

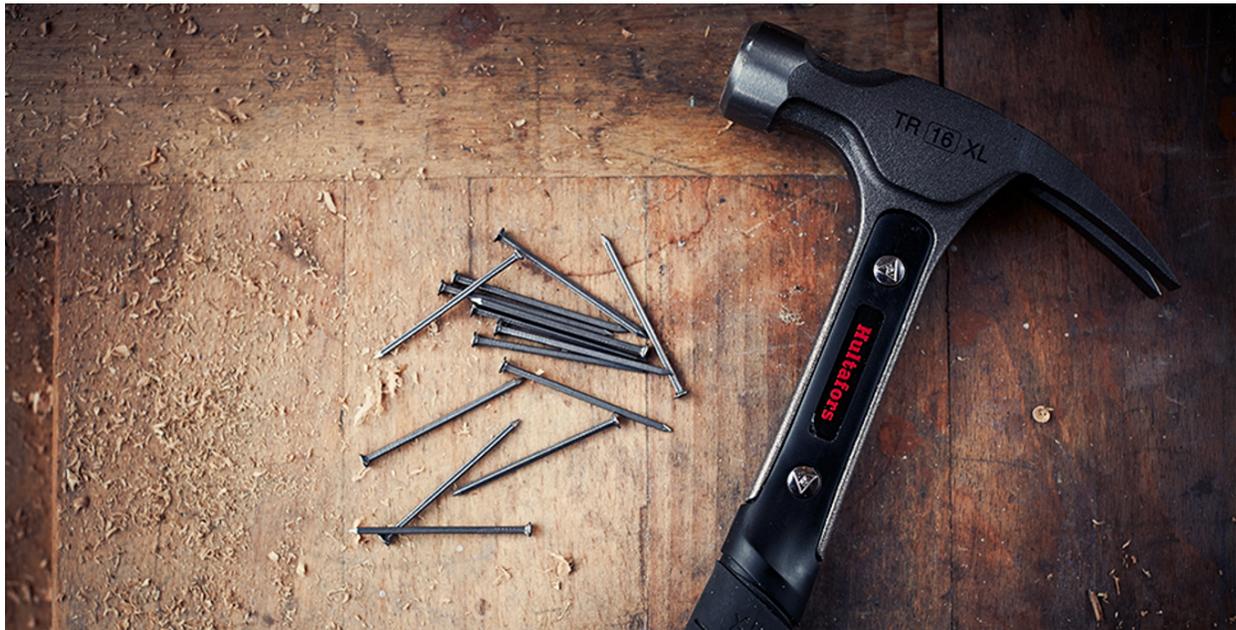


WALL REPAIR GUIDE

The most common question we get from tenants who are vacating our properties, is what they should do about nail holes, wall repair, and painting. Because of that, we've provided the below information, to help give you the best chance avoiding unnecessary security deposit charges.

First, it's important to know that if you use 6-penny nails or smaller, and there isn't an excessive number of nail holes, it is ok for you to leave those holes as-is.

Here is a photo of 6-penny nails:



Please know that an excessive number of nails, nails that are larger, screws, drywall anchors, or dents and scuffs, could result in a charge against your deposit for wall repair and painting.

In these cases, you are well within your rights to resolve the needed repairs and painting prior to returning possession of the property. However, for many tenants, instead of avoiding deposit charges, we see additional deposit charges created, 1) because the holes were spackled with a large putty knife instead of a finger, 2) the paint was done poorly and was the wrong color or sheen, or 3) touch-up was done instead of painting full walls.

Let's discuss those three items in more detail...

1. **Spackling with a putty knife instead of a finger:** This ruins the texture work on the walls and forces us to retexture and repaint. You would be better off not filling holes at all because re-texturing is very costly.

Don't do this:



Do this:



2. **Paint was done poorly and was wrong color or sheen:** Even if old paint cans were left at the property, the paint cans might not be the same color, or the paint on the walls could have faded due to age. Whether paint cans were provided, or you are getting a paint match, we've had many tenants touch-up an entire house before confirming that the color and sheen are an exact match. Also, a paint brush is often used instead of something small like a Q-Tip. We commonly see these bad corrections lead to a full interior paint job, which wouldn't have been necessary if the wall repairs were done properly. Although this probably

goes without saying, full interior paint jobs typically represent a significant charge against the tenant and will often exceed the full balance of a security deposit.

Don't do this:



3. **Touch-up was done instead of painting full walls:** If painting is necessary, touch-up painting can be problematic, and in many cases painting entire select walls may be necessary. This applies if the paint color and sheen are not close enough of a match.

While we want to state again that you are within your rights to try and resolve these kinds of wall repairs to avoid deposit charges, in our experience, many of our tenants have cost themselves more money than they would have, had they returned possession with the walls as-is.

We hope that this helps you to better understand your options, and our expectation. If you have any additional questions about the move-out processes, please contact your property manager.

Thank you for renting from Alliance!