



Guidelines for “Normal Wear & Tear” vs. Damages

“Normal Wear & Tear” is generally defined as: The lessening in value of an asset due to ordinary and normal use (also attributable to age).	Damage is generally defined as: Misuse or neglect that reduces value, usefulness, etc.
<p>Well-worn keys or “sticky” keys in locks Failure of A/C or heating unit due to normal use or age of components Minor scuffing of walls due to furniture placement</p> <p>Rust stains under kitchen faucet or bathroom spouts Rusty refrigerator shelves Discolored ceramic tiles Loose, inoperable faucet handles Loose or missing grout around ceramic tiles</p> <p>Carpet seams unraveling Minor tracking patterns in major traffic areas of carpet Minor scuffing of wooden floors, especially in major traffic areas Wobbly toilet, loose toilet seat, loose towel rods, loose doorknobs Rusty shower curtain rod Ceiling stains caused by roof leaks Ceiling texture loose or missing as a result of bathroom moisture Discolored light fixture globe Staining inside of fireplace Window cracked due to settling or ground movement Faded window shades or curtains (due to sunlight) Sun damaged carpet Rusted out garbage disposal Residual stains on parking space after removal of grease or oil Low number of small nail holes (no toggle bolts or wall anchors) Smoke detectors that do not function properly</p>	<p>Door locks replaced by tenant without management permission Keys broken off inside lock; missing keys; lock-outs Failure of HVAC system due to dirty filters or grass in outside unit Failure to report maintenance in a timely manner which could lead to further damage, such as: leaks, defective weatherstripping, mold formation due to water penetration, loose/missing grout around ceramic tiles Mold-stained or dirty grout between ceramic tiles Mold-stained or dirty caulking in showers/tubs Plant hangers installed and/or left in ceilings Broken drawer guides Conditions that warrant painting before normally called for: excessive nail holes, toggle bolts or wall anchors; crayon marks; nicotine stains that cause walls to be yellowed and/or outlines around where pictures were hung; excess wear to lower walls from pets Accumulation of dust, dirt, grease, grime, debris, hair, chemicals, soap residues, etc.. Inadequate cleaning of such. Missing faucet handles Missing or broken refrigerator shelf or door Damaged ceramic tiles in bathrooms or entryways Cracked or broken toilet tank lid or seat Damaged/bent towel bars Permanent damage of carpet due to improper protection from water beds, aquariums, washing machine leaks Ashes left in fireplace, soot on walls or ceilings from candles Torn or damaged window screens Carpet burns, tears, stain marks, candle wax, makeup spills, grease/oil Carpet or flooring damaged due to pets, fleas, urine odor in carpets Damage to wooden floors – scrapes/dents due to furniture movement Tears in linoleum – due to furniture or appliances being moved Scratches, holes, or gouges in doors/walls Missing doors, missing or broken doorstops Missing/damaged fixtures; burned out light bulbs Broken doors, windows or glass Damaged vertical/mini blinds, torn shade, damaged drapes or rods Removal of tenant trash or discarded property Smoke detectors that have been removed or batteries not replaced</p>

Also refer to the provisions covered in the Lease Agreement. This is not an all-inclusive list and is being provided only as guidelines and examples of more common situations. Tenant damages will be charged to Tenants and/or deducted from deposits, as covered in the Lease and Pet Agreements.