

Examples of normal wear & tear vs. property damage

Normal wear & tear

- Landlord's responsibility
- Paid by landlord

Carpet wearing down in high traffic areas



Minor scuffs in low traffic areas



Minor scuffs on doors



Property damage

- Contract-holder's responsibility
- Deducted from deposit

Stains, burns, excessive fraying & rips to carpet



Blu tack marks, make up marks, large scuffs and stains, smoke damage, holes & hooks in walls



Indentations, kick marks, stickers, pen marks on doors



Normal wear & tear

- Landlord's responsibility
- Paid by landlord

Minor scuffs and marks on top of furniture



Slight discoloration of tile grouting / seals



Fading and bobbling on upholstery (sofas, chairs, curtains, blinds, mattresses) from use



Property damage

- Contract-holder's responsibility
- Deducted from deposit

Indentations, pen marks staining & cup marks



Grouting turned yellow and black mould growth, broken, cracked, chipped, or missing tiles



Staining and smoke damage on upholstery





What is fair wear & tear?

Fair wear and tear refers to the reasonable deterioration or aging of a property that occurs naturally over time, even with regular use and proper care. It encompasses the minor damages or changes that are expected to occur when you live in a property.

What is property damage?

Property damage refers to any harm or destruction that goes beyond normal wear and tear, when the occupants cause avoidable or unnecessary damage that requires repairs or replacements beyond what is considered reasonable.

Unsure whether something counts as wear and tear or damage?

Please send a photo of the issue to us, along with a description of what you're reporting, and we'll be sure to take a look.