

TENANT RESPONSIBILITIES

Friendly guidance on rent, ventilation, waste disposal, reporting issues early and looking after the home

This guide explains the key responsibilities tenants should understand during their tenancy. It is written in a friendly and practical way to help tenants look after the property, communicate clearly and avoid small issues becoming bigger problems.

1. Paying Rent on Time

Rent should be paid in full, on time and using the payment method agreed in the tenancy agreement. Regular rent payments help keep the tenancy running smoothly and avoid unnecessary arrears or formal action.

- Check the rent amount, due date and payment reference before sending payment.
- Set up a standing order where possible so payments are not missed.
- Contact the landlord or managing agent early if you think a payment may be delayed.
- Keep a record of payments and confirmation receipts for your own records.
- Do not withhold rent because of a repair issue unless you have received proper legal advice.

2. Looking After the Home

Tenants are expected to use the property in a reasonable and respectful way. This includes keeping the home clean, avoiding preventable damage and following any property-specific instructions.

Cleanliness	Keep rooms, kitchens, bathrooms and shared areas reasonably clean and hygienic.
Care of fixtures	Use appliances, doors, windows, locks, furniture and fittings carefully.
Minor upkeep	Replace small items such as light bulbs where safe and where this is the tenant's responsibility.
Gardens/outdoor areas	Keep outdoor areas tidy if this is included in your tenancy responsibilities.
Damage	Report accidental damage promptly so it can be managed before it becomes worse.

3. Ventilation, Condensation and Mould Prevention

Good ventilation helps reduce condensation and can help prevent damp and mould. Everyday activities such as cooking, showering and drying clothes indoors can create moisture in the air.

- Open windows regularly where safe to allow fresh air to circulate.
- Use extractor fans in kitchens and bathrooms when cooking or showering.
- Keep trickle vents open where fitted, unless there is a specific reason not to.
- Avoid drying large amounts of washing indoors without ventilation.
- Wipe away condensation from windows and surfaces where it appears.
- Do not block air vents, extractor fans or ventilation systems.
- Report damp patches, persistent mould, leaks or ventilation problems early.

Helpful example

After a shower, keep the bathroom extractor fan running and open a window where safe. If condensation appears regularly or mould keeps returning, report it to the managing agent with photos.

4. Waste Disposal and Recycling

Tenants should dispose of rubbish responsibly and follow local council bin collection rules. Poor waste management can attract pests, create odours and affect other residents or neighbours.

- Use the correct bins for general waste, recycling and food waste where provided.
- Put bins out on the correct collection day and return them after collection where required.
- Do not leave rubbish bags in hallways, gardens, communal areas or outside the property unless instructed.

- Flatten boxes and avoid overfilling bins so lids can close properly.
- Arrange bulky waste collection properly rather than leaving furniture or large items outside.
- Report missed bin collections, broken bins or waste issues to the managing agent where appropriate.

5. Reporting Issues Early

Small problems can become expensive or disruptive if they are not reported early. Tenants should report repairs, leaks, damp, mould, pests, safety concerns or damage as soon as they notice them.

1. Report the issue using the correct repair reporting method, such as email, portal, phone or emergency contact.
2. Include your name, full property address and the exact room or area affected.
3. Explain what has happened, when it started and whether it is getting worse.
4. Attach clear photos or videos where safe to do so.
5. Provide suitable access times so the issue can be inspected or repaired.
6. Update the managing agent if the situation changes or becomes more urgent.

6. Access for Inspections and Repairs

Landlords and managing agents may need access for repairs, inspections, compliance checks and safety visits. Tenants should cooperate with reasonable access requests and communicate clearly if a proposed time is not suitable.

- Respond to appointment requests as soon as possible.
- Offer alternative access times if the proposed time does not work for you.
- Make sure the affected area is clear and accessible before the visit.
- Secure pets and keep children away from work areas during contractor attendance.
- Notify the managing agent early if you need to cancel or rearrange an appointment.

7. Safety and Security

Tenants should use the property safely and help keep the home secure. This includes taking care with keys, locks, smoke alarms, electrics, appliances and shared access areas.

Keys and locks	Keep keys safe and report lost keys or lock issues immediately.
Doors and windows	Close and lock doors and windows when leaving the property.
Smoke alarms	Do not remove or cover smoke alarms. Report faults or low-battery warnings.
Electrical safety	Do not overload sockets or use damaged plugs, cables or appliances.
Gas safety	Report any gas smell or suspected gas issue immediately and follow emergency advice.
Communal areas	Keep hallways, stairs and exits clear of personal belongings and rubbish.

8. Guests, Noise and Neighbours

Tenants should be considerate towards neighbours, housemates and other residents. Noise, misuse of communal areas or unmanaged guests can cause complaints and affect the tenancy.

- Keep noise to a reasonable level, especially early in the morning and late at night.
- Make sure guests behave respectfully and follow property rules.
- Do not allow guests to cause damage, nuisance or security concerns.
- Use parking spaces, gardens and shared areas only as permitted.
- Report neighbour or antisocial behaviour concerns through the correct process.

9. What Tenants Should Not Do Without Permission

Some changes or actions may require written permission from the landlord or managing agent. Always check before making changes to the property.

- Do not redecorate, paint walls or install fittings without permission.

- Do not change locks, add locks or cut extra keys unless agreed.
- Do not keep pets if the tenancy agreement requires permission first.
- Do not sublet, take in lodgers or allow someone else to live at the property without permission.
- Do not remove landlord furniture, appliances or safety equipment without approval.
- Do not run a business from the property unless this has been formally agreed.

10. Moving Out Responsibilities

At the end of the tenancy, tenants should leave the property in a clean and tidy condition, return keys and follow the agreed check-out process.

- Give the correct notice in line with the tenancy agreement.
- Clean the property and remove personal belongings before returning keys.
- Dispose of rubbish properly and do not leave unwanted furniture or items behind.
- Report any outstanding damage or issues before check-out.
- Provide a forwarding address and updated contact details where requested.
- Return all keys, fobs, parking permits and access devices as instructed.

Quick Reference: Good Tenant Habits

Pay rent on time	Use the correct reference and contact the agent early if there is a problem.
Ventilate daily	Use windows, extractor fans and trickle vents to reduce condensation.
Dispose of waste properly	Follow bin rules and keep communal areas clear.
Report early	Send photos, access times and clear details as soon as you notice an issue.
Look after the home	Use the property carefully and avoid preventable damage.

Website Download Notice

This guide is provided for general information only and does not replace the tenancy agreement, legal notices, statutory guidance or property-specific rules. Tenants should refer to their signed tenancy documents and contact the managing agent if anything is unclear.

