



The 15-Minute Tenant Hub Checklist

Stop 10PM 'How do I...?' Texts — Without Hiring a VA

Most tenant questions aren't emergencies. They're predictable.
No heating. What day are the bins? Where's the meter? What's the WiFi password?

The problem isn't tenants — it's that landlords don't give answers in one clear place.

This checklist shows you exactly what to include in a simple tenant hub — and what to leave out — so you can reduce repetitive questions fast.

1. Emergency & Safety

- Fire emergency instructions
- Gas emergency number
- Power outage guidance
- Water leak procedure
- When to call you vs emergency services

2. Something Isn't Working

- No heating / no hot water steps
- Boiler reset instructions
- Fuse board basics
- Appliance troubleshooting steps
- What to try before contacting landlord

3. Living in the Property

- WiFi name & password
- Bin collection schedule
- Parking rules
- Quiet hours
- Key / access info

4. Bills & Utilities

- Electricity supplier
- Gas supplier
- Meter location
- Broadband details
- Water supplier (if applicable)

5. Contact & Maintenance Rules

- What counts as an emergency
- What is non-urgent
- Expected response times
- How to report maintenance
- Office hours (if applicable)

What NOT to Include

- Full tenancy agreement
- 20-page manuals
- Legal documentation
- Long paragraphs or walls of text
- Everything — clarity beats completeness

The ROI of Clarity

Let's do the maths.

If you answer:

8 questions per month
× 2 properties
× 15 minutes per question
= 48 hours per year

That's more than a full working week.

Most of those questions are predictable.
Structure eliminates repetition.

The Bottom Line

Tenants don't need more information.

They need structured information.

Five sections.
Clear answers.
Defined boundaries.

That's it.

Want This Done for You?

Instead of building this manually in Google Docs or WhatsApp threads...

You can structure it once and give tenants a clean, live property hub that answers questions automatically.

■ Start free at TwinlyHomes.com

Stop the 10PM texts.
Give tenants clarity.
Get your time back.