**Normal vs. Excessive Damage**

| **Normal Wear & Tear: Landlord's Responsibility** | **Excessive Tenant Damage: Resident's Responsibility** |
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| A few small nail holes, chips, smudges, dents, scrapes, or cracks in the walls | Gaping holes in walls from abuse, accidents, or neglect. Unapproved paint colors or unprofessional paint jobs. Dozens of nail holes which need patching and repainting. |
| Faded paint | Water damage on wall from hanging plants or constant rubbing of furniture |
| Slightly torn or faded wallpaper | Unapproved wall paper, drawings, or crayon markings on walls |
| Carpet faded or worn thin from walking | Holes, stains, or burns in carpet. Food stains, urine stains, and leaky fish tanks are never "normal". |
| Dirty or faded lamp or window shades | Torn, stained, or missing lamp and window shades |
| Scuffed varnish on wood floors from regular use | Chipped or gouged wood floors, or excessive scraps from pet nails |
| Dark patches on hardwood floors that have lost their finish over many years | Water stains on wood floors and windowsills caused by windows being left open during rainstorms |
| Doors sticking from humidity | Doors broken, or ripped off hinges |
| Warped cabinet doors that won’t close | Sticky cabinets and interiors |
| Cracked window pane from faulty foundation or building settling | Broken windows from action of the tenant or guests |
| Shower mold due to lack of proper ventilation | Shower mold due to lack of regular cleanings |
| Loose grouting and bathroom tiles | Missing or cracked bathroom tiles |
| Worn or scratched enamel in old bathtubs, sinks, or toilets | Chipped and broken enamel in bathtubs and sinks |
| Rusty shower rod or worn varnish on plumbing fixtures | Missing or bent shower rod or plumbing fixtures |
| Partially clogged sinks or drains caused by aging pipes | Clogged sinks or drains due to any stoppage (hair, diapers, food, etc.), or improper use |
| Moderately dirty mini-blinds or curtains | Missing or broken mini-blinds or curtain |
| Bathroom mirror beginning to “de-silver” (black spots) | Mirrors caked with lipstick and makeup |
| Broken clothes dryer because the thermostat has given out | Dryer that won’t turn at all because it’s been overloaded, or the lint trap was never cleaned out. |
| Worn gaskets on refrigerator doors | Broken refrigerator shelf or dented front panels |
| Smelly garbage disposal | Damaged disposal due to metal, glass, or stones being placed inside |
| Replacement of fluorescent lamps - or any light bulb designed to last for years of continuous use | Replacement of most common light bulbs |