

Better living starts with understanding your responsibility

**A guidebook between owner &
tenant's responsibilities**

Maintaining a rental property is a shared responsibility. This guide clarifies the landlord's and tenant's roles in repairs, upkeep, and cleanliness, and distinguishes "wear and tear" from preventable damage. Following these guidelines prevents misunderstandings, ensures timely repairs, and fosters a positive relationship.

Note: Remember to always refer to your tenancy agreement for specific responsibilities

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General Info

AREA OF RESPONSIBILITY	LANDLORD'S RESPONSIBILITY	TENANT'S RESPONSIBILITY
Structure & Major Systems	<ul style="list-style-type: none"> • Repairs to roof, walls, foundation • Internal pipe repairs • Electrical repairs (wiring, outlets, switches) • Major appliance repairs (oven, fridge) • Built-in water heater • Roof replacement (if any) • Maintaining smoke detectors & fire alarms 	N/A
General Upkeep	<ul style="list-style-type: none"> • Pest control (except minor infestations caused by tenant) • Maintaining common areas (apartment buildings) 	<ul style="list-style-type: none"> • Keeping the property clean and tidy (sweeping, wiping surfaces) • Disposing of garbage
Minor Fixes & Maintenance	<ul style="list-style-type: none"> • Minor repairs due to wear and tear 	<ul style="list-style-type: none"> • Replacing minor burnt-out light bulbs & smoke detector batteries
Use of Property	N/A	<ul style="list-style-type: none"> • Using the property responsibly and avoiding unnecessary damage • Reporting maintenance issues promptly to the landlord

REMINDER for Tenants *(In reference to the Tenancy Agreement)*

Except for the first month, the Tenant will not be responsible for any minor repairs and maintenance of the unit. However, the Tenant will be responsible for all minor repairs that do not exceed RM250 per item per job.

Understanding Wear and Tear in Your Rental Property

Wear and tear is a common term used in tenancy agreements, but it can sometimes lead to a confusion. This section aims to provide a clear explanation of wear and tear, how it differs from damage, and some examples to help you navigate your responsibilities as a landlord or tenant.

What is Wear & Tear?

Wear and tear refers to the gradual deterioration of a property that occurs through normal use over time. It's the inevitable aging process that happens when people live in a space.

EXAMPLES

- Crack lines due to the building
- Mold in the bathroom ceiling, likely due to lack of ventilation
- Old Building
 - ▶ Low water pressure
- Damaged inventory before the tenant move in (with proof attached to the report)
- A common issue in the building (with proof attached to the report)

Wear & Tear List

CATEGORY	CAUSE
Surfaces (Painting / Wallpaper)	Faded paint due to sunlight
Appliances	<ul style="list-style-type: none"> • Gradual decrease in refrigerator cooling efficiency over time • TV pixelation (not due to damages)
Fixtures	Loose doorknobs from regular opening and closing (not due to force / rough usage)
Carpets	Thinning of carpet fibers in high-traffic areas
Curtains / Blinds / Rollers	Discoloured due to sun exposure
Wallpaper	<ul style="list-style-type: none"> • Edge peeling off • Discoloured wallpaper (does not include stain) • Wallpaper shrinkage
Sofa	Discoloured (does not include stains, watermark, frays or scratches)
Bedframe	Discoloured (does not include stains or watermark)
Bedsheets	<ul style="list-style-type: none"> • Discoloured (does not include stains or watermark) • Tear due to frequent washing (causing bedsheet to tear)
Kitchen Cabinet & Counter top	<ul style="list-style-type: none"> • Loose hinge • Shelf bent due to prolonged use and applied pressure

KEY POINTS TO REMEMBER

- Wear and tear occurs over time and is the landlord's responsibility to fix / replace.
- The rate of wear and tear varies with the property's age, number of occupants, and usage of the property.
- Tenants should exercise reasonable care to minimize wear and tear.

What is NOT Wear & Tear?

While wear and tear is a natural part of living in a rental property, there's a difference between normal use and damage caused by negligence or misuse. Here are some examples of non wear and tear situations:



Damage

Large holes in walls from hanging pictures



Stains

Burn marks on countertops, wall / wallpaper stains / carpet / sofa / beddings, and all other fabrics



Neglected Maintenance

Clogged drains due to improper disposal of waste/hair in shower drain



Excessive Damage

Leaking faucet due to forceful turning



Broken Fixtures

Deep scratches on floors

Who is Responsible for Damage?

Tenants are usually responsible for damage beyond normal wear and tear. Landlords can typically deduct repair costs for such damage from the tenant's security deposit.

Landlord vs Tenant Responsibility

Area	Item	Issue	Cause	Landlord	Tenant
General	Air Conditioner	Not cold	Requires service every 6 months		✓
	Air Conditioner	Leaking	Possibly due to AC not being serviced in a long time which caused the piping to be clogged, which causes water to flow backwards and leak from the front		✓
	Air Conditioner	Not working / not switching on*	*If its recently serviced	✓	
	AC remote	Not working	Low battery		✓
	AC remote	Not working	Internal part faulty	✓	
	Cleaning	Dirty / dusty / messy			✓
	Curtain	Stain / fray / scratch / bad smell	Due to misuse, pets, accidents		✓
	Curtain	Colour fading / discoloration	Wear & tear - due to sunlight / over time	✓	
	Decorative items	Missing / broken / stolen			✓
	Door stopper	Loose		✓	
	Door stopper	Damage			✓
	Door	Stuck	Alignment off	✓	
	Door	Broken / stain / paint damage / scratch marks			✓
	Doorbell	Not working		✓	
	Fan	Not working		✓	
	Fan remote	Not working	Low battery		✓
	Fan remote	Not working	Internal part faulty	✓	
	Flooring	Tile crack	Not due to force usage	✓	
	Flooring	Water leaking through floors affecting adjacent rooms or below units		✓	
	Flooring (Parquet, Vinyl, Laminated)	Water damage	Due to leaking issue	✓	
	Flooring (Parquet, Vinyl, Laminated)	Discolouration	Due to direct sunlight	✓	
	Flooring (Parquet, Vinyl, Laminated)	Profile damage (Profile is the strip where the flooring ends & connects to a different room)			✓
	Flooring (Parquet, Vinyl, Laminated)	Missing pieces / sheets / boards or water damage*	*Water damage due to improper care of flooring		✓
	Lighting	Burnt / flickering	Due to regular usage		✓
Lock set	Missing keys			✓	
Lock set	Loose / broken mechanism		✓		

NOTE:

These are some examples of landlord & tenant responsibilities. If you have found any issues out of this list, please reach out to us & we will guide you through it. Please note that an inspection may need to take place for some issues before a solution is proposed.

Area	Item	Issue	Cause	Landlord	Tenant
	Main door grille	Grille is stuck / can't be open		✓	
	Main door grille	Paint chip / repaint			✓
	Main door grille	Lost keys			✓
	Main door grille	Want to add grille	Depending on the request and landlord's agreement	✓	✓
	Plugs, sockets & switches	Not working	Overtime not working		✓
	Silicone	Touch-up		✓	
	Smartlock	Not working	Low battery		✓
	Smartlock	Not working	Faulty device	✓	
	Sliding door	Stuck	Internal or track alignment faulty	✓	
	Sliding door	Screen crack			✓
	Soft close	Malfuction		✓	
	Study table	Dirty / stain / broken / water damage			✓
	Study table	Shaky		✓	
	Throw pillows / pillows	Missing / scratch / stain / fray			✓
	Throw blanket	Missing / scratch / stain / fray			✓
	Wallpaper	Peel / discoloration	Wear & tear - naturally peeled off over time or due to leaking issue	✓	
	Wallpaper	Scratch / torn / stain			✓
	Wall / Ceiling paint	Peel / discoloration / cracks	Wear & tear - naturally peeled off over time or due to leaking issue	✓	
	Wall / Ceiling paint	Stain / smudges			✓
	Wall / Ceiling	Leaking		✓	
	Wall shelves	Loose		✓	
	Wall shelves	Damage / broken / water damage			✓
	Windows	Window can't be open	Commonly due to faulty track	✓	
	Windows	Handles broken			✓
Living room	Carpet	Dirty / stain / fray / scratch			✓
	Coffee table	Dirty / stain / broken / water damage			✓
	Coffee table	Shaky		✓	
	Sofa	Stain / fray / scratch / broken*	*Only due to rough use by tenant		✓
	Sofa	Discoloration		✓	
	Standing lamp	Light bulb blow / damage / broken			✓
	Standing lamp	Not functioning		✓	
	TV	TV screen is not lighting up when switched on		✓	
	TV	Internal crack LCD screen	Caused by dropping TV / threw something at the TV screen		✓

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Area	Item	Issue	Cause	Landlord	Tenant
	TV remote	Not working	Low battery		✓
	TV remote	Not working	Internal part faulty	✓	
	TV stand	Leg support broken			✓
	TV console	Stain / broken / damage			✓
Bedrooms	Bed frame	Stain / broken / damage			✓
	Bed frame	Discoloration	Happens over time	✓	
	Beddings (sheets, blankets etc)	Stain / fray / scratch / missing pieces			✓
	Mattress	Stain / fray / scratch			✓
	Side table	Dirty / stain / broken / water damage			✓
	Side table	Shaky		✓	
	Wardrobe	Scratch / dirty / stain / broken			✓
	Wardrobe	Shaky / loose hinges		✓	
	Dressing table	Dirty / stain / broken / water damage			✓
	Dressing table	Shaky		✓	
Bathrooms	Basin Tap	Loose	Wear & Tear - loosen over time	✓	
	Basin Tap	Constant water dripping	Caused by rubber seal inside the tap wearing off over time	✓	
	Basin Tap	Clog / broken	Debris thrown into the waste which causes the bottle trap to be clogged & will end up affecting the water flow		✓
	Bidet Hose	Broken / leaking / not functioning			✓
	Bottletrap	Clog			✓
	Cabinetry	Water damage / broken			✓
	Cabinetry	Shaky		✓	
	Countertop	Water damage / stain / burnt			✓
	Countertop	Loose		✓	
	Drain	Foul smell		-	-
	Drain	Clog			✓
	Hand shower	Leaking	Due to regular use		✓
	Hand bidet	Leaking / not functioning			✓
	Mirror	Broken / missing / stain			✓
	Mirror	Rusty		✓	
	Shower screen	Crack / damage / stain			✓
	Shower screen	Stuck	Alignment off	✓	
	Shower hose	Leaking	Due to regular use		✓
	Toilet / WC	Crack / broken / damage			✓
	Toilet flush system	Faulty / constant water flow		✓	

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Area	Item	Issue	Cause	Landlord	Tenant	
	Toilet paper holder	Loose		✓		
	Toilet paper holder	Missing / damage			✓	
	Towel rack	Shaky		✓		
	Towel rack	Missing / damage			✓	
	Water Heater (wall-mounted)	Not cold / not functioning	May be due to wiring issue where there is no current	✓		
	Water Heater (built-in)	Not cold / not functioning	May be due to heating element needs replacement	✓		
Kitchen	Bottletrap	Clog			✓	
	Cabinetry	Scratch / water damage / rusty hinges / leaking			✓	
	Cabinetry	Loose hinges		✓		
	Countertop	Water damage / stain			✓	
	Countertop	Loose		✓		
	Drain	Foul smell		-	-	
	Fridge	Not cold / leaking		✓		
	Hob	Induction hob showing error code E1	Error code E1 happens because wrong material of pot & pan used. I.e., Cast iron, steel, stainless steel with an iron base or core			✓
	Hob	Induction hob not switching on		✓		
	Hob	Gas hob not igniting	Commonly due to not having batteries			✓
	Hob	Gas hob not igniting	Gas stove clogged			✓
	Hood	Kitchen hood bulb not working		✓		
	Hood	Charcoal filter needs replacing				✓
	Hood	Kitchen hood not working		✓		
	Microwave / Oven	Not working		✓		
	Microwave / Oven	Physical damage				✓
	Sink	Clog				✓
	Sink tap	Loose	Wear & Tear - loosen over time	✓		
	Sink tap	Constant water dripping	Caused by rubber seal inside the tap wearing off over time	✓		
	Dining Room	Dining table & chairs	Dirty / stain / broken / water damage			✓
Dining table & chairs		Shaky		✓		
Cutleries		Missing / broken			✓	
Yard	Washer	Shaky (major)	3 transit bolts to hold the drum in place hasnt been remove yet	-	-	
	Washer	Inlet or outlet leaking		✓		
	Washer	Not functioning / malfunctioning		✓		
	Dryer	Not functioning / malfunctioning		✓		

NOTE:

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What to do before you move out

During your final two months, our team will contact you to discuss the following options:

A

Renewal: I would like to renew

Steps to prepare for your renewal:

- a. A new tenancy agreement will be drafted to reflect the updated tenancy dates
- b. The landlord may choose to adjust the rental price
- c. The new tenancy agreement must be signed one month before your current tenancy end date
- d. You will be responsible for the stamping fees for the new tenancy agreement
- e. An inspection of the unit will be conducted before finalizing the renewal agreement

Services you may consider:

- a. Have you serviced the air conditioner recently? It's recommended to service it every six months
- b. Do you need any cleaning services? You can choose between a one-time cleaning or weekly cleaning services
- c. Is anything damaged or broken in the unit? Let us know, and we can assist with replacing it

B

Moving out: I would like to move out

Steps to prepare for your move-out:

- a. CozyHomes will contact you to schedule a move-out date, which must be on or before the last day of your tenancy
- b. A move-out inspection will be conducted prior to returning your security deposit
- c. Restore the unit to its original condition as when you moved in
- d. Refer to the Move-out Checklist (next page) for the list of items to be done before you handover back the unit

NOTE

You may refer to your tenancy agreement for the list of maintenance / repair works under tenant's responsibility in (Appendix A)

Don't worry if you haven't completed these tasks; CozyHomes offers these services as part of our management of the unit.

A detailed cost breakdown of the services will be provided to you after the inspection, allowing your landlord to release your security deposit.

Move-out Checklist

To ensure a smooth handover to your landlord, please complete the following:

Service all AC units	<input type="checkbox"/>
Clean the entire unit, including bedding sets, mattresses, sofas, carpets and curtains	<input type="checkbox"/>
Repair or replace any faulty, broken or damaged items	<input type="checkbox"/>
Repaint walls or repair wallpaper to address stains, scratches, or other damage	<input type="checkbox"/>
Replace any broken or faulty bulbs	<input type="checkbox"/>
Replace any missing/broken cards or keys	<input type="checkbox"/>
Ensure all utility bills and rent is paid up to date	<input type="checkbox"/>
Ensure all address for any subscriptions & mails is updated to your new address	<input type="checkbox"/>
Ensure all personal belongings is packed & discarded before you move out	<input type="checkbox"/>

List of Services

Item	Cost	Quantity		Item	Cost	Quantity	
Bedding cleaning <i>(Bedding set inclusive of pillow case & quilt inner)</i>				Sofa cleaning			
Single	RM115		<input type="checkbox"/>	2 seater	RM330		<input type="checkbox"/>
Super single	RM125		<input type="checkbox"/>	3 seater	RM350		<input type="checkbox"/>
Queen	RM135		<input type="checkbox"/>	L shape	RM450		<input type="checkbox"/>
King	RM145		<input type="checkbox"/>	Dining chair	RM80/chair		<input type="checkbox"/>
Throw pillow case	RM10		<input type="checkbox"/>	Lounge chair	RM300		<input type="checkbox"/>
Throw blanket	RM85		<input type="checkbox"/>				
Mattress cleaning				Bedframe cleaning			
Single	RM150		<input type="checkbox"/>	Single	RM150		<input type="checkbox"/>
Super single	RM180		<input type="checkbox"/>	Super single	RM180		<input type="checkbox"/>
Queen	RM200		<input type="checkbox"/>	Queen	RM200		<input type="checkbox"/>
King	RM230		<input type="checkbox"/>	King	RM230		<input type="checkbox"/>
Aircond servicing		Basic	Chemical	Whole unit cleaning			
1.0HP	RM180	RM230	<input type="checkbox"/>	Basic	Starting from RM200 *Depending on unit size		<input type="checkbox"/>
1.5HP	RM210	RM260	<input type="checkbox"/>	Detailed	Starting from RM480 *Depending on unit size		<input type="checkbox"/>
2.0HP	RM240	RM290	<input type="checkbox"/>				
2.5HP	RM280	RM320	<input type="checkbox"/>				
Curtain cleaning				Decorative items			
Based on measurement			<input type="checkbox"/>	Starting from RM50 + RM150 for labour and transport <i>(Subject to type of deco item and number of items missing)</i>			

NOTE:

We provide an extensive list of services. Should you require a service not listed above, reach out to us to enquire more. We also provide a range of additional services. Feel free to contact us if you need any other services not mentioned above.

COZY HOMES

Operational hours:
Mon-Fri, 10am-6pm

For further inquiries, contact **Jane +6016 959 9005**

