

Material or Surface	Normal Wear and Tear	Beyond Normal Wear and Tear/Damage
Walls	<ul style="list-style-type: none"> <li>• Minor nail holes from thumbtacks or hanging posters</li> <li>• Small chips, spots, dents(door knob eg.), or cracks due to settling</li> </ul>	<ul style="list-style-type: none"> <li>• Large holes from careless drilling, weighty wall hangings, or large nails</li> <li>• Multiple nail holes needing repair</li> </ul>
Paint	<ul style="list-style-type: none"> <li>• Fading paint due to sunlight</li> <li>• Minor scrape from daily use</li> <li>• Cracked paint</li> </ul>	<ul style="list-style-type: none"> <li>• Unapproved or unprofessional paint job</li> <li>• Water damage on wall from hanging plants or constant rubbing of furniture</li> </ul>
Counter tops	<ul style="list-style-type: none"> <li>• Light scratches and stains</li> <li>• Minor water marks</li> </ul>	<ul style="list-style-type: none"> <li>• Chipped countertops</li> <li>• Burnt patches</li> <li>• Multiple stains</li> <li>• Knife cuts</li> </ul>
Wallpaper	<ul style="list-style-type: none"> <li>• Faded, loose slightly torn</li> </ul>	<ul style="list-style-type: none"> <li>• Ripped, marked-up with crayon, marker, or pen,</li> <li>• Unapproved wallpaper</li> </ul>
Windows(including frames and screens)	<ul style="list-style-type: none"> <li>• Lightly scratched panes</li> <li>• Worn and loose parts and accessories</li> <li>• Faded</li> <li>• Warped windows</li> </ul>	<ul style="list-style-type: none"> <li>• Broken or cracked panes or frames caused by tenant or invitee</li> <li>• Ripped or bent screens</li> <li>• Broken window parts and accessories</li> </ul>
Window/Lamp Shades	<ul style="list-style-type: none"> <li>• Dirty</li> <li>• Faded</li> </ul>	<ul style="list-style-type: none"> <li>• Torn or stained shades</li> <li>• Mildew</li> <li>• Missing lamp and window shades</li> </ul>
Tile Flooring	<ul style="list-style-type: none"> <li>• Dirt and grout around tiles</li> <li>• Light scratches</li> </ul>	<ul style="list-style-type: none"> <li>• Broken or chipped tiles</li> <li>• Missing tiles</li> </ul>

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| Carpet | <ul style="list-style-type: none"> <li>• Furniture indentation</li> <li>• Gently worn with limited stains</li> <li>• Thinning from foot traffic</li> <li>• Seams unglued or unravel</li> <li>• Moderate dirt</li> </ul> | <ul style="list-style-type: none"> <li>• Heavy stains</li> <li>• Pet damage (urine)</li> <li>• Ripped carpet</li> <li>• Burns in carpet</li> </ul> |
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| Hardwood Flooring | <ul style="list-style-type: none"> <li>• Fading of flooring due to sunlight exposure</li> <li>• Scuffed varnish</li> <li>• Dark patches due to lost finish</li> </ul> | <ul style="list-style-type: none"> <li>• Deep scratches</li> <li>• Missing pieces</li> <li>• Chipped flooring</li> <li>• Water stains</li> </ul> |
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| Doors | <ul style="list-style-type: none"> <li>• Stick due to moisture</li> <li>• Sun faded and heat blistered doors</li> </ul> | <ul style="list-style-type: none"> <li>• Ripped hinges</li> <li>• Broken</li> <li>• Excessively scratched</li> <li>• Missing handles or locks</li> </ul> |
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| Cabinets | <ul style="list-style-type: none"> <li>• Warped doors(won't close)</li> <li>• Light scratches</li> </ul> | <ul style="list-style-type: none"> <li>• Broken or missing doors</li> <li>• Missing hardware or accessories</li> <li>• Interior and exterior sticky</li> </ul> |
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| Shower | <ul style="list-style-type: none"> <li>• Mold due to limited ventilation</li> </ul> | <ul style="list-style-type: none"> <li>• Mold due to poor cleaning habits (lack of regular cleaning)</li> </ul> |
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| Bathroom Tiles | <ul style="list-style-type: none"> <li>• Dirt around tiles</li> <li>• Loose grouting</li> </ul> | <ul style="list-style-type: none"> <li>• Cracked</li> <li>• Missing</li> </ul> |
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| Bathtubs | <ul style="list-style-type: none"> <li>• Worn or scratched enamel</li> </ul> | <ul style="list-style-type: none"> <li>• Chipped and broken enamel</li> </ul> |
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| Shower Rod | <ul style="list-style-type: none"> <li>• Rust</li> <li>• Worn varnish on plumbing fixture</li> </ul> | <ul style="list-style-type: none"> <li>• Missing or bent shower rod or plumbing fixtures</li> </ul> |
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Sinks/Drains	<ul style="list-style-type: none"> <li>Partially clogged sinks</li> <li>Clogged drains due to aging pipes</li> </ul>	<ul style="list-style-type: none"> <li>Clogged sinks or drains caused by blockage like hair, food, etc.), or improper use</li> </ul>
Blinds/Curtains	<ul style="list-style-type: none"> <li>Moderately dirty blinds or curtains</li> </ul>	<ul style="list-style-type: none"> <li>Missing or broken blinds or curtains</li> </ul>
Bathroom Mirror	<ul style="list-style-type: none"> <li>Black spots("de-silver")</li> </ul>	<ul style="list-style-type: none"> <li>Missing, cracked or broken</li> <li>Caked makeup</li> </ul>
Refrigerator	<ul style="list-style-type: none"> <li>Worn gaskets</li> <li>Light dust</li> </ul>	<ul style="list-style-type: none"> <li>Broken refrigerator shelf</li> <li>Dented front panels</li> <li>Missing handle, rack or tray</li> </ul>
Garbage Disposal	<ul style="list-style-type: none"> <li>Smelly</li> </ul>	<ul style="list-style-type: none"> <li>Damaged due to metal, glass, or stones on inside</li> </ul>
Toilet	<ul style="list-style-type: none"> <li>Wobbly toilet</li> <li>Worn toilet seat</li> </ul>	<ul style="list-style-type: none"> <li>Cracked tank</li> <li>Missing tank lever</li> </ul>
Curtains/Drapes	<ul style="list-style-type: none"> <li>Faded</li> <li>Light Dust</li> </ul>	<ul style="list-style-type: none"> <li>Torn or missing curtains and drapes</li> </ul>
Sliding Door	<ul style="list-style-type: none"> <li>Door off track</li> <li>Door stick</li> </ul>	<ul style="list-style-type: none"> <li>Damaged or missing sliding door</li> </ul>
Landscaping	<ul style="list-style-type: none"> <li>Over grown Trees</li> <li>Root damage to foundation</li> </ul>	<ul style="list-style-type: none"> <li>Weeds, overgrown Lawn, untrimmed shrubs</li> <li>Lack of edging and maintaining mulch</li> </ul>
HVAC Units	<ul style="list-style-type: none"> <li>Beyond Life expectancy</li> <li>Lack of Duct Cleaning</li> </ul>	<ul style="list-style-type: none"> <li>Breakdown due to blocked filters</li> <li>Freezing pipes due to constant running of AC unit.</li> </ul>

## **Damage vs Normal Wear and Tear**

Landlords are responsible for fixing normal wear and tear while tenants are responsible for damage that they cause. Making the distinction is simpler in theory than in practice. As such, we include below a table of the usual damage and where they fall:

### **Damage to the Property**

Another reason you may be able to keep a tenant's security deposit is because they have caused damage to your property. Damage is different than normal wear and tear on the property.

Here are some examples of each:

#### **Normal Wear and Tear:**

- A few small nail holes in the walls from hanging pictures
- A few small stains on the carpet
- A small amount of mildew forming in grout lines in the shower tiles
- Dirty grout
- Tarnish on bathroom fixtures
- Loose handles or doors on kitchen or bathroom cabinets
- Reasonable amounts of dirt, dust or grime on the floors, walls, or appliances
- A couple of scrapes or dings in a wood floor
- Color of carpet or hardwood fading due to exposure to sunlight

#### **Damages:**

- Multiple/large holes in the walls
- Huge stains or holes in the carpet
- Vents dusting or HVAC unit breakdown from not changing Filters
- Extensive water damage to hardwood floors
- Missing outlet covers
- Missing or damaged smoke or carbon monoxide detectors
- Cracked kitchen or bathroom countertop
- Broken bathroom vanity
- Broken windows
- Broken doors
- Keys not returned at end of tenancy

## **Defining Normal Wear and Tear**

Normal wear and tear is the expected decline in the condition of a property due to normal everyday use. It is deterioration that occurs in the course of living in a property. It is not caused by abuse or neglect.