



Managing the tenancy

A clear record for rent, communication, repairs, documents and inspections.

AT A GLANCE

A calm tenancy starts with clear decisions.

Use this guide as a working file. Confirm the final scope, responsibilities and charges in writing for your property.

01 Rent and statements

Record when rent is passed on, how statements are issued and what happens after a missed payment.

02 Tenant contact

Give the tenant a clear everyday contact route and define what is referred back to you.

03 Repairs

Set an approval limit, contractor instruction route and invoice process before an issue occurs.

04 Documents and inspections

Track expiry dates, access, visit frequency and the reports you keep.

PUT IT IN WRITING

The decisions worth recording

These questions keep responsibility visible before a task, cost or deadline becomes urgent.

01 When is rent passed on, how are statements issued and how are arrears reported?

Decision / owner / date

02 Who does the tenant contact, and which decisions always come back to you?

Decision / owner / date

03 What spending limit applies before approval, and who instructs and pays contractors?

Decision / owner / date

04 Which documents are coordinated, where are originals held and how are inspections reported?

Decision / owner / date

PROPERTY FILE CHECKLIST

Keep these items together

A complete property file makes decisions easier to explain, review and hand over.

- ☐ Rent schedule and statement file maintained
- ☐ Tenant contact and escalation route recorded
- ☐ Repair reports, approvals and contractor invoices retained
- ☐ Emergency and non-emergency decision limits agreed
- ☐ Certificate and document expiry dates monitored
- ☐ Inspection notice, access and reporting route agreed
- ☐ Important tenancy decisions confirmed in writing

OFFICIAL GUIDANCE

gov.uk/renting-out-a-property/landlord-responsibilities
gov.uk/tenancy-deposit-protection
gov.uk/check-tenant-right-to-rent-documents

General information only. This is not legal advice. Recheck current guidance before acting.