



## U.S. 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. Dishes:** Hand washing with liquid dish soap, a dish cloth/soft sponge and warm water or rinsing and placing into the dishwasher daily. Failure to do so could result in pest infestation and charges for treatment. Non-stick pots and pans, as well as the rice cooker inserts, are not to be placed in the dishwasher as this destroys the non-stick coating. Hand wash non-stick pans and rice cooker inserts only with warm water and liquid dish soap and a soft sided sponge. Nothing abrasive should be used as this could result in permanent damage and charges for replacement at your expense. Also, when cooking, do not use sharp utensils on the non-stick pans as this will ruin them. 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 use dishwasher](#)

- B. Trash/Garbage:** You should always use trash can liners (also called garbage bags) to line the trash can before placing trash inside of the can. All trash cans should be emptied when they are  $\frac{3}{4}$  full, minimally once per 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:** One of the common damages where we see charges at the end of tenancy are for damages to the oven, stove top or burners due to lack of proper cleaning. When you are cooking on the stove top, it is important that you do not let any boiling items, sauces, or soups boil to the point where they are spilling over the pot. This is bad for the stovetop and the burners. Also, after you are done using the stove top, you will want to wipe it off so that no remaining pieces of food are on the stove top. This is especially important if you have a flat-top electric stove as it is important to keep this surface clean at all times. It is also important that if you will be cooking with high heat and hot grease or oil, you will need to use a ventilation fan/system and be sure to clean and change the filters.

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

[How to clean a glass stove top](#)

[How to clean stove top burners](#)

[How to clean the oven grill grates](#)

- D. Kitchen Flooring:** Keeping your kitchen floors clean is also very important. You should sweep and mop your floors 1 time per week. However, if anything is spilled onto the floors (food, drinks, crumbs, etc.), you should do a daily spot cleaning as well. This will help to keep the floors in good condition and also to avoid pests (ants, mice, etc.).

[How to clean linoleum kitchen floors](#)

[How to keep vinyl floors shiny](#)

- E. Counters/Ceilings/Walls:** It is important that you make sure that your kitchen counters, walls, and ceilings are kept clean as well. Sometimes when you are cooking items in a pot such as sauces or soups, when the food gets to a certain heat the food item will bubble and shoot pieces of the sauce or food onto the nearby walls or even sometimes on the ceilings! If this happens, you must make sure you wipe the counter, wall or ceiling off immediately so the food item doesn't permanently stain. You can use soap

and water to clean the walls and counters. Please avoid putting any holes in the walls/ceilings/counters, or putting any writing on these items as well. If this happens, they may have to have this cleaned or repaired and will charge us for the cost. You should use command hooks instead of nails to hang items on the wall as well.

- F. Counters:** The counters in your apartment may be made of a special, sensitive material such as granite. It is extremely important to NEVER place a hot pot/pan/cooking utensil directly on to your counter top or it can and will damage the countertop. You can purchase a trivet, or hotplate, to place these hot pots or pans to ensure that they are not being set directly on the counters. If this happens, the property owner will most likely have to replace the entire counter top which can be very expensive. Hot pots/pans/utensils should go into the sink. You can also purchase a stainless steel “spoon rest” for your metal spatula holder that you can put on your stove to prevent the hot item from damaging the property itself. Also, please never use your counter top as a cutting board. Only cut items on an actual cutting board.

[How to clean kitchen countertops](#)

- G. Refrigerator and Freezer:** If anything is spilled inside your refrigerator, you should clean it up immediately. Also, 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 rental office immediately. You also want to avoid overloading the drawers or shelves with items as this could result in cracking or breaking of the shelving.

## 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). Toilet brush can be found next to 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. You should also wipe the sinks out weekly. The faucets on the sinks should be wiped down with a wet rag.

- B. Showers/Bath Tubs:** If you are not provided with an inner shower liner, you should purchase one to help keep water inside the shower/tub. If the bottom of your bathtub is slippery, you can purchase a traction mat that will suction to the floor of the bathtub. You should wipe the shower/bath tub walls out weekly as well.

[How to clean the bathroom](#)

- C. Adding additional fixtures to a bathroom:** before any bidet or other fixture can be installed, the LL must approve in writing etc. Also, IOR recommends it be professionally installed to avoid plumbing issues.

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

- A. Carpets/Furnishings:** Complete vacuuming of all carpets and dusting of all furnishings should be done once per week. Remove stains on carpet with cold water and a white/light-colored cloth or paper towel immediately after staining occurs. If you are unable to remove stain after this attempt, please notify our office immediately. If stains go untreated there may be charges applied for their removal at your expense.  
**IMPORTANT: DO NOT CLEAN ANY CARPET/FURNITURE STAINS WITH BLEACH** as this could cause permanent damage. **USE COLD WATER ONLY.**

It is also highly recommended that all persons entering onto the carpet should remove their shoes and leave them by the door on a welcome mat. This prevents dirt, mud, rain, snow and any other items outside to be tracked onto the carpet from someone's shoes.

***\*Please understand that if stains are unable to be cleaned, the property owner may have to replace the entire carpet which can be very costly. Therefore, it is important to make sure the carpet stays in good, clean condition.***

[How to clean carpets](#)

- B. Laundry:** Do not fill the washer too full with clothes as it will not effectively clean them and it is also bad for the machine as well. Also, it is recommended to separate your colors and whites. Finally, only use laundry detergent for washing the clothes. Bed linens such as sheets should be washed weekly. When using the dryer, it is extremely important to pull out the "lint" filter and remove all lint from the filter. Failure to do so can result in lint build up which is a fire hazard.

- C. Curtains/Blinds:** Curtains and blinds are usually not the strongest material and can break very easily. Please take extra care when opening and closing these blinds. Also, if you have children, explain to them that they should not be touching or operating them for any reason. You should keep the strings on the blinds high enough so small children cannot reach them.

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

- A. Notification:** If you spot any type of pests (insects, mice, animals, etc.), you must notify your Landlord or rental property immediately so we can take the proper action to remove the pests. When an appointment is schedule for an exterminator to remove the pests, it is important that you follow all instructions given to you in advance 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, you must notify the landlord or property manager immediately so we can take proper action. To determine if there are bed bugs, the pest control company will have a bed-bug detecting dog come to the home to determine if there are bed-bugs in the home. If it is determined that there are, they will then need to schedule an appointment to do the treatment for the bed bugs. 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 with whom you have recently visited at their home. As the bed bugs can be on you, it is possible that you could spread them to the other homes that you have visited as well.

[Information on bed bugs](#)

#### **V. RENTAL FURNITURE & HOUSEWARES ( IF YOU ARE IN A FURNISHED RENTAL PROPERTY)**

- A. Rental Furniture:** It is also important to note that in addition to the property itself, you are also responsible for the furniture that is inside the apartment. Therefore, the furniture must be returned in the same condition in which it was provided to you. Rental furniture companies will charge a fee for items that are returned in the following condition:
- Broken, Damaged, Destroyed beyond repair
  - Cannot be re-used for another renter
  - Stained (food, drink, bodily fluid, pet hair, foul odor)

- B. Vacuum Cleaner:** The rental furniture and house ware package will include a vacuum cleaner. If your vacuum cleaner has a bag for the items that are swept up, you will be responsible for changing the bag when it becomes full. This is necessary for proper functionality of the vacuum. Some vacuums will have a cup instead of a bag. If your vacuum has a cup, please ensure that you empty the cup after use.
  
- C. Furnace Filter:** Check with your landlord, apartment manager about general maintenance of the furnace. Most furnaces in the U.S. require the filter to be changed every couple months. Your property owner can show you how this is done. The filters can be purchased at a local home improvement store such as Lowes, Home Depot or even Walmart!