

PROPERTY MANAGEMENT UPDATE

Official client newsletter of Doyle Spillane Real Estate



Welcome to our May Property Management Update:

In this month's edition we will cover off on what is deemed fair wear and tear and what is deemed as damage

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Doyle Spillane Real Estate

MARKET SNAPSHOT

IN THE LAST 30 DAYS

Number of Tenant Enquiries: 1621

Total Inspections Scheduled: 263

Tenants Registered to Inspect:
1011

Applications Received: 201

Properties Leased: 49

Average Days Vacant: 12

What is fair wear & tear?

Through many years of experience managing thousands of rental properties, our team has seen numerous tenants come unstuck with their actions, innocent as they may initially seem, and cost tenants a lot of money when they vacate.

Most of these costs could have been avoided if the tenants had taken a few simple steps during their tenancy.

Where possible, we do not aim to keep a tenant's bond, but aim to have the smoothest transition between tenancies, and to quickly and easily release a tenants bond back into their nominated account.

Here are a few tips that will help you when it is time to move out:

Making changes to the property

- All changes you make when drilling or going into walls (installation of picture hooks, TV wall mounts, shelving etc.) must be approved in writing prior to performing the action.
- Be careful of using and installing/removing 3M sticky hooks, as these can strip the paint off the walls when removing if not done with care – thus making the tenant liable to potentially repaint the entire wall to rectify any damage caused.

Preventative Actions to Avoid Damage

- Ensure furniture is not rubbing against the walls and damaging the paintwork
- If you have timber or vinyl floors, place protectors to avoid costly damage.
- If you have a desk chair with rollers on carpet, use a plastic protector
- Lay matting or lining in kitchen cupboards, bathroom cupboards, and wardrobes to avoid scratching and staining from rusty cans or storage

Prevent Damage with Regular Cleaning

- Rangehood filters and exhaust fan grills, - built-up dirt will damage the fan.
- Dishwasher filter to avoid clogging and damage
- Air-con filters and vents to allow the air-con to function properly.
- Ceiling fans as dust on the fan blades will cause them to rust.
- Skirting boards - built-up dust leaves permanent marks.
- Shower screens - the soap scum will seep in and leave permanent marks ('Glass Cancer').
- Window and sliding door tracks - dust causes damage to rollers.
- Cook top and oven after use so the spilt food does not bake on and leave permanent marks.
- Carpets - Attend to any stains immediately or they won't come out.

Please see our quick reference guide below for some ideas on what is considered 'fair wear and tear' and actual 'damage'

Fair wear and tear	Damage
Faded curtains/blinds or frayed cords	Missing or torn curtains/blinds by the tenant/pet
Expected furniture indentations and traffic marks on the carpet	Heavy stains or burn marks on the carpet
Scuffed wooden floors	Badly scratched or gouged wooden floors
Paint peeling on walls near light switches	Any damage caused to paint by 3M sticky hook removal, metals screws or Blu-tac being used
Building movement cracks along any walls or ceilings	Holes in walls or ceilings left by the tenants from the removal of hooks, TV wall units, screws, or shelving (if tenant had installed)
Carpet stains due to water leaks from plumbing issues (not caused by the tenant) or leaking walls/roofs	Stains and damaged carpets caused due to tenant actions such as indoor pot plants being watered with no collection trays/plates underneath them or overflowing showers/baths
Loose hinges or handles on doors or windows and worn sliding door tracks due to normal use	Any smashed or cracked glass/windows due to tenants' actions/pet/children etc
Minor marks and general wear and tear to kitchen bench tops	Burns or deep cuts into the bench top from tenant negligence
General wear/fading and peeling of paint throughout the property	Unapproved painting throughout the property or paint peeling/damage caused due to mould/lack of tenant ventilation



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