LUMI MĀJAS



HOME MAINTENANCE GUIDE

Tērbatas Street 72 · Stirnu Street 40B

Practical guidance for home care,
maintenance and everyday safety.

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THE TENANT IS RESPONSIBLE FOR REGULARLY CLEANING AND MAINTAINING THE APARTMENT. THIS HELPS ENSURE HEALTHY LIVING CONDITIONS, GOOD INDOOR AIR QUALITY AND THE PRESERVATION OF APARTMENT FIXTURES AND EQUIPMENT.

THE KEY PRINCIPLES OF HOME MAINTENANCE ARE REGULAR CLEANING, DRY AND SLIGHTLY DAMP CLEANING METHODS, AND THE USE OF NEUTRAL CLEANING PRODUCTS.

WITH GOOD-QUALITY CLEANING EQUIPMENT, KEEPING YOUR HOME CLEAN IS SIMPLE. AVOID EXCESSIVE WATER AND STRONG OR ABRASIVE CLEANING AGENTS THAT MAY DAMAGE SURFACES.

THE FOLLOWING SECTIONS PROVIDE EXPLANATIONS, INSTRUCTIONS AND A TABLE SHOWING HOW MAINTENANCE RESPONSIBILITIES FOR THE RENTED PROPERTY ARE DIVIDED. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT THE LUMI MĀJAS TEAM.

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WINDOWS

The tenant is responsible for cleaning windows on both the inside and outside at least once a year (more often if necessary). First wipe the windowsill, sides and trim with a damp cloth. Then wash and dry the glass using suitable equipment. Use a telescopic pole and/or window-cleaning robot if needed.

Installing additional curtain rods or blinds must be approved in advance by the Lumi Mājas team.

Nothing may be screwed or glued to the windows (including insect screens, blinds, etc.). Only products that can later be removed without causing damage are permitted.

DOORS AND LOCKS

Clean doors with a soft, damp cloth (do not use abrasive materials). Do not use powders, cleaning pastes, solvents or similar liquids that may scratch or damage the surface or coating. Do not place additional weight on door handles.

Annual maintenance of doors and handles is carried out by a Lumi Mājas service partner, who checks hinges and handles and tightens, lubricates and adjusts them as necessary.

If hinges or locks squeak between maintenance visits, use a suitable lubricant (avoiding contact with finished surfaces).

KEYS

Lumi Mājas uses innovative iLOQ locks. Depending on the configuration, one key may open the main building entrance, apartment, storage room, bicycle and stroller storage areas, and the waste storage area at Tērbatas Street 72.

To unlock a door, insert the key fully and turn it. If the lock does not open, remove the key and insert it again slowly. Always insert the key gently: the static energy required to activate the lock is generated as the key is inserted. If inserted too quickly, there may not be enough energy and the lock will remain locked. Do not force or bend the key.

The contact surface on the metal part of the key must be clean and undamaged. If dirty, wipe it with soft, dry paper or cloth. If damaged, order a new key from the Lumi Mājas team.

Use the iLOQ key only for its intended purpose—opening iLOQ locks. Other uses may damage the key and render it unusable.

Regular annual maintenance of iLOQ locks is carried out by a Lumi Mājas service partner. Contact the Lumi Mājas team if problems occur between maintenance visits.

INTERCOM

All apartments are connected to the main entrance by an intercom system.

Visitors must select the apartment number on the panel at the entrance door, after which the intercom will ring in the apartment. Press the unlock button to open the entrance door remotely.

Before opening the door, check who you are letting in and do not admit unauthorized persons.

FLOOR COVERINGS

High-quality Tarkett laminate flooring is installed at Stirnu Street 40B.

High-quality Tarkett Easy Line flooring is installed at Terbatas Street 72.

General recommendations:

- To protect floors against scratches from dirt and sand, place a doormat just inside the apartment entrance.
- Clean floors with a vacuum cleaner or a slightly damp broom or mop.
- Wipe up spills immediately to prevent slippery floors and staining.
- Always use felt pads under furniture legs! Dragging furniture or other heavy objects can scratch the floor.

- Attention! Black rubber feet may permanently stain or discolor flooring. Do not use rubber-backed mats, rubber caps on furniture legs or chairs with rubber wheels.
- Make sure the vacuum cleaner is suitable for vinyl/laminate flooring and that sharp edges or components do not damage the floor or skirting boards.

Attention! Drilling holes or driving screws into floors in living areas or wet rooms is prohibited, as this may damage heating pipes beneath the flooring.

WALLS AND CEILINGS

Regularly remove dust from walls and ceilings carefully using a soft dusting brush. Make sure the bristles and attachments do not damage painted surfaces. Work from cleaner areas toward dirtier ones. First remove loose dirt using a soft brush and a dry-cleaning method.

Drilling into walls or ceilings, painting walls and similar work require prior written approval from the Lumi Mājas team. The tenant undertakes to restore the original condition at the end of the tenancy.

To protect walls from scratches and dirt caused by furniture, leave a gap of at least a few centimetres between furniture and walls.

Touching up isolated areas of walls or ceilings is not permitted. For a good result, the entire wall or ceiling generally needs repainting.

For contacts of painting contractors or wall/ceiling paint codes, contact the Lumi Mājas team.

BATHROOM

Clean the bathroom thoroughly and regularly to maintain hygiene. Pay particular attention to the washbasin, taps, shower head, and the inside and outside surfaces of the toilet, including its lid and seat. Use a cleaning product suitable for each surface.

Use products intended for ceramic tiles to clean tiled walls and floors. Apply the product and scrub the walls with a brush or cleaning sponge. Finally wipe, rinse and dry the floor.

CLEANING SANITARYWARE AND MIXER TAPS

Clean sanitaryware, mixer taps and shower fittings frequently to prevent dirt and limescale deposits. Limescale and detergent residues are best removed with a soft cloth immediately after use. If ordinary products do not work, lemon or vinegar diluted 1:5 may be used. Warmed vinegar may produce an even better result.

Rub the surface with a soft sponge or cloth, using cleaning product if necessary, then rinse thoroughly and dry.

Never use abrasive cleaning agents or talc-based products (with a pH above 7). Over time they may damage glazed and chrome-plated surfaces. Also avoid strong alkalis and caustic drain cleaners, which may harm porcelain and the environment. Never use steel wool or metal scouring pads.

SHOWER GLASS SCREEN

Clean the shower enclosure and bath screen regularly to maintain their appearance.

To prevent limescale on the inside of the glass, dry it with a squeegee or cloth after every shower. Use a mild product for deeper cleaning. Suitable options include dedicated shower cleaners, ordinary window cleaners or dishwashing liquid.

- Never use acetone, acids, alcohol-based products or abrasive cleaning agents.

If water escapes the shower area during use, direct it toward the drain using a floor squeegee.

Attention! To prevent slipping, do not allow water to spread across the bathroom floor.

TOILET BOWL AND LID

Clean the toilet bowl and seat regularly to maintain their appearance.

To avoid damaging the seat, ensure it is properly secured; never stand or sit on the closed lid or place heavy objects on it.

If the seat breaks, a replacement can be purchased from the Lumi Mājas team or a sanitaryware shop. It must be replaced with an identical model.

- Stirnu Street 40B — Cerasanit Colour New toilet seat, code K103-027, white, with soft-close mechanism.
- Tērbatas Street 72 — Laufen Slim SC toilet seat, code 898966, white, with soft-close mechanism.

DRAIN AND TRAP MAINTENANCE

Drains and traps must be cleaned at least once a year. Remove the trap cover and loose dirt. If necessary, pour a suitable drain cleaner into the drain, following the instructions for use. Wash the trap and cover with soap and warm water, then rinse.

If there is an unpleasant sewage smell in the bathroom, the trap insert is usually loose or the water seal has dried out. Remove the drain cover and press the insert firmly into place to make a tight seal. Pour approximately one litre of water into the drain once a month. If the problem persists, contact the Lumi Mājas team.

KITCHEN FURNITURE AND BUILT-IN CABINETS

Clean all built-in cabinets, shelves and basket systems regularly with a soft, damp cloth. Do not use excessive water and dry off excess moisture immediately! Use non-abrasive cleaning products if needed. Remove spills and dirt from furniture immediately to prevent water damage and persistent stains.

Do not overload cabinet shelves, drawers or basket systems. Handles and door hinges are not designed to bear extra weight. Drain excess water from dishes before placing them in a dish rack, drawer or cabinet.

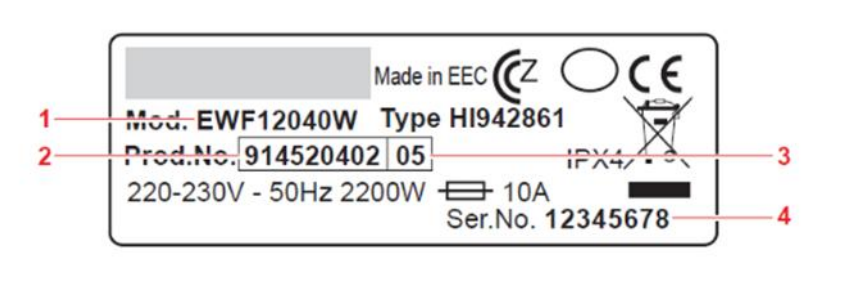
To protect the worktop, ensure that the silicone sealant at joints is intact. Use heat-resistant mats for hot items and cutting boards when cutting.

If you notice deformation of cabinet structures or other irregularities, notify the Lumi Mājas team immediately.

HOUSEHOLD APPLIANCES

Each household appliance must be cleaned and maintained regularly. Operating and maintenance instructions (including explanations of common error codes) are available in the relevant appliance section below.

If a technician is needed for maintenance or repairs, contact the Lumi Mājas team. Include a detailed description of the problem, a photo or video of the defect or malfunction, and a photo of the appliance rating plate showing its product code and serial number.



REFRIGERATOR AND FREEZER

If the refrigerator has automatic defrosting, it does not need separate defrosting. Simply clean the drainage opening at the back of the refrigerator. Defrost the freezer twice a year. Do not forcibly remove ice. Do not use strong cleaning agents to clean the refrigerator. Monitor meltwater inside and dry it before it spills onto the floor.

If a refrigerator drawer cracks or breaks, it must be replaced. A new drawer can be purchased from the Lumi Mājas team or an appliance shop. The correct model number is shown on the label inside the refrigerator.

More information in the refrigerator user manual: https://lumimajas.lv/wp-content/uploads/sites/2/2025/09/Ledusskapis.pdf

DISHWASHER

Remove large food scraps before loading dishes. Arrange dishes so that spray water can reach and clean all of them. Make sure dishes do not touch or overlap. You may use separate dishwasher detergent, rinse aid and salt, or all-in-one tablets. Follow the instructions on the packaging.

For optimal performance, using a dedicated dishwasher cleaner once a month is recommended.

Dirty filters and blocked spray arms reduce washing performance. Check them regularly and clean when necessary. Switch off the appliance (including its circuit breaker) before maintenance or cleaning.

- Cleaning spray arms — do not remove the arms. If the openings are blocked, clear the dirt with a thin, pointed object.
- Cleaning exterior surfaces — wipe with a soft, damp cloth. Use only neutral cleaning agents; do not use abrasive products, scouring pads or solvents.
- Cleaning the interior — wipe the appliance (including the rubber door seal) with a soft, damp cloth. Frequent use of short programmes may cause grease and limescale buildup. To prevent this, run long programmes at least twice a month.

More information in the dishwasher manual: https://lumimajas.lv/wp-content/uploads/sites/2/2025/09/Trauku-mazgajama-masina-1.pdf

HOB, OVEN AND EXTRACTOR HOOD

A powerful electromagnetic field heats cookware very quickly on induction hobs. Use cookware suitable for induction cooking.

Clean the hob regularly, as dried-on dirt is difficult to remove from a hot surface later. Use a cleaner suitable for the hob and/or a special glass scraper.

Standard ovens are used at both Tērbatas Street 72 and Stirnu Street 40B.

After each use, clean the oven interior, racks and trays with a dedicated oven cleaner. Accumulated grease and food residues may create a fire hazard. Wipe the door with a damp cloth or sponge and dry it with a soft cloth. Do not use metal scouring pads, acids or abrasive materials that may damage surfaces.

Wash the extractor hood and grease filter at least twice a year (more often if necessary). Clean external surfaces with a damp cloth and neutral detergent. Do not wash electrical components or motor parts inside the appliance with liquids or solutions.

Metal grease filters capture oil and grease particles. Wash them with hot water and detergent without bending them (they may also be washed in a dishwasher). Allow the filters to dry completely before reinstalling them.

More information in the oven, hob and extractor hood instructions: https://lumimajas.lv/wp-content/uploads/sites/2/2026/08/Lumi_Majas_House_Rules_08_2026_EN.pdf

WASHING MACHINE

Clean the washing machine regularly, both inside and outside.

To prevent mould, remove laundry as soon as possible after washing and leave the door and detergent drawer open so the machine can dry.

Frequent washing at low temperatures can lead to a buildup of detergent residues and lint, causing unpleasant odours and mould. Run a maintenance wash regularly (at least once a month) to remove deposits and clean the appliance.

Do not use too much detergent. Every few cycles, clean the lower edge of the drum seal to prevent detergent and fabric residues from accumulating. It is also recommended to clean the drain filter a few times a year.

Further information in the washing machine manuals:

https://lumimajas.lv/wp-content/uploads/sites/2/2025/09/Velas-masina-EW6SN427WI.pdf

https://lumimajas.lv/wp-content/uploads/sites/2/2025/09/Velas-masina-EW6F528W.pdf

DRAINAGE AND WATER SUPPLY SYSTEM

To prevent drain blockages, do not dispose of insoluble materials such as paper towels, hygiene products or food waste in drains (including the toilet). The tenant is responsible for preventing and clearing blockages. Suitable drain-cleaning tools may help with simple cases. If a technician is required, contact the Lumi Mājas team.

At Tērbatas Street 72, water meters are located in the stairwell and have remote reading functionality. Water consumption data is collected automatically.

At Stirnu Street 40B, water meters are located in the stairwell and are read once a month by the building manager.

At both properties, residents do not need to read or submit water meter readings, as this is handled by the automatic reading system or building manager.

If there are problems with water pressure, temperature, taps or toilet leaks, contact the Lumi Mājas team.

If a significant leak threatens the apartment, its contents or residents, take immediate steps to eliminate the danger and contact a Lumi Mājas representative or an emergency service specialist.

Contact information: https://lumimajas.lv/en/contact/

HEATING SYSTEM

The buildings are supplied by district heating, which operates only during the heating season (usually October to May). Heating costs for common areas are included in fixed additional charges and are not billed separately.

Both Tērbatas Street 72 and Stirnu Street 40B have district-heating radiators that can be adjusted in each room. Lumi Mājas has preset the heating limits, but radiators can be adjusted warmer or cooler. Controls should move easily and smoothly; do not use force. If you suspect a malfunction, contact the Lumi Mājas team.

If you suspect the thermostatic controls or radiators are not working correctly, contact the Lumi Mājas team.

At Stirnu Street 40B, electric underfloor heating is installed in the bathrooms of first-floor apartments, providing additional comfort and a pleasant floor temperature. Electric towel warmers are also installed in apartment bathrooms.
Important! Drilling into bathroom floors is prohibited, as it may damage underfloor heating cables, waterproofing or other services beneath the floor.
At Tērbatas Street 72, electric underfloor heating is installed in the bathrooms of all apartments, providing additional comfort and a pleasant floor temperature. Electric towel warmers are also installed in apartment bathrooms.
Important! Drilling into bathroom floors is prohibited, as it may damage underfloor heating cables, waterproofing or other services beneath the floor.

VENTILATION SYSTEMS

At both Tērbatas Street 72 and Stirnu Street 40B, apartment ventilation is provided by natural fresh-air supply and mechanical extraction.

Extract air valves are located in bathrooms, while fresh-air inlets are located in the exterior walls of the building.

Some apartments also have additional fresh-air inlets built into the window frames. To ensure proper and continuous air exchange, both supply and extract openings must remain open and must not be covered or blocked.

Further information on: https://lumimajas.lv/wp-content/uploads/sites/2/2025/09/Ventilacija.pdf

FIRE SAFETY

An automatic fire detection and alarm system is installed in the building's common areas, equipped with fire detectors, manual call points and alarm sirens.

Each apartment has a standalone smoke detector that alerts residents with an audible signal in the event of fire or smoke. Apartment smoke detectors are not connected to the building-wide fire alarm system.

Important! Test smoke detectors at least once a month by pressing the test button. In the event of a fire, evacuate immediately, activate the building-wide alarm system and call 112.

If the building's automatic fire detection and alarm system (UATS) is activated, residents cannot cancel the alarm themselves. Only a security officer or another specially trained person may reset the alarm after inspecting the building and confirming that there is no fire or other danger.

If an alarm is triggered through the fault of a resident, the costs associated with checking and resolving the alarm will be charged to the person responsible.

The automatic fire alarm system is regularly inspected and maintained by a Lumi Mājas service partner. Residents will be notified at least seven days before maintenance.

LIGHTING AND BULBS

Changes to lighting and other apartment equipment installed by Lumi Mājas are permitted only with written consent from the Lumi Mājas team.

There is LED lighting with a transformer above the kitchen worktop. If the LED lighting does not work, contact the Lumi Mājas team.

Bulbs in other light fixtures are easy to replace, and we expect you to do this yourself. Electrical installation work by residents is not permitted. For more complex electrical work, contact the Lumi Mājas team.

BALCONY

When cleaning the apartment, also clean the balcony railings, glass and floor. Do not wash the balcony with running water; use a damp cloth. The drainpipe is intended for rainwater drainage.

Remove dirt and stains from surfaces as quickly as possible to prevent absorption into the material.

STORAGE ROOM

Residents of both Stirnu Street 40B and Tērbatas Street 72 can rent an additional storage room.

When storing belongings, leave an air gap of at least 10 cm between items and the concrete wall to ensure air circulation and prevent possible mould growth.

Storage conditions vary between rooms. For example, storage rooms on underground levels may have higher humidity. We therefore recommend not storing moisture-sensitive items there, such as electronics, documents, books, textiles, artwork or other valuables.

The tenant is responsible for ensuring that stored belongings are suitable for the conditions of the particular storage room. Keeping valuable items in storage rooms is not recommended. For fire safety reasons, storing flammable liquids, gases, explosives or other materials that could cause fire or other

hazards is prohibited. To reduce the risk of break-ins and protect your belongings, lock the storage room with a sturdy padlock. You can buy a padlock yourself or from the Lumi Mājas team.

DIVISION OF MAINTENANCE RESPONSIBILITIES FOR RENTED APARTMENTS

STRUCTURES AND SYSTEMS

Item	Tenant responsibility	Landlord responsibility	Additional information
Roof structures		✓	
Roof, suspended ceilings and floors, load-bearing structures		✓	
Exterior facade surface		✓	
Partition structures		✓	
Ventilation		✓	
Drains and wells		✓	
Balconies		✓	
External sewerage and water supply systems		✓	

KEYS AND LOCKS

Item	Tenant responsibility	Landlord responsibility	Additional information
Maintenance of original locks		✓	
Ordering additional keys	✓		Additional keys can be ordered from the Lumi Mājas team.

Item	Tenant responsibility	Landlord responsibility	Additional information
Padlock and key for storage room	✓		Can be ordered from the Lumi Mājas team.

BUILT-IN FURNITURE AND KITCHEN CABINETS

Item	Tenant responsibility	Landlord responsibility	Additional information
Repair or replacement of built-in furniture		✓	

APARTMENT ENTRANCE DOOR

Item	Tenant responsibility	Landlord responsibility	Additional information
Lubrication of hinges	✓		
Repair and replacement of seals		✓	
Repair of doors and original fittings		✓	
Installation or maintenance of security chains or door peepholes	✓		Only a suitably qualified specialist may perform the work. Items left in the apartment will not be reimbursed upon moving out.

WINDOWS AND EXTERNAL BALCONY DOORS

Item	Tenant responsibility	Landlord responsibility	Additional information
Repair and replacement of seals		✓	
Repair of lock mechanisms and other fittings		✓	
Replacement of window panes		✓	
Installation of blinds and curtain rods	✓		Only a suitably qualified specialist may perform the work. Items left in the apartment will not be reimbursed upon moving out.
External balcony doors		✓	
Cleaning windows and balcony glass	✓		

WALLS, CEILINGS AND FLOOR COVERINGS IN LIVING SPACES

Item	Tenant responsibility	Landlord responsibility	Additional information
Cleaning and maintenance of walls, ceilings and floor coverings	✓		
Painting and repair of walls		✓	
Repair and replacement of wet-room surfaces		✓	

Item	Tenant responsibility	Landlord responsibility	Additional information
Inspection, cleaning and maintenance of wet rooms	✓		
Painting ceilings		✓	
Repair and replacement of floor coverings		✓	
Balcony maintenance		✓	
Cleaning balcony drainage openings	✓		
Cleaning the balcony	✓		

HEATING

Item	Tenant responsibility	Landlord responsibility	Additional information
Bleeding the heating system	✓		
Heating system embedded in building structures		✓	

VENTILATION

Item	Tenant responsibility	Landlord responsibility	Additional information
Cleaning extract air valves	✓		

Item	Tenant responsibility	Landlord responsibility	Additional information
Adjustment and repair of extract air valves		✓	
Cleaning ventilation shafts		✓	
Cleaning the cooker hood grease filter	✓		
Purchasing and replacing the cooker hood grease filter	✓		
Repair of the cooker hood		✓	
Cleaning ventilation unit filters or purchasing and replacing them	✓		
Maintenance and repair of the ventilation unit		✓	
Adjustment of the ventilation unit		✓	

WATER SUPPLY AND PLUMBING

Item	Tenant responsibility	Landlord responsibility	Additional information
Cleaning tap aerators	✓		
Adjusting tap flow rate		✓	
Replacement of shower hose and handheld shower	✓		
Repair and replacement of taps		✓	
Repair of toilet components		✓	

Item	Tenant responsibility	Landlord responsibility	Additional information
Connection, repair and maintenance of appliances purchased by the tenant	✓		
Maintenance of washing machine and dryer provided by the landlord, including filter replacement		✓	
Inspection and cleaning of water shut-off valves	✓		
Maintenance and repair of traps		✓	
Inspection and cleaning of traps	✓		
Maintenance and repair of water supply and sewer pipes		✓	
Checking taps and toilets for leaks	✓		
Reading meter readings		✓	Readings are collected remotely by Lumi Mājas (where available) or by the building manager.

ELECTRICAL EQUIPMENT IN THE APARTMENT

Item	Tenant responsibility	Landlord responsibility	Additional information
Purchase and replacement of light bulbs and fluorescent lamps provided by Lumi Mājas	✓		

Item	Tenant responsibility	Landlord responsibility	Additional information
Purchase and replacement of starters for fluorescent lighting	✓		
Repair of fixed light fixtures and covers		✓	
Repair of sockets and switches		✓	
Installation of indoor lighting fixtures	✓		Prior approval from the Lumi Mājas team is required. Work may only be performed by a suitably qualified specialist.
Connection of telephone, data and antenna cables and junction boxes	✓		Prior approval from the Lumi Mājas team is required. Work may only be performed by a suitably qualified specialist.

APPLIANCES AND EQUIPMENT IN THE APARTMENT

Item	Tenant responsibility	Landlord responsibility	Additional information
Purchase and replacement of batteries	✓		
Defrosting the refrigerator	✓		
Maintenance of interior and exterior surfaces of all appliances	✓		
Repair of all appliances provided by the landlord		✓	

Item	Tenant responsibility	Landlord responsibility	Additional information
Maintenance of smoke detector	✓		

COMMON AREAS AND GROUNDS

Item	Tenant responsibility	Landlord responsibility	Additional information
Surface structures		✓	
Landscaped areas		✓	
Furniture, inventory and equipment		✓	
Light-duty railings		✓	
Playground equipment		✓	
Heavy-duty railings		✓	
Cleaning up after pets	✓	Mājdzīvnieka īpašnieka pienākums.	

MAINTENANCE OF BUILDING UTILITIES

Item	Tenant responsibility	Landlord responsibility	Additional information
Courtyard construction works		✓	
Sewerage and water supply fittings, electrical fittings, materials and equipment		✓	

Item	Tenant responsibility	Landlord responsibility	Additional information
Sewerage, water supply and power systems		✓	
Fittings, materials and fasteners		✓	

OTHER ITEMS

Item	Tenant responsibility	Landlord responsibility	Additional information
Home insurance	✓		Taking out insurance is recommended.

Note: If damage was caused by the tenant and exceeds normal wear and tear, Lumi Mājas is entitled to invoice the tenant for the cost of repairing the damage.