

## Examples of Tenant Damage versus Normal Wear and Tear

| NORMAL WEAR AND TEAR   | DAMAGES  |
|--|--|
| Worn or loose hinges on doors or locks   | Doors with holes. Broken doors. Damage to door or doorframe from forced entry.                                 |
| A few small nail holes, minor marks on or nicks in wall  | Large or substantial holes or dents in wall.   |
| Scuffed up floors  | Badly scratched or gouged floors   |
| Loose or inoperable faucet   | Broken or missing faucet.  |
| Toilet runs or wobbles   | Broken toilet seat or tank top   |
| Faded, cracked or chipped paint  | Crayon marks, writing on walls, unapproved paint color or excessive dirt requiring more than one coat to cover |
| Carpeting/blinds showing average wear or fading by sun   | Torn, stained or burned carpeting or curtains  |
| Vinyl flooring worn thin   | Vinyl flooring with tears, holes or burn marks   |
| Worn or scratched enamel or stains on old porcelain fixtures that have lost their protective coating | Chipped and broken enamel in sinks and bathtubs or grime-coated bathtub and/or toilet                          |
| Bathroom mirror beginning to "desilver".   | Mirrors broken, missing or caked with grime  |
| Worn gaskets on refrigerator   | Broken refrigerator shelves, trays, bins or bars   |
| Worn countertop  | Burns or cuts in countertop  |
| Cabinet doors that will not close  | Greasy, sticky or broken cabinets and interiors.   |
| Closet door off track  | Damaged or missing closet door   |
| Dusty blinds   | Missing, broken or bent slats on blinds  |
| Cracked window pain from faulty foundation, building settling or high wind                           | Broken windows or torn or missing screens  |
| Food odors or smoke that dissipate over a few hours  | Smoke damage to paint from smoking or burning candles or burning incense                                       |
| Loose grout or tiles   | Missing or cracked tiles   |
| Partially clogged sinks caused by hard water   | Clogged or damaged toilet caused by improper use   |
| A dead bush or two which exceeded their lifespan   | Neglected landscaping which must be replaced with similar plantings  |