WEAR & TEAR VS DAMAGES

Your security deposit is designed to cover any tenant-responsible damage to the home—not the normal changes that happen over time with everyday living. It's helpful to understand the difference between normal wear and tear and damage. Normal wear and tear refers to the expected, natural aging or light deterioration of a home that occurs simply from regular use.

In contrast, damage refers to deterioration that results from negligence, misuse, accidents, abuse, or a failure to report needed repairs in a timely manner. Please note that dirt and unclean conditions are not considered normal wear and tear. Instead, they are generally viewed as the result of lack of routine care or cleaning.

The purpose of this guide is to help clearly distinguish between normal, expected aging of a rental home and damage that may be charged against the security deposit. This helps ensure fair and consistent evaluation of the property's condition at move-out.

WEAR AND TEAR	DAMAGES
Wear and Tear Worn out keys or lock that doesn't latch	Damages Lost or unreturned keys or broken/missing locks
Slightly loose hinges or handles on doors	Damage caused by forced entry, misuse, or using feet to open doors
Closet door off track due to rollers, tracks, or hardware worn out over time or poorly installed	Missing door, or door that has been forced, slammed, or pulled off track **INCLUDES BENT OR DAMAGED TRACKS DUE TO MISUSE OR IMPROPER USE**
Worn or discolored carpet from use	Stained or burned carpet
Carpet seam lifting at edges	Torn or missing carpet; Carpet damaged by pet or tenant
Scuffs and light scratches on laminate flooring due to excessive foot traffic	Laminate with deep scratches, chips, or holes and/or stains
Worn or discolored countertops due to daily use	Burned, cut, stained, scratched, or water damaged countertops, not using cutting boards

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Damaged ceiling, walls, or cabinets caused by rain or plumbing leak reported by tenant	Damaged ceiling, walls, or cabinets caused by overflowing tub, toilet, or sink, leak not reported by tenant
Drywall cracks from settling, minor nail holes and scuffs on walls	Large or excessive holes in the walls caused by nails, screws, modifications, furniture, or tenant
Lightly faded, chipped, cracked paint, or loose wallpaper	Wall paint peeling from damage, unauthorized painting, ripped wallpaper, or writing on walls
Dirty window screens or damaged by excessive winds	Torn or missing screens
Window not closing properly, sun damaged latch	Broken window glass, or broken latch from misuse
Sun damaged blinds, curtains, or drapes	Missing blinds, curtains or drapes, broken/missing vanes, rods, or pull strings
Worn toilet flapper, fill valve, or other internal parts	Missing or broken toilet seat, tank, or bowl
Sprinkler system that stops working due to age or normal failure	Sprinkler damage caused by mowing, vehicles, digging or landscaping, tampering with the system
Soil erosion from rain or weather, Dead shrubs, trees, or grass due to natural aging, drought, or seasonal changes	Dead shrubs, plants, grass, or trees due to lack of watering, or damage caused by pets, tenants, chemicals, improper irrigation use
Garbage disposal that stops working due to age	Garbage disposal damage caused by putting in improper items, causing jams or motor failure
Musty odor in home	Urine, pet, or smoking odor in the home