to provide a professional and supportive service throughout the entire process.

Unlike many larger corporate agencies, we pride ourselves on offering:

- Personal service
- Honest advice
- Clear communication
- Local knowledge
- Professional support

Our experienced team works closely with both landlords and tenants to ensure that tenancies run smoothly and that any issues are dealt with quickly and efficiently.

We are committed to helping our tenants feel comfortable, informed and supported throughout their tenancy.

# THE RENTING JOURNEY

Finding the right property can be exciting, but it is important to be prepared before you begin your search.

The following guide explains the key stages involved in securing your new home.

## Step One – Understand Your Budget

Before viewing properties, it is important to understand what you can realistically afford.

When calculating your budget, remember to consider more than just the monthly rent.

You should also budget for:

- Council Tax
- Gas and electricity
- Water charges
- Broadband
- TV licence
- Contents insurance
- Food and living expenses
- Travel costs

A realistic budget helps ensure that your tenancy remains affordable and sustainable.

## Affordability Requirements

Most landlords and referencing companies will assess affordability before approving an application.

As a guide, household income is often expected to be approximately 30 times the monthly rent.

For example:

Monthly Rent: £1,000

Required Annual Household Income: £30,000

This may vary depending on individual circumstances and landlord requirements.

## Step Two – Register With Us

We recommend registering your property requirements with Home Property Sales & Lettings.

By registering with us, you can receive notifications when suitable properties become available.

When registering, it is helpful to provide:

- Preferred locations
- Budget range
- Property type
- Number of bedrooms required
- Move-in date
- Whether you have pets

This enables us to match you with suitable properties more effectively.

## Step Three – Arrange Viewings

Once you identify a property that interests you, we will arrange a viewing appointment.

Viewings provide an opportunity to:

- Assess the property
- Ask questions
- Explore the local area
- Understand tenancy requirements
- Confirm suitability

We encourage applicants to ask questions during viewings and ensure they are comfortable with all aspects of the property before applying.

## DOCUMENTS YOU MAY NEED

To help progress your application quickly, it is useful to prepare documentation in advance.

You may be asked to provide:

### Proof of Identity

- Passport
- Driving licence
- National identity card

### Proof of Address

- Utility bill
- Bank statement
- Council Tax bill

## Employment Information

- Employer details
- Employment contract
- Recent payslips

## Self-Employment Information

Where applicable, self-employed applicants may be asked for:

- Tax returns
- Accountant references
- Business accounts

## Previous Landlord Information

Where available, previous landlord details may be requested to assist with referencing.

Preparing these documents in advance can significantly speed up the application process.

## RIGHT TO RENT CHECKS

The law requires landlords and letting agents to verify that adult occupiers have the legal Right to Rent within England.

These checks must be completed before the tenancy begins.

Acceptable documentation may include:

- UK Passport
- Irish Passport
- Biometric Residence Permit
- Home Office Share Code
- Other approved immigration documentation

Where required, we will guide you through the process.

These checks form a routine part of the application process and apply equally to all applicants.

## FINDING THE RIGHT PROPERTY

Finding the right home is about more than simply finding a property within budget.

We encourage applicants to consider:

- Location
- Transport links
- Local schools
- Parking arrangements
- Garden requirements

- Broadband availability
- Local amenities
- Future plans

Taking time to consider your requirements carefully can help you make a more informed decision and reduce the likelihood of needing to move again in the near future.

## APPLYING FOR A PROPERTY

Once you have found a property you would like to rent, you may submit an application.

The application stage allows us to assess suitability and present your application to the landlord for consideration.

Applications are usually considered based upon:

- Affordability
- Employment status
- Referencing outcome
- Household circumstances
- Move-in timescales

Submitting an application does not automatically guarantee acceptance.

The landlord ultimately decides which applicant they wish to proceed with.

However, our role is to ensure all applications are assessed fairly and professionally.

## WHAT HAPPENS NEXT?

If your application is successful, we will begin the referencing process and guide you through the next stage of securing your new home.

This includes:

- Referencing
- Holding deposit arrangements
- Tenancy documentation
- Deposit payments
- Move-in preparation

These topics are covered in the next section of this handbook.

## REFERENCING & TENANT APPROVAL

Once your application has been accepted by the landlord, the next stage is the referencing process.

Referencing is an important part of the tenancy application and helps provide assurance that applicants can comfortably meet the financial commitments associated with renting a property.

At Home Property Sales & Lettings, referencing is carried out through our approved referencing provider.

### What Does Referencing Include?

The referencing process may include:

- Identity verification
- Credit checks
- Employment verification
- Income assessment

- Previous landlord references (where applicable)
- Right to Rent verification
- Address history checks

The purpose of referencing is not to exclude applicants unnecessarily but to ensure that the tenancy is suitable for both the tenant and the landlord.

## How Long Does Referencing Take?

Most referencing applications are completed within a few working days.

However, delays can occasionally occur where:

- Employers are slow to respond
- Additional documentation is required
- Guarantor checks are needed
- Applicants have recently changed employment

To avoid delays, we recommend responding to requests for information as quickly as possible.

## What Happens if I Have Poor Credit?

Having a limited or imperfect credit history does not automatically prevent you from renting a property.

Depending on the circumstances, a landlord may request:

- A guarantor
- Additional references
- Advance rent payments

Each application is assessed individually.

If you have concerns about your credit history, please discuss these with us at the earliest opportunity.

## Guarantors

A guarantor is someone who agrees to meet the obligations of the tenancy if the tenant is unable to do so.

A guarantor may be requested where:

- Income requirements are not met
- Credit history is limited
- Applicants are students
- Additional security is requested by the landlord

The guarantor will normally be required to undergo referencing and affordability checks.

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## HOLDING DEPOSITS

Once a landlord agrees to proceed with your application, a holding deposit may be requested.

The holding deposit reserves the property whilst referencing and tenancy preparations are completed.

### How Much is the Holding Deposit?

The holding deposit is usually equivalent to one week's rent.

For example:

Monthly Rent: £900 PCM

Weekly Rent Equivalent: Approximately £207

Holding Deposit: £207

## When is the Holding Deposit Refunded?

Where the tenancy proceeds successfully, the holding deposit is usually credited towards your move-in monies.

In certain circumstances, the holding deposit may not be refundable.

Examples include:

- Providing false or misleading information
- Withdrawing from the tenancy
- Failing Right to Rent checks
- Failing to take reasonable steps to progress the tenancy

We will always explain the process clearly before any payment is requested.

## SECURITY DEPOSITS

In addition to the holding deposit, tenants are normally required to pay a tenancy deposit.

The tenancy deposit provides financial protection for the landlord against:

- Damage beyond fair wear and tear
- Missing items
- Cleaning costs
- Unpaid rent
- Breaches of the tenancy agreement

## Deposit Protection

Your deposit will be protected within a government-approved tenancy deposit scheme.

You will receive:

- Deposit protection certificate
- Prescribed information
- Scheme details

within the required legal timescales.

This provides protection for both landlords and tenants and ensures that deposits are managed fairly.

## MOVING INTO YOUR NEW HOME

Congratulations!

Once referencing has been completed and all tenancy documentation has been signed, preparations can begin for your move-in date.

### Before Move-In

Prior to collecting your keys, you will normally be required to:

- ✓ Sign your tenancy agreement
- ✓ Pay your deposit
- ✓ Pay your first month's rent
- ✓ Complete any outstanding documentation
- ✓ Provide any outstanding identification

### Documents You Will Receive

Before or at the start of your tenancy, you may receive:

- Tenancy Agreement
- Deposit Protection Information

- Energy Performance Certificate (EPC)
- Gas Safety Certificate (where applicable)
- Electrical Installation Condition Report (EICR)
- Inventory & Schedule of Condition
- How to Rent Guide

Please keep these documents safe throughout your tenancy.

## Inventory & Schedule of Condition

The inventory is one of the most important documents relating to your tenancy.

It records:

- The condition of the property
- Fixtures and fittings
- Furniture (if applicable)
- Meter readings
- Cleanliness standards

You should review the inventory carefully and notify us promptly if anything is inaccurate.

This document will be used as a comparison when you move out.

## Utility Providers & Council Tax

Following move-in, tenants are generally responsible for:

- Gas
- Electricity
- Water
- Broadband

- Council Tax

You should contact the relevant providers as soon as possible to ensure accounts are registered correctly.

We also recommend taking photographs of meter readings on the day you move in.

## UNDERSTANDING YOUR TENANCY

The private rented sector has changed significantly in recent years.

One of the biggest changes introduced by the Renters' Rights Act is the move towards periodic tenancies.

### What is a Periodic Tenancy?

A periodic tenancy does not have a fixed end date.

Instead, the tenancy continues until:

- The tenant decides to leave and gives notice

or

- The landlord successfully relies upon a valid legal possession ground.

This provides greater flexibility and security for tenants.

### Your Responsibilities During the Tenancy

Whilst living in the property, tenants are expected to:

- Pay rent on time
- Keep the property reasonably clean
- Report maintenance issues promptly
- Take reasonable care of fixtures and fittings

- Respect neighbours
- Comply with the tenancy agreement

These responsibilities help ensure a positive tenancy experience for everyone involved.

## THE RENTERS' RIGHTS ACT 2026

The Renters' Rights Act introduced several important reforms to the private rented sector.

The aim of these reforms is to improve security, fairness and standards across the rental market.

### No More Section 21 Evictions

Landlords can no longer require tenants to leave without relying upon a valid legal possession ground.

This provides greater security and certainty for tenants.

### Fairer Rent Increases

Rent increases must follow the correct legal process and are generally limited to once every 12 months.

Any proposed increase should reflect market conditions and be reasonable.

### The Right to Request a Pet

Tenants may request permission to keep a pet.

Landlords must consider requests reasonably and cannot refuse without good reason.

We recommend discussing any pet requests before obtaining an animal.

## Stronger Tenant Protections

The legislation also introduces greater protections relating to:

- Property standards
- Tenant treatment
- Transparency
- Dispute resolution

Our team will always be available to explain any aspect of your tenancy if you are unsure.

## PAYING YOUR RENT

Rent should be paid in full on the agreed date each month.

Payments are managed through PayProp.

## Why Paying Rent on Time Matters

Paying rent on time helps:

- Maintain a positive tenancy record
- Avoid arrears
- Prevent additional costs
- Protect future referencing opportunities

## If You Experience Financial Difficulties

Please contact us immediately.

The earlier we are aware of any difficulties, the more options may be available to help resolve the situation.

Avoiding communication can often make matters more difficult.

We are always happy to discuss concerns and provide guidance where possible.

## REPAIRS & MAINTENANCE

Throughout your tenancy, there may be occasions when repairs or maintenance are required at the property.

At Home Property Sales & Lettings, we aim to ensure that maintenance issues are dealt with efficiently and professionally whilst keeping both tenants and landlords informed throughout the process.

Understanding how repairs are reported and managed will help ensure issues are resolved as quickly as possible.

### Reporting Repairs

All maintenance requests should be reported through your PayProp Tenant Portal.

The portal allows tenants to:

- Report maintenance issues online
- Upload photographs
- Track progress
- Receive updates
- Communicate with our team

Providing clear descriptions and photographs helps us assess issues more quickly and often speeds up the repair process.

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### Information to Include When Reporting a Repair

To help us deal with your repair efficiently, please include:

- ✓ A clear description of the problem
- ✓ The location of the issue

- ✓ Photographs where possible
- ✓ Details of any immediate risks
- ✓ Availability for contractor appointments

The more information provided, the faster we can often arrange the appropriate solution.

## Emergency Repairs

Some maintenance issues require immediate attention due to potential health and safety risks.

Examples include:

- Major water leaks
- Dangerous electrical faults
- Serious security concerns
- Structural safety concerns
- Complete loss of heating during severe winter weather

Emergency repairs should be reported immediately.

Where emergency attendance is required outside normal working hours, contractors may be instructed without delay to prevent further damage or risk.

## Routine Repairs

Most maintenance issues are classed as routine repairs.

Examples include:

- Dripping taps
- Minor plumbing issues
- Faulty appliances

- Internal door adjustments
- Small repairs to fixtures and fittings

These repairs will be assessed and dealt with within a reasonable timescale.

## Repair Timescales

The time required to complete repairs will depend on:

- The severity of the issue
- Contractor availability
- Parts availability
- Landlord authorisation requirements
- Safety considerations

Whilst some repairs can be completed within days, others may take longer depending on the circumstances.

We will always endeavour to keep tenants updated throughout the process.

## RESPONSIBILITIES FOR REPAIRS

Many tenants are unsure which repairs are their responsibility and which fall under the landlord's obligations.

The following guidance may help.

### Landlord Responsibilities

Landlords are generally responsible for maintaining:

- The structure of the property
- Roofs and gutters

- External walls
- Heating systems
- Hot water systems
- Electrical installations
- Plumbing systems
- Sanitary facilities
- Windows and external doors

Landlords are also responsible for ensuring the property remains safe and fit for human habitation.

## Tenant Responsibilities

Tenants are generally responsible for:

- Replacing light bulbs
- Keeping the property clean
- Maintaining gardens (where agreed)
- Testing smoke alarm batteries where applicable
- Reporting maintenance issues promptly
- Preventing avoidable damage
- Taking reasonable care of fixtures and fittings

Failure to report issues promptly can sometimes result in additional damage and may increase repair costs.

## LOOKING AFTER YOUR HOME

Keeping your home in good condition benefits both tenants and landlords.

Simple preventative measures can help avoid maintenance problems and ensure the property remains comfortable throughout the tenancy.

## Condensation & Mould Prevention

Condensation is one of the most common causes of damp and mould within residential properties.

Condensation is often caused by:

- Cooking
- Showering
- Drying clothes indoors
- Lack of ventilation

To minimise condensation:

- ✓ Open windows regularly
- ✓ Use extractor fans
- ✓ Keep internal doors closed when cooking
- ✓ Maintain consistent heating levels
- ✓ Avoid drying excessive laundry indoors

## What Should I Do If I Notice Mould?

If mould appears within the property:

1. Report it immediately through PayProp
2. Take photographs
3. Continue ventilating affected areas
4. Avoid blocking air vents

Prompt reporting allows us to investigate and identify any underlying causes.

## Heating Your Home

Maintaining a consistent temperature can help prevent condensation and reduce strain on heating systems.

Where possible:

- Avoid completely turning off heating during winter
- Use thermostats appropriately
- Report boiler issues promptly
- Monitor boiler pressure where instructed

Maintaining heating systems correctly helps improve comfort and reduce maintenance issues.

## Boiler Pressure Checks

Many modern boilers require water pressure to remain between specific levels.

If instructed by your landlord or engineer, you may occasionally need to top up boiler pressure.

If you are unsure how to do this safely, please contact us for guidance.

Never attempt repairs to boilers or gas appliances yourself.

## Radiator Maintenance

If radiators become cold at the top or fail to heat correctly, they may require bleeding.

If you are comfortable doing so, this can often be carried out using a radiator key.

If you are unsure, please contact us for advice.

## Looking After Gardens

Where the tenancy includes a garden, tenants are generally expected to maintain it in a reasonable condition unless otherwise agreed.

This may include:

- Grass cutting
- Basic weeding
- General tidiness
- Leaf clearance

Maintaining outdoor areas helps preserve the overall condition of the property.

## Waste & Recycling

Please ensure household waste is disposed of responsibly.

Tenants should:

- Use the correct bins
- Follow local collection schedules
- Avoid accumulation of waste
- Arrange disposal of large items where necessary

Failure to manage waste appropriately can result in additional charges.

## PROPERTY INSPECTIONS

Regular inspections form an important part of property management.

Inspections allow us to ensure the property remains safe, well maintained and free from issues that could become more serious over time.

### How Often Are Inspections Carried Out?

For managed properties, inspections are typically undertaken every three months.

You will be contacted in advance to arrange a suitable appointment.

## What Do We Check?

During inspections we may review:

- General property condition
- Signs of damage
- Maintenance concerns
- Damp and mould issues
- Smoke alarm provision
- Garden maintenance
- Health and safety concerns

The purpose of inspections is not to criticise tenants but to identify issues early and help protect the property.

## Notice of Entry

Except in emergencies, tenants will normally receive at least 24 hours' notice before access is required.

We will always try to arrange appointments at mutually convenient times wherever possible.

## Why Inspections Benefit Tenants

Inspections help us:

- ✓ Identify repairs early
- ✓ Prevent maintenance issues worsening
- ✓ Improve safety
- ✓ Protect tenancy records

✓ Support positive landlord-tenant relationships

They are therefore beneficial for both tenants and landlords alike.

## COMMUNICATION IS KEY

The most successful tenancies are built on good communication.

If you have concerns about:

- Repairs
- Rent
- Neighbours
- Property condition
- Safety

Please contact us as soon as possible.

We are here to help and would always prefer to address concerns early rather than allowing them to become larger problems.

## DEPOSITS EXPLAINED

Your tenancy deposit is an important part of the rental process.

The deposit provides protection for landlords against financial loss resulting from breaches of the tenancy agreement whilst also protecting tenants through government-approved deposit protection schemes.

Your deposit will be registered in accordance with current legislation and you will receive details of the protection scheme used.

## Why is a Deposit Taken?

A deposit provides security against:

- Damage beyond fair wear and tear
- Missing items
- Cleaning costs
- Unpaid rent
- Breaches of tenancy obligations

Most tenancies require a deposit equivalent to five weeks' rent.

## Deposit Protection

Your deposit will be protected within an approved Tenancy Deposit Scheme.

You will receive:

- ✓ Deposit Protection Certificate
- ✓ Prescribed Information
- ✓ Deposit Scheme Details

Please retain these documents throughout your tenancy.

## Fair Wear & Tear

One of the most common questions tenants ask is:

"What is fair wear and tear?"

Fair wear and tear refers to the natural deterioration that occurs through normal everyday use of a property.

Examples include:

- Minor carpet wear
- Slight scuff marks
- Faded paintwork
- General ageing of fixtures

These items are not normally chargeable to tenants.

## Damage Beyond Fair Wear & Tear

Tenants may be responsible for damage caused through:

- Negligence
- Misuse
- Accidental damage
- Lack of cleaning

Examples may include:

- Broken fixtures
- Large stains
- Holes in walls
- Missing items
- Excessive cleaning requirements

The inventory completed at the start of the tenancy will be used as a comparison when assessing the property's condition at check-out.

## LOST KEYS & SECURITY

Property security is extremely important.

If keys are lost, stolen or damaged, tenants should notify Home Property Sales & Lettings immediately.

Prompt reporting helps protect both the tenant and the property.

## Replacement Key Charges

Lost or replacement keys are charged at:

£40 + VAT Per Key

This charge applies to each replacement key required.

## Additional Charges

Where access cannot be gained or security is compromised, additional costs may be incurred.

These may include:

- Locksmith attendance
- Contractor call-out fees
- Emergency attendance charges
- Replacement lock costs
- Additional key cutting

Any contractor attendance charges will be charged directly to the tenant where applicable.

## Security Advice

We strongly recommend:

- ✓ Never leaving keys unattended

- ✓ Reporting lost keys immediately
- ✓ Avoiding key tags containing your address
- ✓ Ensuring doors and windows are locked when leaving the property

Protecting the property helps protect both your belongings and the landlord's investment.

## ENDING YOUR TENANCY

At some stage, you may decide to move on from your property.

Our aim is to make the end-of-tenancy process as straightforward and stress-free as possible.

### Giving Notice

Under the current tenancy framework, tenants are generally required to provide notice if they wish to leave the property.

Notice should:

- Be provided in writing
- Clearly state your intended leaving date
- Be submitted in accordance with your tenancy agreement

If you are unsure how much notice is required, please contact us before serving notice.

### Before You Move Out

Before vacating the property, please ensure:

- ✓ Rent is paid up to date
- ✓ Utility accounts are settled
- ✓ Personal belongings are removed

- ✓ The property is cleaned
- ✓ Keys are returned
- ✓ Meter readings are recorded

## Final Inspection

A check-out inspection will be completed once the property has been returned.

The inspection compares:

- Property condition
- Inventory records
- Photographs
- Check-in documentation

This helps ensure that any deposit discussions are fair and evidence-based.

## Returning Keys

All keys issued at the start of the tenancy must be returned.

Failure to return keys may result in replacement or security costs being charged.

## TENANT MOVE-OUT CHECKLIST

Use this checklist before returning your property.

### Cleaning

- Kitchen cleaned
- Oven cleaned
- Fridge/freezer emptied and cleaned

- Bathrooms cleaned
- Floors vacuumed and mopped
- Windows cleaned internally

## Property

- Personal belongings removed
- Fixtures returned to original positions
- Gardens tidied
- Rubbish removed
- Smoke alarms left intact

## Utilities

- Final meter readings taken
- Utility providers informed
- Council Tax notified
- Broadband provider informed

## Keys

- All keys returned
- Any additional keys disclosed
- Alarm fobs returned

# TENANT PROPERTY MAINTENANCE CHECKLIST

Throughout your tenancy, regular maintenance can help avoid problems and maintain a comfortable living environment.

## Weekly

- Ventilate rooms
- Check for leaks
- Empty bins
- Clean kitchen surfaces
- Test extractor fan operation

## Monthly

- Inspect smoke alarms
- Check for signs of mould
- Inspect seals around baths and showers
- Clear minor debris from external drains
- Check boiler pressure (if instructed)

## Seasonally

### Spring

- Check garden condition
- Clean external areas
- Report winter damage

## Summer

- Ventilate property regularly
- Maintain outdoor areas
- Check external taps and pipework

## Autumn

- Clear leaves from drains
- Prepare heating systems
- Check weather seals

## Winter

- Maintain heating
- Prevent frozen pipes
- Report boiler issues promptly

## FREQUENTLY ASKED QUESTIONS

### Can I decorate the property?

Not without written permission from the landlord.

Please contact us before carrying out any decoration or alterations.

### Can I keep a pet?

Under the Renters' Rights Act, tenants may request permission to keep a pet.

Requests should always be made in writing before obtaining the pet.

## What happens if I lose my keys?

Replacement keys are charged at £40 + VAT per key.

Additional contractor or locksmith charges may also apply.

## How do I report repairs?

All maintenance should be reported through your PayProp portal.

## How often are inspections carried out?

Inspections are typically carried out every three months for managed properties.

## What happens to my deposit?

Your deposit remains protected throughout the tenancy and will be returned subject to the property's condition and any agreed deductions.

## Can rent be increased?

Rent increases must follow the correct legal process and are generally limited to once every 12 months.

# CONTACT US

## HOME PROPERTY SALES & LETTINGS

Bringing People & Property Together

For all tenancy enquiries, maintenance requests and tenancy support, please contact our team.

### Telephone

0116 221 4139

### Email

[lettings@homepropertysales.co.uk](mailto:lettings@homepropertysales.co.uk)

### Website

[www.homepropertysales.co.uk](http://www.homepropertysales.co.uk)

### Social Media

Facebook: Home Property Sales & Lettings

Instagram: @homepropertysaleslettings

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## THANK YOU

Thank you for choosing Home Property Sales & Lettings.

We hope you enjoy your new home and look forward to supporting you throughout your tenancy.

Should you need assistance at any point, please do not hesitate to contact our team.

We are committed to delivering a professional, responsive and friendly service to all of our tenants.

## HOME PROPERTY SALES & LETTINGS

Bringing People & Property Together

Professional Lettings • Property Management • Sales • Valuations

