



MOVEZEN
Mid-Term
Management

Mid-Term Furnishings Damage & Repair Transparency

We're committed to making your stay comfortable and enjoyable. To help you understand how we handle normal wear and tear versus damage on these items, we've prepared a detailed guide. This way, you can know what to expect regarding any potential deposit charges for damages beyond normal use.

Understanding Normal Wear and Tear vs. Damage

- **Normal Wear and Tear:** The natural, gradual deterioration of items due to regular, everyday use (e.g., slight fading of fabric, minor scratches).
- **Damage Beyond Normal Wear:** Harm caused by accidents, negligence, or misuse (e.g., spills causing stains, broken appliance due to improper use).

We take into account the age and expected lifespan of each item when assessing potential charges. For instance, if a dining table expected to last 10 years is deeply scratched or damaged after 2 years, a portion of the repair or replacement cost may be deducted from the deposit, reflecting its reduced lifespan.

Tips to Avoid Charges

- **Use Coasters and Placemats:** Protect surfaces from heat, stains, and scratches.
- **Handle with Care:** Be gentle with furniture, appliances, and decorative items to prevent accidental damage.
- **Regular Cleaning:** Maintain cleanliness to prevent stains and prolong the life of linens and upholstery.
- **Proper Use of Appliances:** Follow operating instructions to avoid damage (e.g., don't overload the washing machine).
- **Report Issues Promptly:** Inform us immediately if something isn't working correctly or gets damaged; early intervention can prevent further issues.

What If Something Gets Damaged?

We understand that accidents happen. If an item is damaged:

- **Notify Us Immediately:** Quick reporting can sometimes reduce repair costs.
- **Assessment:** We'll evaluate the damage considering the item's age and normal wear.
- **Fair Charging:** Any charges will reflect repair or replacement costs, adjusted for depreciation.

We're Here to Support You

Our goal is to ensure a pleasant living experience for you. Clear communication about how we handle the furnishings and items in your rental helps us maintain high-quality accommodations for all residents. If you have questions or need guidance on caring for specific items, please feel free to reach out.

We also take great pride in having the lowest deposit charges in the industry, but we must be fair to all parties as well. Finally we are bound by law to follow the owners direct orders, but it's our ability to soften those orders that delivers a lot of value to our residents.

References:

- **Furnished Property Standards. (2021).** Guidelines for Furnished Rental Properties.
- **National Association of Residential Property Managers. (2020).** Standards of Professionalism.
- **U.S. General Services Administration. (2019).** Estimated Useful Life Tables for Furniture and Appliances.

Furniture, Utensils, and Devices: Lifespan Assessments.

Item	Expected Lifespan	Notes on Deposit Charges
Sofa/Couch	7-15 years	Normal wear like minor fabric fading is expected. Charges may apply for stains, tears, or structural damage beyond normal use.
Mattress	5-8 years	Normal sagging over time is expected. Charges may apply for stains, rips, or damage due to misuse.
Bed Frame	10-15 years	Scratches are normal. Charges may apply for broken slats or structural damage caused by excessive force or improper assembly/disassembly.
Dining Table and Chairs	10-15 years	Minor scratches are typical. Charges may apply for deep gouges, broken legs, or damage from improper use.
Coffee/Side Tables	7-10 years	Light wear is expected. Charges may apply for water rings, deep scratches, or broken parts.
Wardrobes/Dressers	10-15 years	Normal wear is acceptable. Charges may apply for broken drawers, handles, or significant scratches.
Kitchen Utensils	3-5 years	Expected to show signs of normal use. Charges may apply for missing items or damage beyond normal wear (e.g., melted utensils).
Cookware (Pots and Pans)	3-5 years	Normal wear like minor scratches is expected. Charges may apply for dented or burnt or unusable items due to misuse.

Dinnerware (Plates, Bowls, etc.)	5-7 years	Some chipping over time is normal. Charges may apply for significant chips, cracks, or missing items.
Glassware	2-4 years	Occasional breakage is understandable. Charges may apply for excessive missing items beyond normal wear.
Small Appliances (Toaster, Kettle)	3-5 years	Expected to function properly. Charges may apply for items damaged due to misuse or neglect (e.g., not cleaning filters).
Television	7-10 years	Regular use is fine. Charges may apply for screen damage, missing remotes, or issues caused by improper use.
Electronics (Microwave, Blender)	5-7 years	Normal wear is acceptable. Charges may apply for malfunction due to misuse or neglect (e.g., overloading).
Linens (Sheets, Towels)	1-2 years	Expected to show wear over time. Charges may apply for missing items or stains that cannot be removed through normal laundering.
Rugs	5-7 years	Normal wear is acceptable. Charges may apply for stains, burns, or tears beyond normal use.
Lamps and Light Fixtures	5-7 years	Expected to function properly. Charges may apply for broken lamps, shades, or fixtures due to misuse.
Curtains and Drapes	3-5 years	Fading is normal. Charges may apply for tears, stains, or missing items.

Outdoor Furniture	5-10 years	Weathering is expected. Charges may apply for damage beyond normal wear, such as broken frames or missing cushions.
Internet Modem/Router	3-5 years	Should be returned in working order. Charges may apply for damage or failure to return the equipment.
Decorative Items (Artwork, Mirrors)	5-10 years	Expected to remain in place and undamaged. Charges may apply for broken or missing items.
Smoke Detectors/Fire Extinguishers	5-7 years	Must remain functional. Charges may apply for tampering, removal, or discharge without cause.
Ironing Board and Iron	5-7 years	Normal wear is acceptable. Charges may apply for damage or missing items.