

We're committed to making your stay with us hassle-free. That's why we promise you that we will:

- Fix any items that are faulty
- Replace items that have been damaged through reasonable wear and tear during your stay.

In return we ask that you look after your Unite Students home, letting us know about any issues as soon as you notice them. You can raise a maintenance request [through MyAccount](#) on our website or the [MyUnite app](#). Alternatively you can visit your team at reception.

Where items have been damaged or misused, we will need to repair or replace them and therefore we reserve the right to charge you for this. Where we incur charges for replacement items or need to appoint external contractors we will pass these costs on to you but we promise to charge you no more than what it costs us. Where charges have been applied after you have checked out, then we will let you know by email what we've charged for.

All Areas

We will always try to repair any damaged items before we replace them. The price you will be charged is dependent on the amount of time required to resolve the issue as well as any material costs.

Redecoration

We will appoint a painting contractor to repair and re-paint walls with typical charges as follows:

- £59 for one wall
- £163 for a whole room, including ceiling
- £139 for a corridor
- £243 for a kitchen
- £203 for a studio

NB. The price you will be charged is dependent on the size of the room and the amount of work required.

Doors & fittings

Replace fire door	From £71
Replace boiler cupboard	£40
Replace door handle	£6
Replace door hinges	£10
Replace automatic door closer	£50
Replace/repair Yale lock	£41
Replace/repair Vingcard/DV lock	£145
Replace/repair Varifree/NSP lock	£299
Replace flat/room number/letter	£23
Replace spy hole – small	£16
Replace spy hole – large	£29
Replace door stop	£1

Flooring

We will always try to clean your carpet/vinyl before we replace it.

Where we need to replace your flooring we will charge you at a rate of £25 per square metre for carpets and £33 per square metre for vinyl.

The price you will be charged is dependent on the size of the room and the precise specification of the flooring.

Ceiling tiles are charged per tile as follows:

1200mm x 600mm - £15.50, 600mm x 600mm - £13

Lighting

Replace non-LED light fitting	£23
Replace LED light fitting	£74
Replace light shades	£4
Replace light bulb LED	£19.50
Replace light switch	£0.50

Windows & curtains

Re-glaze window (per sqm)	£100
Replace window restrictor	£18
Replace curtain rail	£20
Replace curtains	£60

Flat Entrance & Corridors

Replace/repair electrical panel	£89
Replace entry phone	£55

Bedroom

Bed & Mattress

Replace double bed base	£280
Replace ¾ bed base	£250
Replace single bed base	£190
Replace double mattress	£96
Replace ¾ mattress	£96
Replace single mattress	£75
Replace over bed reading light	£40

Fixtures & Fittings

Replace coat hook	£9
Replace wardrobe door (one)	£34
Replace wardrobe door (two)	£68
Replace wardrobe shelf	£28
Replace wardrobe rail	£10
Replace bedside cabinet	£56
Replace chest of drawers	£95
Replace bedroom mirror	£23

Desk Area

Replace desk	£102
Replace desk chair	£44
Replace noticeboard	£20

Functional

Replace electric heater	£57
Replace radiator	£110
Replace Wi-Fi router	£350

Kitchen / Lounge

Furniture

We will always try to repair or re-upholster any damaged chairs or sofas before we replace them. The price you will be charged is dependent on the specification and size of each chair/sofa. Typical prices are outlined below:

Re-upholster part chair (e.g. arm, back, seat)	From £52
Re-upholster complete chair	From £86
Replace chair	From £156
Re-upholster part corner unit sofa (e.g. arm, back, seat)	From £110
Re-upholster complete corner unit sofa	From £142
Replace corner unit sofa	From £180
Replace bar stool	£34

Re-upholster part 2 seat sofa (e.g. arm, back, seat)	From £52
Re-upholster complete 2 seat sofa	From £280
Replace 2 seat sofa	From £214
Replace dining chair	£51
Replace dining table	£233
Replace waste bin	£20
Replace coffee table	£84

Food Preparation Area

Replace worktop/breakfast bar (per m)	£44
Replace cupboard shelf/door	From £34
Replace sink plug & drain	£15
Replace sink taps	£52
Replace sink	£44

Kitchen Appliances

Replace microwave	£75
Replace oven shelves	£13
Replace grill and pan handle	£15
Replace oven glass door	£45
Replace hob - ceramic	£149.50
Replace hob - plate	£91
Replace 32" TV	£331
Replace washing machine	£206
Replace kettle	£16
Replace toaster	£15
Replace iron	£14
Replace ironing board	£22

Cleaning & Safety

Replace vacuum cleaner	£80
Replace dustpan and brush	£6
Replace mop and bucket	£10
Replace fire blanket	£14

Fridge & Freezer

Replace fridge freezer shelf/drawer	£19
Replace fridge freezer	From £301
Replace under counter fridge or freezer	From £121
Replace table top fridge/freezer	£105
Replace fridge/freezer seal	£30

Ensuite / shared bathroom

Fixtures & Fittings

Replace bathroom mirror	£23
Replace vanity cabinet	£47
Replace vanity shelf	£11
Replace toilet roll holder	£4
Replace towel rail	£9
Replace shower curtain	£5
Replace toilet seat	£10

Lighting & functional

Replace/repair vanity light	£18
Replace shower head	£17
Unblock bathroom drainage	£20
Replace washbasin taps	£54

Lockouts

We will not charge you if you are locked out and we need to let you back in to your flat/room. However, if you lose your key and we need to replace it then we will charge you for a replacement. We promise to charge you no more than what it costs us to replace. Typical charges for replacement keys are:

Replace Yale Key	£10
Replace Vingcard /DV lock key	£3

Replace Varifree/NSP lock key	£8
Replace post box key	£14

Our Cleaning Charges 2019-20

During your stay

Shared areas

You are responsible for keeping all shared areas, including the kitchen, shared bathrooms and corridors, tidy and well-maintained, removing all rubbish on a day-to-day basis. If any areas are left unattended and this causes a safety, environmental or health risk we may need to appoint additional contractors to help us resolve these issues. If we have to pay for this then we will pass these charges on to you at a rate of £15 per hour.

Your room

You are responsible for keeping your room in a well-maintained state throughout your stay (including your ensuite bathroom, if you have one, and your kitchen if you live in a studio) and removing all rubbish. If any issues cause a safety, environmental or health risk, then we may appoint additional contractors to resolve these issues. If we have to pay for this then we will pass these charges on to you at a rate of £15 per hour.

At check-out

When you leave we will clean your room and any shared areas ready for our new tenants. All you need to do is ensure that you have removed all of your belongings and all rubbish and cleaned your room and any shared areas. If you leave any belongings or rubbish or you leave your room or any shared areas in a poor condition (damaged, not cleaned, or with a lot of rubbish left behind) we may be required to appoint additional contractors to resolve any issues. If we have to pay for this then we will pass these charges on to you at a rate of £15 per hour. For any communal areas, these charges will be split equally among all students living in your flat.

Sample charges

Disposal of left-behind belongings	Up to £15
Removal of large amounts of rubbish	Up to £15
Carpet/vinyl deep clean	Up to £30
Ensuite or shared bathroom deep clean	Up to £35
Kitchen deep clean	Up to £160

Smoking in rooms

Smoking is not allowed in any Unite Students property. Where we find evidence of smoking and where we need to resolve any issues as a result of smoking in rooms we may appoint contractors to resolve these issues. Where we need to pay for this we will pass these charges on to you at a rate of £20 per hour as well as the cost of replacing any items. Examples of work which may be required as a result of smoking could include cleaning or replacing carpets, mattresses, chairs, sofas and curtains and re-painting of rooms.

N.B. Please be aware that these charges were correct at the time of going to print (August 2019) and are standard for all Unite Students properties. You may find in some properties there are differences where Unite Students use different products and therefore some charges may vary. Full replacement cost includes; parts, labour, installation, and administration costs. The above is a non-exhaustive list of costs for replacing or repairing items damaged maliciously by customers (fair wear and tear of items is not charged). We reserve the right to charge for items not mentioned. Not all items listed are available in every flat.