



## RENTAL PROPERTY MAINTENANCE TIPS & PROCEDURES

Dear Assignee,

Welcome to your Rental Property. We hope you have a lovely stay. Please see the guidelines below as IOR's effort to help you adapt to life in the US and to understand your responsibilities regarding this property. You should enjoy your stay, but know that you are responsible for the condition of the property; you will need to return them in the same good condition when you depart. If you have any questions, please contact your IOR DSC or the property management/your landlord. The guidelines below are general, and your property management company/landlord may have specific requirements of you during your tenancy which are not mentioned below.

Sincerely,  
Your IOR Global Services Team

### I. KITCHEN

- A. Dishwasher:** Place all dirty dishes into the dishwasher daily. Failure to do so could result in pest infestation and charges for treatment. Non-stick pots and pans should not be placed in the dishwasher, this destroys the non-stick coating. Hand wash non-stick pans and rice cooker inserts with warm water, liquid dish soap and a soft sided sponge.  
*How to use dishwasher:* [http://www.ehow.com/how\\_90\\_dishwasher.html](http://www.ehow.com/how_90_dishwasher.html)
- B. Trash/Garbage:** Always use trash can liners (also called garbage bags) to line the trash can before placing trash inside. All trash cans should be emptied when they are  $\frac{3}{4}$  full, minimally once a week. Failure to do so could result in pest infestation and charges for treatment. Your landlord or rental office can provide you with the details for disposing of your trash.
- C. Stove/Stove Burners:** Damages to the oven, stove top or burners due to lack of proper cleaning are common and often result in charges to the tenant. When cooking on the stove top, it is important to not let food boil to the point where it is spilling over the pot. This is bad for the stovetop and burners. When you are done using the stove top, wipe it off so that no food or liquid remain. This is especially important if you have a flat-top electric stove, it is important to keep this surface clean at all times. It is also important when cooking with high heat and hot grease or oil, to use a ventilation fan/system and be sure to clean\* and change the filters.

**\*Oven Fan & Filter:** You should use soap, water and vinegar to clean the fan filter.

*How to clean a stove top:*

[http://www.ehow.com/how\\_2311675\\_clean-kitchen-stove.html](http://www.ehow.com/how_2311675_clean-kitchen-stove.html)

*How to clean the stove burners:*

[http://www.ehow.com/way\\_5475608\\_clean-stove-burners.html](http://www.ehow.com/way_5475608_clean-stove-burners.html)

- D. Kitchen Flooring:** You should sweep and mop your floors 1 time per week. If anything is spilled onto the floors (food, drinks, crumbs, etc.), you should do a spot cleaning as well. This will help keep the floors in good condition and also avoid pest infestation. Wipe down all hard kitchen surfaces and floors with a damp cloth (or mop for flooring) or a product identified as “all-purpose cleaner”.

*How to clean linoleum floors:*

[http://www.ehow.com/video\\_4766143\\_clean-linoleum-floors.html](http://www.ehow.com/video_4766143_clean-linoleum-floors.html)

*How to clean vinyl floors:*

[http://www.ehow.com/how\\_2126620\\_clean-vinyl-floors.html](http://www.ehow.com/how_2126620_clean-vinyl-floors.html)

- E. Counters/Ceilings/Walls:** Kitchen counters, walls, and ceilings must be kept clean. When you are cooking it is possible the food will bubble and splash onto nearby walls or even the ceiling! If this happens, wipe the counter, wall or ceiling immediately so the food item doesn't permanently stain. You can use soap and water to clean walls and counters. Please avoid putting any holes or writing on the walls/ceilings/counters. If there are holes or marks, the landlord will have to clean or repair them and will charge you for the cost. Use Command Hooks (adhesive) instead of nails to hang items on the wall.
- F. Counters:** It is extremely important to NEVER place a hot pot/pan/cooking utensil directly on your countertop, it will damage the countertop and result in a charge to the tenant. Purchase a trivet, or hotplate, to place hot items on to ensure they are not set directly on the counter. If the countertops are damaged, the property owner will have to replace the entire countertop, which can be very expensive. Hot pots/pans/utensils should go on a trivet or into the sink. Purchase a “spoon rest” to put on your stove for hot utensils. Never use your counter top as a cutting board. Only cut items on an actual cutting board.

*How to clean kitchen countertops:*

[http://www.ehow.com/how\\_2226751\\_cleankitchencountertops.html](http://www.ehow.com/how_2226751_cleankitchencountertops.html)

- G. Refrigerator and Freezer:** If anything is spilled inside your refrigerator, clean it up immediately. It is a good idea to clean the inside of the refrigerator every couple months to keep it neat and clean. If you notice that your refrigerator or freezer is not keeping temperature, is making loud or strange sounds, or has a strange odor, please contact the property manager or landlord immediately. You should avoid overloading the drawers or shelves with items as this could result in cracking or breaking of the shelving.
- H. Microwave:** Only microwave safe dishes should be used in a microwave (never place metal, plastic, Styrofoam or paper containers in the microwave) and it should never be turned on when empty. Failure to follow these guidelines could result in damage to the microwave or

even fire. When warming food in the microwave, cover the food with a microwave safe cover to prevent food from splattering the inside of the microwave. If food spills or splatters inside the microwave, use a soft cloth and warm water to remove it immediately.

*How to use a microwave:* [http://www.ehow.com/how\\_4606230\\_use-microwave-safely.html](http://www.ehow.com/how_4606230_use-microwave-safely.html)

- I. **Garbage Disposal:** A garbage disposal is for soft food waste only. NEVER insert your fingers or hand into the disposal (disposals are very powerful and could seriously injure you) and take care that silverware or utensils do not fall down into the disposal (these could damage the disposal and result in a charge to you for the repair). Always turn on the water before you turn on the garbage disposal and slowly feed the food waste into the disposal while the water is running. See the links below for guidance on how to use a garbage disposal.

*How to use a garbage disposal:*

[http://www.ehow.com/how\\_16282\\_garbage-disposal.html](http://www.ehow.com/how_16282_garbage-disposal.html)

*What is safe to put down a garbage disposal:*

[http://www.ehow.com/about\\_5052640\\_safe-put-down-garbage-disposal.html](http://www.ehow.com/about_5052640_safe-put-down-garbage-disposal.html)

## II. **BATHROOM**

- A. **Toilets:** Clean inside and out once per week. Products you will need are liquid toilet bowl cleaner (used inside toilet), toilet brush (used inside toilet), all-surface/multi-surface cleaner (used outside toilet) and paper towels or soft white rag (used outside toilet). Clean tubs and showers inside and out once per week with cleaning products identified as “shower/tub cleaner” and a clean rag or non-abrasive sponge. Clean bathroom counters and floors once per week with all-surface/multi-surface cleaner and paper towels or soft white rag. Wipe sinks and faucets weekly with a wet cloth.
- B. **Showers/Bath Tubs:** If you are not provided with an inner shower liner, purchase one to keep water inside the shower/tub. If the bottom of your bathtub is slippery, purchase a traction mat that suctions to the bathtub floor. Wipe the shower/bath tub walls weekly.

*How to clean the bathroom:* [http://www.ehow.com/how\\_2002458\\_clean-bathroom.html](http://www.ehow.com/how_2002458_clean-bathroom.html)

## III. **LIVING ROOM/DINING ROOM/BEDROOMS**

- A. **Carpets:** Completely vacuum all carpets once per week. Remove any carpet stains immediately with cold water and a white/light-colored cloth or paper towel. If you are unable to remove the stain with water, please notify the property management office immediately. If stains go untreated there may be charges applied for their removal at your expense. **IMPORTANT: DO NOT CLEAN ANY CARPET STAINS WITH BLEACH** as this could cause permanent damage. **USE COLD WATER ONLY.**

We recommend that all persons entering onto the carpet should remove their shoes and leave them by the door. This prevents dirt, mud, rain, snow and any other items outside from being tracked onto the carpet.

***\*If stains cannot be removed, the landlord will replace the entire carpet, this is very costly. Keep the carpet in good, clean condition, so you are not charged to replace it.***

*How to clean carpets:* [http://www.ehow.com/how\\_10038\\_clean-carpets-with.html](http://www.ehow.com/how_10038_clean-carpets-with.html)

- B. Laundry:** Do not fill the washing machine too full with clothes, it will not effectively clean them and may damage the machine. Use only laundry detergent in the washing machine. When using the dryer, it is important to pull out the lint filter and remove all lint from the filter after every cycle. Failure to do so can result in lint build up which is a fire hazard. For best results to your clothing, it is recommended to separate dark colors from whites.

*How to use a washing machine:*

[http://www.ehow.com/video\\_4756202\\_operate-washing-machine.html](http://www.ehow.com/video_4756202_operate-washing-machine.html)

*How to do laundry:* [http://www.ehow.com/how\\_46\\_laundry.html](http://www.ehow.com/how_46_laundry.html)

- C. Curtains/Blinds:** Curtains and blinds are often fragile material and easily broken, take care when opening and closing them. If you have children, do not allow them to touch or operate the blinds. Keep the strings on the blinds high enough so small children cannot reach them; children can be entangled in the strings and injured.

*How to clean the bedroom:* [http://www.ehow.com/how\\_2002459\\_clean-bedroom.html](http://www.ehow.com/how_2002459_clean-bedroom.html)

#### **IV. PEST CONTROL**

- A. Notification:** If you see pests (insects, mice, animals, etc.), notify your Landlord or property manager immediately so they can take proper action to remove them. It is important to follow all instructions given by the pest control company.
- B. Bed Bugs:** A bedbug infestation is a very serious issue and must be addressed immediately. If you experience symptoms of bedbugs, notify the landlord or property manager right away so they can take proper action. The pest control company will come to the apartment or home to determine if there are bed-bugs. If there are, the company will schedule an appointment for treatment. You will receive a specific set of instructions to prepare for this treatment. It is extremely important that you follow these instructions to ensure the safety of your family and your belongings. If it has been determined that you have bed bugs, you will want to inform friends, family or colleagues whose home you have recently visited. Bed bugs can be on you and it is possible you could spread them to other homes you visit.

*Information on bed bugs:*

<http://www.webmd.com/skin-problems-and-treatments/guide/bedbugs-infestation>

## V. OTHER

**A. Thermostat:** Your thermostat controls the temperature inside of your apartment. You can warm the property by increasing the temperature on the thermostat, and you can cool the property by decreasing the temperature. Comfortable settings typically range from 68-74 degrees Fahrenheit. When you leave your property, do not turn the thermostat off; instead, in the summer months increase the temperature to 80 degrees, and in the winter months decrease it to 60 degrees. This saves energy while protecting your property.

*\*Take particular care to leave the heat on during the cold winter months, particularly if you leave the property for an extended time. Cold temperatures can cause pipes to freeze and burst, resulting in flooding and serious damages to the property. Always notify your landlord if you will be away from the property for more than 2-3 days.*

*How a thermostat works:*

[http://www.ehow.com/video\\_4997707\\_thermostat-work\\_.html](http://www.ehow.com/video_4997707_thermostat-work_.html)

**B. Furnace Filter:** Check with your landlord or apartment manager about general maintenance of the furnace. Most furnaces in the U.S. require the filter to be changed every few months. Your landlord can show you how this is done, it will be your responsibility to purchase and replace these filters. The filters can be purchased at a local home improvement store such as Lowes, Home Depot or even Walmart!

**C. Alarm System:** Your property may have an alarm system in it. Please ask your landlord for instructions on how to turn it on and off.

**D. Light Bulbs:** The light bulbs in your rental property are your responsibility. If one burns out, you should remove it carefully (after it has cooled) and take it to a home improvement store to buy a matching one. There are many different types and sizes of light bulbs, there will be wattage and voltage numbers on the old bulb that you can match to the new one to ensure you have purchased the correct bulb. If you have difficulty removing the light bulb, please contact your property manager. See the link below for more guidance.

*How to change a light bulb:*

[http://www.ehow.com/how\\_8200050\\_change-light-bulb.html](http://www.ehow.com/how_8200050_change-light-bulb.html)