



DEPARTMENT OF THE NAVY  
COMMANDER NAVY INSTALLATIONS COMMAND  
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WASHINGTON NAVY YARD DC 20374-5140

Canc: Jan 2021

CNICNOTE 11101

N9

4 Feb 2020

CNIC NOTICE 11101

From: Commander, Navy Installations Command

Subj: PRIVATIZED NAVY FAMILY HOUSING MOVE-IN AND MOVE-OUT POLICY

Ref: (a) CNICINST 11103.4

Encl: (1) Oversight of Make Ready Standards  
(2) Move-in and Move-out Inspections  
(3) Damages and Repairs  
(4) Working Documents and Examples

1. Purpose. To provide standardized Navy Housing processes and procedures to Commander, Navy Installations Command (CNIC) headquarter (HQ), regions and installations for the oversight of the move-in and move-out of residents for privatized Navy family housing (FH). This notice provides consistency across the Navy FH Public-Private Venture (PPV) portfolio by standardizing policy and assigning responsibilities for the move-in and move-out procedures, defining minimum standards for change of occupancy maintenance, providing guidance and assistance for move-in and move-out inspections, and developing standardized policy for charging for damages and repairs related to move-out.

2. Scope and Applicability. This notice applies to all CNIC HQs, regions and installations.

3. Responsibilities

a. CNIC will:

(1) Ensure standardized Navy Housing processes and procedures are implemented, per this notice and reference (a), for oversight of move-in and move-out from privatized Navy FH.

(2) Develop annual program goals, objectives and performance metrics.

(3) Provide comprehensive guidance to regions, including the following.

(a) Defining and enforcing a standard criterion for make-ready homes.

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(b) Developing standardized processes and documents for resident move-in and move-out inspections.

(c) Developing standardized requirements for assessment of damages and repairs.

b. Regions will:

(1) Provide oversight and assistance to installations in the administration and implementation of the program, including tracking metrics.

(2) Monitor the progress, usage and effectiveness of the program.

(3) Assist installations in the development and implementation of combined or comprehensive training and marketing efforts designed to provide maximum information to Service Members regarding move-in and move-out processes and policy.

c. Installations will:

(1) Provide comprehensive guidance to Service Members and their respective tenant command leadership regarding PPV move-in and move-out policies and procedures.

(2) Perform oversight to ensure all PPV property management requirements are met.

(3) Track and report program metrics, per region requirements.

(4) Work with Navy Housing installations program directors (IPDs) to better inform Service Members of available housing services and ensure Service Members know who the Navy representatives are at every meeting and encounter with a resident.

(5) Ensure the Navy housing service center (HSC) attends all move-in, and as many move-out inspections as possible. The installation CO must make every effort to have a Navy representative at as many move-in inspections as possible until sufficient manning is in place. Once fully staffed, a Navy representative will be required to be present at 100 percent of move-in inspections.

4. Policy. Oversight responsibilities for the Navy are shared between CNIC and Naval Facilities Engineering Command. This policy provides guidance for CNIC oversight. CNIC has a responsibility to oversee and monitor the property management aspect of each privatized housing project to provide project support at all levels of the Navy to support resident satisfaction and a financially sound project, per reference (a).

a. The Navy will provide oversight of make ready standards, as defined in enclosure (1).

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b. Per the business agreements, the PPV property manager (PM) must conduct move-in and move-out inspections with residents. Utilizing enclosure (2), CNIC oversight of these inspections will enhance quality assurance and provide residents with visibility and awareness of Navy advocacy.

c. The Navy will provide oversight of the PPV PM process to ensure residents are made aware of the costs of damages and repairs and their potential liability, per enclosure (3).

## 5. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned for the standard subject identification codes (SSIC) 1000, 2000, and 4000 through 13000 series per the records disposition schedules located on the Department of the Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD) portal page at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>. For SSIC 3000 series dispositions, please refer to part III, chapter 3, of Secretary of the Navy Manual 5210.1 of January 2012.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact your local records manager or the DON/AA DRMD program office.



M. M. JACKSON

### Releasability and distribution:

This instruction is cleared for public release and is available electronically only via CNIC Gateway 2.0, <https://g2.cnic.navy.mil/CC/Documents/Forms/Directives%20Only.aspx>



### **OVERSIGHT OF MAKE READY STANDARDS**

1. **Background.** The PPV PM is responsible for providing residents with safe, clean and suitable housing. To achieve this, the PPV PM conducts change of occupancy maintenance to ensure each home is “made ready” for occupancy. Change of occupancy maintenance includes regular changeover maintenance (i.e., fresh paint), confirmation of health and safety requirements, completion of outstanding repairs (as reported on the move-out inspection checklist) and any scheduled preventive maintenance.
2. **Scope.** Make ready homes are expected to be clean and in good repair (not requiring additional work orders) prior to Service Members taking occupancy. The PPV PM is expected to use the time between resident occupancy to perform preventive maintenance on the home and ensure minimum standards of health and safety are met.
3. **Oversight Requirements.** The Navy is tasked with providing oversight of privatized make ready homes. Using established tools for oversight, the region will support the installation HSC in the following.
  - a. Ensuring the PPV PM is using approved and comprehensive standards for change of occupancy maintenance. Homes deemed suitable for occupancy must meet these standards.
  - b. Ensuring homes have been inspected and meet all approved quality assurance requirements prior to a Service Member taking occupancy.
  - c. Performing oversight of the PPV PM’s preventive maintenance schedule for change of occupancy.
  - d. Tracking health and safety requirements for PPV homes and ensuring the PPV PM utilizes the approved processes and procedures for providing a safe home.
  - e. The Navy Housing IPD must ensure the status of make ready homes are included in their regular meetings with the PPV PM and installation CO.
  - f. Documenting Navy-attended make ready inspections, using the family housing module tab of enterprise Military Housing (eMH). This includes scheduling the Navy representative using the scheduler component of eMH and tracking inspections in the inspection tab. The completed checklists from the inspections must be uploaded into eMH.
  - g. Reporting all make ready and change of occupancy metrics, as required, to the region and CNIC HQ.

(1) The Navy HSC must perform quality control inspections on 50 percent of make ready homes. The installation CO must make every effort to have a Navy representative at as many

make ready inspection inspections as possible until sufficient manning is in place. Once fully staffed, a Navy representative will be required to be present at 50 percent of make-ready inspections.

(2) The HSC and region must complete the monthly monitoring matrix per the monitoring matrix standard operating procedures, reporting issues or inconsistencies with make ready homes.

4. General Make Ready Requirements. The HSC will ensure all make ready homes meet the established minimum standards in the following areas:

a. Home Condition. PPV make ready homes will be clean and in good repair. There will be no open work orders in a completed make ready home.

b. Health and Safety Requirements. PPV make ready homes will be inspected for and meet established health and safety requirements for change of occupancy, per the business agreements.

c. Preventive Maintenance. The PPV property manager is required to complete all scheduled preventive maintenance for the home.

### **MOVE-IN AND MOVE-OUT INSPECTIONS**

1. **Background.** Move-in inspections are conducted by the PPV PM and the incoming resident prior to resident acceptance of the home. Residents may request a pre-move-out inspection for early identification of damages. A move-out inspection is conducted after the resident has vacated the home. Per the lease agreement, residents are responsible for damages in the home that are not considered normal wear and tear.
2. **Scope.** Move-in and move-out inspections in PPV housing will be conducted in a consistent manner with clearly defined criteria. Service Members can expect support from a Navy advocate, when requested through the HSC.
3. **Oversight Requirements.** The Navy is tasked with providing oversight of move-in and move-out inspections of PPV housing. Using provided tools for oversight, the region will support the installation HSC in the following.
  - a. Ensuring the PPV PM is using approved and comprehensive checklists when conducting inspections. The checklists must be completed, and the resident and HSC must receive copies of the inspection (see enclosure (4) for an example of the move-in move-out inspection checklist).
  - b. Ensuring every resident has the opportunity to participate in the move-in and move-out inspections.
  - c. The Navy Housing IPD must include the status of move-in and move-out inspections in the regular meetings with the PPV PM and installation CO.
  - d. Documenting Navy-attended move-in and move-out inspections using the family housing module tab of eMH. This includes scheduling the Navy representative using the scheduler component of eMH and tracking inspections in the inspection tab. The completed checklists from move-in and move-out inspections must be uploaded into eMH.
  - e. Reporting all move-in and move-out metrics, as required, to the region and CNIC HQ.
    - (1) The Navy HSC must attend 100 percent of all move-in and as many move-out inspections as possible. The installation CO must make every effort to have a Navy representative at as many move-in inspections as possible until sufficient manning is in place. Once fully staffed, a Navy representative will be required to be present at 100 percent of move-in inspections.
    - (2) The HSC and region must complete the monthly monitoring matrix and report issues or inconsistencies with move-in and move-out inspections.

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4. General Inspection Requirements. The HSC will ensure all move-in and move-out inspections are conducted in a fair and consistent manner.

a. Every effort will be made to ensure a Navy advocate is present for move-in and move-out inspections. The Service Member may request to have a member of their command attend.

b. The move-in and move-out inspection will be conducted in the same manner. All tools, requirements and items must be used in both inspections.

c. The move-out inspection must be conducted using the original move-in checklist to compare preexisting conditions for assessment of damages. Any changes to the home that were made after check-in (i.e., replacing an appliance) will be noted in the checklist and will include the work order number for the change.

d. After move-in, the resident will have an opportunity to make any amendments or changes to the check-in sheet per PPV PM policy. Changes must be provided to the PPV PM, with a copy provided to the HSC.

#### 5. Conducting the Inspections

a. Move-in Inspection. The move-in inspection is a mutual inspection of the home and surrounding property by a PPV PM and the prospective resident prior to occupancy. The HSC will ensure the following:

(1) The PPV PM will complete the move-in inspection checklist with the resident, noting the condition of the home and surrounding property.

(a) The resident will receive a completed copy of the inspection checklist.

(b) The resident and PPV PM are encouraged to take photos of any items that may require a work order, cleaning or repairs.

(c) Everyone participating in the inspection must sign the inspection sheet.

(2) The Navy representative will clearly identify themselves and their role to the prospective resident at the outset of the inspection, will review the move-in checklist with the PPV PM and the resident, will provide the resident with an orientation flier that explains the roles of the PPV PM and the HSC, and will be available to answer any questions.

(3) The PPV PM will explain resident responsibilities, which may include checking and replacing smoke detector batteries; replacing heating, ventilation and air conditioning filters; clearing outdoor areas of detritus; maintaining a clean and orderly home; and promptly reporting maintenance.

(4) The PPV PM will demonstrate the operation of all appliances, thermostat settings, breakers, fuse boxes and other devices in the home.

(5) The PPV PM will initiate any work-order or resident requests.

b. Move-out Inspection. The move-out inspection will be conducted jointly by the PPV PM and the resident, after the home is vacated, to assess the condition and cleanliness of the home. The Navy will ensure the following.

(1) The PPV PM will complete the move-out inspection checklist with the resident, noting the condition of the home and surrounding property, deploying the same tools and techniques used during the move-in inspection. If a pre-inspection was performed (see enclosure (3)), the move-out inspection checklist will reflect the current status of items noted for cleaning or repair.

(a) Whenever possible, the PPV PM should take photos of items that require cleaning or repairs and include them in the maintenance record for the home.

(b) Everyone participating in the inspection must sign the inspection sheet.

(2) The Navy representative will clearly identify themselves and their role to the prospective resident at the outset of the inspection, will review the move-out checklist with the PPV PM and the resident, and will be available to answer any questions.

(3) The PPV PM will provide the resident with a list of charges or cost estimates for any damages, cleaning or repairs noted in the checklist. Any disputes regarding cleaning or repair requirements must be shared with the HSC within one business day for them to assist with a speedy issue resolution, if possible, (see enclosure (3)).



## DAMAGES AND REPAIRS

1. Background. The PPV PM is responsible for consistently assessing and charging for damages and repairs after move-out. Per the lease agreement, residents are responsible for damages in the home that are not considered normal wear and tear.
2. Scope. The PPV PM will provide residents with a written explanation of all move-out requirements, including cleaning requirements and potential charges associated with damages to the home.
3. Oversight Requirements. The Navy is tasked with providing oversight of the PPV PM ensuring residents of PPV housing understand the costs of damages and repairs and their liability. Using provided tools for oversight, the region will support the installation HSC in the following.
  - a. Ensuring the PPV PM is using approved and comprehensive checklists when conducting move-out and pre-inspections prior to move-out. The checklists must be completed, and the resident and HSC must receive a copy of the completed inspection checklist (see enclosure (4) for an example of the move-in move-out inspection checklist).
  - b. Ensuring every Service Member who moves out of PPV housing had the option to participate in a pre-inspection prior to move-out.
  - c. Documenting Navy-attended pre-inspections using the family housing module tab of eMH. This includes scheduling the Navy representative using the scheduler component of eMH and tracking inspections in the inspection tab.
  - d. Ensuring that the PPV PM is providing PPV residents with correct and comprehensive information regarding damages and resident liability.
  - e. Reporting all metrics, as required, to the region and CNIC HQ.
4. Pre-Inspection Prior to Move-Out. A pre-inspection prior to move-out is a mutual inspection of the home and surrounding property by a PPV PM and the resident after the resident has submitted a written notice of termination.
  - a. A Service Member terminating their tenancy in a PPV home is required to give notice to the PPV PM. Once the PPV PM receives notice of termination, they will offer to schedule an inspection prior to move-out. This pre-inspection is conducted with the PPV PM and the resident. When requested or as part of oversight requirements, the HSC will also send a representative.

b. The pre-inspection prior to move-out uses the same move-in or move-out inspection checklist completed at move-in. It is used to identify damage to allow the resident a chance to make repairs, avoiding costs to the landlord, before terminating residency of the home. At the time of the pre-inspection, the resident will be provided an explanation of any potential charges due to damages in the home.

5. Move-Out Requirements. The residents of PPV housing are expected to leave the unit in the condition they moved in, less normal wear and tear. The PPV PM must provide residents with written requirements for moving out of PPV housing, including the following.

a. Cleaning Requirements and Charges. For items that have specific cleaning requirements, the PPV PM must provide the resident with a detailed explanation of any cleaning requirements.

(1) The PPV cleaning requirements must be reviewed by the Navy and cannot include any requirements that are considered outside normal cleaning practices, or normal wear and tear. (see enclosure (4) for an example of the differences between normal wear and tear and tenant damage).

(2) Any specific cleaning requirements, such as professional steam cleaning of carpets, must be clearly spelled out and approved by the Navy.

(3) General cleaning requirements and charges must be provided to the resident at move-in, the pre-inspection and the move-out inspection. Cleaning charges must be approved by the Navy.

b. Repair and Replacement Costs. The PPV PM will provide a list of general repair and replacement costs to PPV residents at move-in, the pre-move out inspection and the move-out inspection (see enclosure (4) for an example).

c. Lifecycle and Depreciation Information. Lifecycle and depreciation are calculated when estimating repair and replacement costs. Residents will be provided the age of the items listed in their move-in inspection (see enclosure (4) for an example).

6. Issue Resolution and Debt Collection. The Navy provides issue resolution services for complaints filed by PPV PMs or residents. The HSC counselors must not provide financial counseling or assistance with debt collection between the Service Member and the PPV PM.

a. During the move-out process, conflicts may arise between the PPV PM and the Service Member regarding damages and required repairs.

b. If the resident and the PPV PM cannot come to a resolution, the PPV PM must report the issue to the HSC for issue resolution services. When possible, the issue will be reported to the HSC prior to the Service Member detaching from the installation.

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c. The HSC must follow all issue resolution and debt collection steps, including reporting.

**WORKING DOCUMENTS AND EXAMPLES**

1. Move-in, Pre-Move-out and Move-out Inspection Checklist

<b>Check-In • Pre-Termination • Final Inspection Form</b>	Resident Name/s _____		Check-In Inspection Date _____		Inspector Name _____		Pre-Term Inspection Date _____		Inspector Name _____		Final Inspection Date _____		Inspector Name _____			
	Residence Street/Building Address/Unit #, City, State _____										Move In Date _____		Move Out Date _____		<input type="checkbox"/> Addendum Page Attached	
	<b>Condition Codes</b>										Resident and Landlord/Property Management Inspection Concurrence _____					
	<b>N/A</b> Not applicable	<b>SCR</b> Scratched	<b>NP</b> Needs painting	<b>OTH</b> Other damage (such as dent or hole)												
	<b>CLN</b> Needs to be cleaned	<b>STN</b> Stains/strained	<b>NEW</b> Component is new	<b>WRN</b> Component is serviceable but worn and nearing end of life												
	<b>REP</b> Needs to be replaced	<b>NR</b> Needs repair	<b>MIS</b> Missing item or part	<b>BAT</b> Satisfactory, clean and in good working order												
	The condition of this unit is clean, undamaged, and in good working order unless otherwise noted in this form. Any issues not noted on this form could result in resident charges upon move-out; use photos to document as needed.															
	<b>Area</b> C-In    Pre    Out <input type="checkbox"/> Garage <input type="checkbox"/> Outport <input type="checkbox"/> Other Space				<b>Area</b> C-In    Pre    Out				<b>Area</b> C-In    Pre    Out				<b>Area</b> C-In    Pre    Out			
	<b>Kitchen</b> Flooring Walls Ceiling Doors Windows Window Blinds/Shades Closet Electrical Outlets/Switches Light Bulbs Garage Door Opener Other: Other: Other: Other: Other:				<b>Kitchen</b> Flooring Walls Ceiling Doors Windows Window Blinds/Shades Closet/Pantry Electrical Outlets/Switches Light Bulbs Cabinets Drawers Counters Sink Refrigerator Range/Cooktop/Stove/Oven Dishwasher Microwave Garbage Disposal Other: <b>Living Room/Family Room</b> Flooring Walls Ceiling Doors Windows Window Blinds/Shades Closet Electrical Outlets/Switches Light Bulbs Other:				<b>Bathroom One Location</b> Flooring Walls Ceiling Doors Windows Window Blinds/Shades Closet Electrical Outlets/Switches Light Bulbs Vanity Sink Shelves Mirror Tub/Shower Toilet Vent Fan Towel Rack/s Other: <b>Bathroom One Location</b> Flooring Walls Ceiling Doors Windows Window Blinds/Shades Closet Electrical Outlets/Switches Light Bulbs Other: Other: <b>Mechanical and Safety</b> Water Heater Furnace/Heating System Air Conditioner Thermostat Main Electrical Panel Smoke/CO Detectors				<b>Bathroom Two Location</b> Flooring Walls Ceiling Doors Windows Window Blinds/Shades Closet Electrical Outlets/Switches Light Bulbs Vanity Sink Shelves Mirror Tub/Shower Toilet Vent Fan Towel Rack/s Other: <b>Bathroom Two Location</b> Flooring Walls Ceiling Doors Windows Window Blinds/Shades Closet Electrical Outlets/Switches Light Bulbs Other: Other: <b>Keys and Remotes</b> Number of keys at Check-In: Number of remotes at Check-In: <input type="checkbox"/> Landlord/Property Management action or work order will be initiated within approved timeframe to resolve issues noted.			
	<b>Notes</b> _____ _____ _____															

Figure 4-1, Check-In, Pre-Termination and Final Inspection Form




	Resident Name/s	Pre-Term Inspection Date	Inspector Name	Inspector Name	Final Inspection Date	Inspector Name																																																																																																																																																																																																																																																																																																																																																
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<p style="text-align: center;"><b>Condition Codes</b></p> <table border="1"> <tr> <td>N/A</td><td>Not applicable</td> <td>SCR</td><td>Scratched</td> <td>NP</td><td>Needs painting</td> <td>OTH</td><td>Other damage (such as dent or hole)</td> </tr> <tr> <td>CLN</td><td>Needs to be cleaned</td> <td>STN</td><td>Stains/stained</td> <td>NEW</td><td>Component is new</td> <td>WRN</td><td>Component is serviceable but worn and nearing end of life</td> </tr> <tr> <td>REP</td><td>Needs to be replaced</td> <td>NR</td><td>Needs repair</td> <td>MIS</td><td>Missing item or part</td> <td>BAT</td><td>Satisfactory</td> </tr> </table> <p><small>Note this page is an addendum to the Check-In, Pre-Termination, or Termination Inspection form. It must be attached to or included with the main inspection form. The condition of this unit is clean, undamaged, and in good working order unless otherwise noted in these forms. Any issues not noted on this form could result in resident charges upon move-out; use photos to document as needed. Use codes and comments to describe issues identified.</small></p>							N/A	Not applicable	SCR	Scratched	NP	Needs painting	OTH	Other damage (such as dent or hole)	CLN	Needs to be cleaned	STN	Stains/stained	NEW	Component is new	WRN	Component is serviceable but worn and nearing end of life	REP	Needs to be replaced	NR	Needs repair	MIS	Missing item or part	BAT	Satisfactory																																																																																																																																																																																																																																																																																																																								
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Figure 4-2, Check-In, Pre-Termination and Final Inspection Addendum Form

2. Tenant Damage Versus Normal Wear and Tear Example. This information is taken from the Housing and Urban Development Special Claims Processing Guide.

a. Normal Wear and Tear. Normal costs of turning over a housing unit after a resident vacates will not be included on a claim for tenant damages. The costs an owner incurs for basic cleaning and repairing of such items necessary to make a home ready for occupancy by the next resident are considered part of the costs of doing business. The following is a list of items typically attributed to routine use or normal wear and tear.

- (1) Fading, peeling or cracked paint.
- (2) Small chips in plaster.
- (3) Nail holes, pin holes or cracks in the wall.
- (4) Door sticking from humidity.
- (5) Cracked windowpane from a faulty foundation or building settling.

- (6) Floors needing a coat of varnish.
- (7) Carpet faded or worn thin from walking.
- (8) Loose grouting and bathroom tiles.
- (9) Worn or scratched enamel in old bathtubs, sinks or toilets.
- (10) Rusty shower rod.
- (11) Partially clogged sinks caused by aging pipes.
- (12) Dirty or faded lamp or window shades.

b. **Tenant Damage.** Tenant damages usually require more extensive repair, at a greater cost than normal wear and tear, and are often the result of a resident's abuse or negligence that is above and beyond normal wear and tear.

- (1) Gaping holes in walls or plaster.
- (2) Drawings, crayon markings or wallpaper that was not approved.
- (3) Chipped or gouged wood floors.
- (4) Doors ripped off hinges.
- (5) Broken windows.
- (6) Missing fixtures.
- (7) Holes in the ceiling from removed fixtures.
- (8) Holes, stains or burns in carpet.
- (9) Missing or cracked bathroom tiles.

3. Repair and Replacement Cost Example. This example is based on private sector practices.

- a. Costs are for each item, unless otherwise noted (see table 4-1).

Item	Cost	Item	Cost
Broken Window Blinds	\$15	Carpet Not Vacuumed (each room)	\$15
Broken Windows	\$100	Wood or Tile Floors Not Swept (each room)	\$15
Furniture Removal and Disposal (each piece)	\$50	Trash Removal (each room)	\$30
Holes in Wall or Door	\$35	Stove Top Cleaning	\$25
Window Screens	\$25	Oven Cleaning	\$50
Re-sand or Varnish hardwood (outside of normal wear and tear)	\$1/sq ft	Dishwasher Cleaning	\$25
Ceiling Fan Cleaning	\$10	Bathtub or Shower Cleaning	\$50
Damaged Interior Doors	\$75	Toilet Cleaning	\$25
Damaged Entry Doors	\$150	Medicine Cabinet Cleaning	\$25
Damaged Cabinet Doors or Drawers	\$50	Bathroom Vanity or Sink Cleaning	\$25
Damaged Cabinet Frames	\$100	Kitchen Sink Cleaning	\$25
Damaged Ceiling Fan	\$50	Kitchen Cabinet Cleaning (each cabinet)	\$25
Damaged or Missing Light Fixture	\$50	Refrigerator Cleaning (interior or exterior)	\$25
Damaged or Missing Smoke and CO detectors	\$50	Damaged Bathroom Vanity	\$150
Replace Hardwood Floors	\$8/sq ft	Damaged Bathroom Mirror or Medicine Chest	\$150
Mailbox, Entry Door Keys	\$25	Overload of Garbage; Dumping Garbage in Outside Containers. May also be charged labor charge.	\$150
Labor Charge (where applicable). Includes removal of items from common areas and storage areas.	\$75/hr		

Table 4-1, Cost Chart for Damages

b. Any items not listed on the cost chart will be billed to the resident. A receipt for replacement and labor will be included in the charge.

#### 4. Depreciation Guidelines Example

a. Table 4-2 outlines the use of depreciation as a tool for issue resolution when the complaint involves damages, repairs or return of security deposits. This table is not intended to be all-inclusive.

b. Depreciation is normally applied to the replacement of an item and not a repair of an item. Most building components, as well as kitchen appliances, would likely be repaired rather than replaced.

(1) Example 1. Replacement of a crisper drawer in a refrigerator is a repair to the refrigerator and would not normally be depreciated.

(2) Example 2. Repainting one wall in a home is considered a repair and not normally depreciated; however, repainting the entire home might be eligible for depreciation depending on the age and life expectancy.

(3) Example 3. An unattended cooking fire on the kitchen range will result in replacement rather than repair and depreciation will be applied.

<b>Item</b>	<b>Life expectancy</b>
Paint	5 years
Wallpaper and borders	7 years
Wall-to-wall carpet	7 years
Area rugs	7 years
Sheet vinyl	7 years
Vinyl tile	10 years
Ceramic tile	30 years
Hardwood floors	50 years
Exterior doors	25 years
Interior doors	20 years
Door and window shades	5 years
Door and window blinds – plastic or vinyl	5 years
Door and window blinds – wood and faux wood	10 years
Curtains or drapes	7 years
Kitchen range	15 years
Refrigerator	15 years
Dishwasher	15 years
Range hood	15 years
Hot water heater	10 years
Air conditioning units	10 years

Table 4-2, Suggested Life Expectancy in Rental Housing