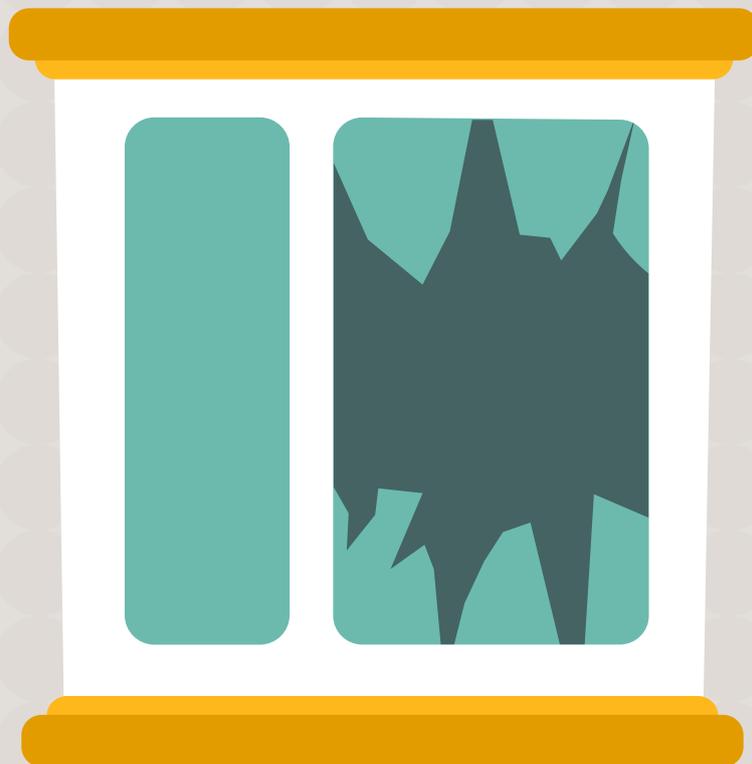


habôdel

your habodel
guide to **fair wear
and tear**



contents

Everything you need to know about fair wear and tear on your home so we can enjoy happier rented living together with no unexpected surprises.



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introduction

Fair wear and tear can be different from situation to situation and cause confusion between customers and landlords. That's why we give our customers this guide to offer answers and solutions to the most common questions.



What is Wear and Tear?

When it comes to wear and tear, it's a case of using common sense in almost every situation. If we fitted a fresh white carpet in your bedroom, we wouldn't expect it to remain fresh and white a year later. However, if that same carpet was burnt and stained with red wine marks, it'd be considered as damaged. This is just one of the many examples that make up the world of wear and tear. Using our experience, we've put together a few key points that describe what we define to be fair wear and tear:

- **Length of stay** - The longer you stay in your home, the more fair wear and tear we'd expect to see.
- **The number of people** - The more people live in your home, the more likely there'll be wear and tear.
- **Families** - When there are children living at home, there's a higher chance of wear and tear.
- **Property quality** - If you're in one of our newly refurbished homes, there should be very little wear and tear if looked after properly. Wear and tear in new properties more noticeable and we take that into account.



why is wear and tear important?

We've outlined wear and tear in our tenancy agreement so that both sides understand how to enjoy happier rented living with no unexpected surprises.



We've explained in your tenancy agreement that your home will need regular cleaning and some TLC to make sure it stays in good condition. The wear and tear on your home is no less important than any other property-related issue. Working together, we want to maintain happier rented living for all.

It's important that, as a customer, you understand the difference between fair wear & tear and damage. This is because, as your landlord, we won't charge you or deduct from your deposit for things that have happened as a result of everyday use. But, we have to deduct from your deposit in cases of damage to cover the repairs. So, it's worth making sure that you know what you need to look out for. As our customer, put yourself in a good position by having a clear idea of what can be classed as typical wear and tear.

We've put together a few examples to follow, but it's always a good idea to do a little research yourself.

For example, if something needs repairing or replacing, intensive cleaning or the care of a specialist, it's most likely to be classed as damaged. Holes in walls, burn marks and broken windows are all examples of damage. It's worth letting us know about the issue and how it has come about to protect yourself or reduce the costs to repair.

How to Prevent Wear and Tear?

One of the best ways to deal with wear and tear is to prevent it from happening in the first place. Maintaining the original condition of your property is best to avoid any charges after you leave. Regular property maintenance will also help prevent any surprises at the end of your tenancy. Make sure you use our Propertyfile App if you feel as though we can help with anything.



what constitutes wear & tear

Please remember that fair wear and tear is the damage you'd expect to see in your home over time. This expectation is important, as it helps to define what's wear and tear and what's either accidental or deliberate damage.



Things that fall into the wear and tear category include worn carpets, scuffed floors, chipped paint and cracks in the plaster. These are changes that happen due to everyday life and can occur in all types of property over time - and, crucially, these are unavoidable.

Examples of Wear and Tear

Here are a few issues you may encounter which should be labelled as general wear and tear:

- Small marks/stains on carpets
- Slight scuffs/marks on walls
- Naturally worn-down carpets
- Loose hinges/handles on doors
- Faded/cracked paint
- Frayed fabric
- Small tears/cracks on furniture
- Faded curtains

Examples of Damage

Like the examples of fair wear and tear, here are a few examples of what can be considered damage:

- Broken locks
- Broken doors
- Tears, large stains or burns on the carpet
- Significant scratches on wooden floors
- Burnt/split kitchen worktops
- Holes in walls
- Poorly painted surfaces
- Torn curtains
- Broken windows

the cost of wear and tear

As mentioned at the start of this guide, habodel, as your landlords are not entitled to end up financially or materially better off once your tenancy ends.



If any damage goes beyond the fair wear and tear listed previously, we won't try to improve the property's value. Any damage to the property will be restored to its original state. If we decide to make improvements over and above the repairs that need to be made, habodel will cover the costs of any upgrades once the initial damage costs have been settled.

Examples of Cost

A stain on the carpet - Repair

If the cost to get the stain out of the carpet is £55, but we decide to get a new carpet, we wouldn't charge you for the total cost of a new carpet. The costs would be shared between you and us. If the cost of a new carpet is £455 this should be divided into £400 to us and £55 for the stain removal would come from you.

Severe damage to carpet - Replace

If the damage caused to the carpet by you was extensive, it would affect the quality

of the property and the achievable rent. In this case, the carpet would need to be replaced directly due to customer damage and the full replacement cost would have to be recovered from you.

You can find a list of costs in your tenancy agreement



thank you

For additional information regarding fair wear and tear,
just get in touch with our Property Management Team.

01302 244 441

propertymanagement@habodel.co.uk



If you have a new maintenance issue, please login to your Propertyfile App and raise your works order there. For any ongoing maintenance issues or to inform us about an emergency after first calling the right number, please get in touch with our Maintenance Team.

maintenance@habodel.co.uk

habodel emergency out of hours service

Please read pages 13 and 14 of your Welcome Pack before you contact our emergency out of hours service as this contact is for emergencies only. If it's not a genuine emergency you will be charged.

Emergency Number: 02030 316 237

Registered Address:

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Field Lane
Auckley
Doncaster
DN9 3FL

Our opening hours are 8.30am - 5:30pm
Monday - Friday.

A large yellow house icon with a white roof, containing the habodel logo in white text. The logo consists of the word "habodel" in a lowercase, sans-serif font, with a small white house icon above the letter 'o'.