

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 Unite Students 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:

- £81 for one wall
- £80 for ceiling
- £224 for a bedroom
- £284 for a bedroom, including ceiling
- £372 for a corridor
- £510 for a corridor, including ceiling
- £250 for a kitchen
- £364 for a kitchen, including ceiling
- £240 for a studio
- £306 for a studio, including ceiling

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 £490
Replace boiler cupboard	From £90
Replace door handle	From £21
Replace door hinges	From £8
Replace automatic door closer	From £28
Replace/repair Yale lock	From £26
Replace/repair Vingcard/DV lock	From £180
Replace/repair Varifree/NSP lock	From £333
Replace flat/room number/letter	£11
Replace spy hole – small	£5
Replace spy hole – large	£12
Replace door stop	£5

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 £50 per square metre for carpets and £54 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 - £9.00, 600mm x 600mm - £5

Lighting

Replace non-LED light fitting	From £22
Replace LED light fitting	From £25
Replace light shades	£6
Replace light bulb LED	£12
Replace light switch (single/double)	£5 - £10

Windows & curtains

Re-glaze window (per sqm)	£231
Replace window restrictor	£12
Replace curtain rail	From £21
Replace curtains	From £132
Replace blinds	From £60

Flat Entrance & Corridors

Replace/repair electrical panel	From £144
Replace entry phone	From £36

Bedroom

Bed & Mattress

Replace double bed base	From £360
Replace ¾ bed base	From £282
Replace single bed base	From £252
Replace double mattress	£136
Replace ¾ mattress	£136
Replace single mattress	£112
Replace over bed reading light	£34

Desk Area

Replace desk	£108
Replace desk chair	£71
Replace noticeboard	From £26

Fixtures & Fittings

Replace coat hook	£12
Replace wardrobe door (one)	From £42
Replace wardrobe door (two)	From £78
Replace wardrobe shelf	£34
Replace wardrobe rail	£11 - £15
Replace bedside cabinet	From £52
Replace chest of drawers	£144
Replace bedroom mirror	From £24

Functional

Replace electric heater	£144
Replace radiator	From £90
Replace Wi-Fi router	£420

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 £66
Re-upholster complete chair	From £108
Replace armchair	£234
Re-upholster part corner unit sofa (e.g. arm, back, seat)	From £138
Re-upholster complete corner unit sofa	From £204
Replace corner unit sofa	From £227
Replace bar stool	£54

Re-upholster part 2 seat sofa (e.g. arm, back, seat)	From £66
Re-upholster complete 2 seat sofa	From £318
Replace 2 seat sofa	£344
Replace dining chair	£72
Replace dining table	£252
Replace waste bin	From £12
Replace coffee table (small/large)	£163/£185

Food Preparation Area

Replace worktop/breakfast bar (per m)	£77
Replace cupboard shelf/door	From £34
Replace sink plug & drain	£12
Replace sink taps	£86
Replace sink	£66

Kitchen Appliances

Replace microwave	From £88
Replace oven shelves	£12
Replace grill and pan handle	£20
Replace oven glass door	£54
Replace hob – ceramic (2 & 4 zone)	£138 / £178
Replace hotplate	£18 - £47
Replace 32" TV	£302
Replace washing machine	£247
Replace kettle	£24
Replace toaster (2 slice & 4 slice)	£24 / £54
Replace iron	£28
Replace ironing board	£20

Cleaning & Safety

Replace vacuum cleaner	£178
Replace dustpan and brush	£5
Replace mop and bucket	£13
Replace fire blanket	£17

Fridge & Freezer

Replace fridge freezer shelf/drawer	From £28
Replace fridge freezer	From £338
Replace under counter fridge or freezer	From £186
Replace table top fridge/freezer	£122
Replace oven or fridge/freezer seal	£16 / £34

Ensuite / shared bathroom

Fixtures & Fittings

Replace bathroom mirror	£25
Replace vanity cabinet	£56
Replace vanity shelf	£13
Replace toilet roll holder	£12
Replace towel rail	£11
Replace shower curtain	£7
Replace toilet seat	£8

Lighting & functional

Replace/repair vanity light	£12
Replace shower head	£19
Unblock bathroom drainage	From £24
Replace washbasin taps	£42

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	£12	Replace Varifree/NSP lock key	£8
Replace Vingcard /DV lock key	£4	Replace post box key	£10

Our Cleaning Charges 2024-25

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. For any communal areas, these charges will be split equally among all students living in your flat.

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 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 to the same level as when you arrived. If you leave any belongings or rubbish or leave your room or any shared areas in a poor condition (e.g. damaged, not cleaned, or with a lot of rubbish left behind) we may be required to appoint additional contractors to resolve any issues and pass these charges on to you. For any communal areas, these charges will be split equally among all students living in your flat.

Sample charges

Disposal of left-behind belongings	From £18
Removal of large amounts of rubbish	From £18
Carpet/vinyl deep clean	From £36
Ensuite or shared bathroom deep clean	From £48
Studio deep clean	From £148
Kitchen deep clean	From £239

Smoking or Vaping in rooms

Smoking or Vaping is not allowed in any Unite Students property. Where we find evidence of smoking or vaping in a room, we may need to appoint contractors to resolve any damage or cleanliness issues. These charges will be passed on to you using the deep clean and redecoration costs in this document, in addition to the cost of replacing any items if needed. 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. For a bedroom this would be a minimum of £308 plus the cost of cleaning/replacing any furniture.