



TEAM PMI MILE HIGH



CLEANING INSTRUCTIONS

KITCHEN:

- Clean refrigerator, shelves, and freezer.
- Clean underneath and behind the refrigerator.
- Clean inside of all cupboards/drawers, under sink, and baseboards.
- Exterior faces of cupboards should be wiped down and grease free.
- Clean under burners, controls, rings, drip pans, grates, and stove top.
- Clean oven--be sure to have all traces of oven cleaner wiped free
- Wipe down the front and sides of range.
- Exhaust fan must be clean and grease free.
- Scour sinks and remove all stains.
- Disposal should be clean and in working order.
- Sweep and mop the kitchen floor.
- Dishwasher must be clean, empty and in good working order.

LIVING ROOM, BEDROOMS, COMMON AREAS:

- Carpets must be commercially cleaned (check with the manager for our preferred company).
- Baseboards cleaned, and finger marks, dirt or other marks cleaned off switches and walls.
- Windows must be washed, inside and out, sills dusted and cleaned with a damp cloth and window runners and tracks clean.
- Closets vacuumed and top shelf dusted.
- All surfaces must be dusted and wiped off.

BATHROOM:

- Toilet bowl must be scoured and cleaned with a disinfectant.
- The outside of the bowl, including the seat, rim, tank, and base must be clean and disinfected.
- Bathtub must be scoured to remove any rings. Sides of the tub enclosure must be clean and free of any soap build-up.
- Sink must be scoured and faucet polished. Wipe down the countertop surrounding the sink and wash mirror.
- All cabinets and drawers interiors must be dusted and wiped clean. The exterior of cabinets should also be dusted and cleaned.
- Sweep and mop floors.

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OUTDOOR AREAS, STORAGE AREAS, PATIOS, GARAGES AND CARPORTS:

- The outside area is to be neatly maintained, mowed, trimmed, pruned, fertilized, with all weeds removed and/or leaves and property watered for any outside areas that apply in your rental contract.
- Pick up any animal feces whether you have an animal or not.
- Remove all trash and debris, place them in the proper receptacles and making arrangements to have them emptied.
- Storage areas, Patios, Decks, Garages and Carport must be clean, empty, and swept.

WINDOW COVERINGS:

- Do NOT wash draperies. You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
 - You have not been using the draperies provided and/or have not kept them in good condition.
- Wipe off/clean all blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out including sills and tracks.

PEST CONTROL:

- If a property is found loaded with ants, spiders, cobwebs, rodents, etc., you will incur additional charges to remedy the situation.

If there any items not addressed in these instructions and/or you have questions, please reach out to your Property Manager to discuss.



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WHAT IS ORDINARY WEAR AND TEAR?

Typical definition of ordinary wear and tear is "That deterioration which occurs based upon the use of which the rental unit is intended and without negligence, carelessness, accident, or misuse, or abuse of the premises or contents by the tenant or members of his household, or their invitees or guests."

In other words, ordinary wear and tear is the natural and gradual deterioration of the property over time, which results from a tenant's normal use of the apartment. For example, the carpeting in an apartment, or even the paint on the walls, wears out in the normal course of living. Carpets become threadbare, and paint peels and cracks. Even the most responsible tenant cannot prevent the aging process.

WHAT'S NOT ORDINARY WEAR AND TEAR?

A landlord could make a tenant pay for damages if the tenant helped the aging process along or did not use the property in a normal way. A carpet worn from people walking on it is something you have to expect. But a tenant who cuts a hole in the carpet or spills paint on it may be held responsible for the damage.

How can you tell what is and isn't ordinary wear and tear? There are three basic types of damages caused by a tenant that are not considered ordinary wear and tear. They are:

1. Negligence. If a tenant does something carelessly that the tenant should have known would cause damage, or if the tenant failed to do something that the tenant reasonably should have done to prevent damage, that's negligence. In short, did the tenant act prudently to preserve the property?

Failure to warn. Another form of negligence is where the tenant fails to take steps that could prevent damage to the property. Even reasonable wear and tear exceptions should not insulate a tenant from responsibility if the tenant fails to let the management know when something goes wrong in the apartment that might later result in worse damage.

For example, if a windowpane is cracked because of a faulty foundation, that's not the tenant's fault. But if the tenant does not tell the management that the crack is letting in water and the carpet below the window gets water damaged, the management may be able to argue that this extra damage was caused by the tenant's failure to inform the management of the problem.

2. Abuse/misuse. If the tenant knowingly or deliberately mistreats the property, or uses it for the wrong purposes, the damage the tenant causes is not ordinary wear and tear - it's abuse or misuse.

For example, did the tenant slide furniture over an unprotected floor, causing gouges? Or did the tenant discolor the bathtub by using it to dye fabrics? Was the tenant an artist who failed to cover the floor as the tenant painted, leaving permanent stains on the carpet? Did the Tenant paint the walls of the apartment black?

3. Accident. Sometimes damage occurs by mistake. The tenant party guest drops a drink on the new carpet, staining it. The tenant drops a heavy planter and cracks the tile floor. Or the tenant's cleaning the

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light and the fixture falls and breaks. Or the tenant accidentally leaves the bathtub faucet on, flooding part of the apartment and staining wood floors and carpeting. Even though the tenant did not purposely damage your property, the management will be able to withhold the cost of repair from the security deposit.

OTHER FACTORS

In evaluating whether damage exceeds ordinary wear and tear, there are some other factors to keep in mind. They include:

Extent of damage. The exact type of damage may be as important as the extent of the damage when evaluating whether it's ordinary wear and tear or not. For example, two or three nail holes in a wall may be considered ordinary wear and tear. But dozens of nail holes may be considered abuse. A few scratches on a wood floor are unavoidable. But a missing wood plank is negligence or abuse.

Length of residence. Certain things wear out over time. But over how long? The ordinary wear and tear on an property from a tenant who has lived there only a short time should be considerably less than that of a tenant who has lived there for a long time. Say you installed new carpet before renting an apartment. It may be reasonable to expect that if a tenant lives there 10 years before moving out, everyday usage would leave it somewhat damaged. But if a tenant moves out after only three months and the carpet is ripped and stained, that is unreasonable, and the management can probably charge the tenant for the damage.

Character and construction of building. An older building may be expected to undergo greater and more rapid deterioration than a newer building. For example, wooden windowsills in an older building may dry out, rot, or crack over time through no fault of the tenant. But if the building is new, it is unlikely that the windowsills would crack with-out some carelessness on the tenant's part (e.g., standing on the windowsill to put up drapes).

EXAMPLES OF WEAR AND TEAR

- Peeling or cracked paint
- Worn enamel in old bathtub.
- Worn or cracked linoleum in place where appliances had been.
- Cracked windowpane due to faulty foundation and settling of building.
- Carpet worn thin by people walking on it.
- Door that sticks in humidity
- Small piece of wall plaster chipped.
- Faded tile.
- Faded lampshade.
- Fire damage due to faulty wiring
- Sink drainage slow because of old pipe system.
- Floors need a new coat of varnish.
- Corner of piece of wallpaper coming loose because the glue has aged.

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- Sliding closet doors stick
- Paint faded on kitchen walls.
- Shower rod somewhat rusted
- Grouting in bathroom tile loose
- Dirty or faded window

EXAMPLES OF DAMAGES

- Drawings on the walls (e.g., murals)
- Chipped and broken enamel in bathtub
- Broken window caused by resident slamming window shut.
- Holes in carpet from cigarette burns or carpet damaged by rust and mildew stains from tenant's plant containers.
- Large chunks of plaster ripped out of the wall.
- Painted-over kitchen or bathroom tile.
- Missing fixtures: hole in ceiling where fixture had been removed.
- Toilet backed up because tenant flushed cardboard down it.
- Floors gouged when moving furniture.
- Wallpaper missing where tenant tore it off wall.
- Sliding closet doors off track because track bent
- Walls burned in kitchen from burner turned too high when pot on stove.
- Shower rod missing
- Tiles missing or cracked.
- Torn window shade

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