

Damages, repairs and redecoration

We will always endeavour 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.

To ensure our commitment to provide you with a positive accommodation experience we may replace items that have been damaged through reasonable wear and tear during your stay. In return we ask that you look after the property and your surroundings, letting us know of any issues as soon as you know about them. You can raise a maintenance request using our [online maintenance form](#).

Where items have been damaged or misused, we will need to repair or replace them and therefore reserve the right to charge you for this. Where we incur charges for replacement items or need to appoint staff or contractors we will pass these costs on to you but will never charge any more than it would cost us. Where charges have been applied after you have checked out, we will let you know by email what we've charge you for. All charges will be added to your student account.

All areas

Security/Fire

Repair/Replacement	Charge
Fire Break Glass Replacement	£25
Replace Fire Damage	£25
Tampering/obstructing Fire Doors	£80
Replace Fire Extinguisher	£80
Replace Fire Blanket	£50
Tampering with Smoke detectors	£80
Tampering with Fire Sounders	£80
Misuse of Fire Equipment	£80
Smoking or burning materials within Accommodation	£80
Malicious Fire Alarm Activations (Criminal Offence which could lead to further Action)	£80
Tampering with CCTV	£150-300

Further Action to clean/replace items charged at appropriate amounts.

Redecoration

If the decoration cannot be completed by our in house team we may appoint painting contractors to repair and repaint walls with the following indicative charges.

Repair/Replacement	Charge
One bedroom wall	from £75
A whole room, including ceiling	from £400
Typical flat corridor	from £450-600
Kitchen	from £600-800
Studio/flat	from £500-600
Minor decoration	from £40-80

The price charged is dependent on the size of the room and the amount of work required.

Flooring

We will always endeavour to clean the carpet/vinyl before we replace. Where we need to replace your flooring we will charge at a rate of £50 per square metre for carpets and £80 per square metre for Vinyl.

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

Ceiling tiles are charged at £35 per tile.

Doors and fittings

Repair/Replacement	Charge
Replace Fire Door	£150-200
Replace Boiler Cupboard	£100
Replace door handle	£35-50
Replace door hinges	£20-30
Replace Automatic Door Closer	£200
Replace Salto Door Ironmongery	£150-300
Replace Room Number/Signage	£25
Replace Spy Hole	£25
Replace Door Glazing	£150-200
Replace Door Lock	£75
Replace Door Stop	£10

Bedrooms

Bed and mattress

Repair/Replacement	Charge
Replace Single Mattress	£93
Replace ¾ Mattress	£110
Replace Single Bed Frame	£85
Replace ¾ Bedframe	£100
Replace Headboard	£20-30

Desk area

Repair/Replacement	Charge
Repair/replace Desk	£50-200
Replace Desk Chair	£80
Replace Noticeboard	£25-45

Fixtures and fittings

Repair/Replacement	Charge
Replace Wardrobe	£150-260

Lighting

Repair/Replacement	Charge
Replace non-LED light fitting	£40
Replace LED Light Fitting	£60

Windows and curtains

Repair/Replacement	Charge
Re-glass Window (per sqm)	£100-200
Replace Window Restrictor	£30
Replace Curtain Rails	£30
Replace Curtains/Blinds	£100
Replace Window Sill	£30-80

Flat entrances and corridors

Repair/Replacement	Charge
Replace/Repair Electrical Panel	£200-250
Replace/Repair intercom	£50-100
Replace Lift Mirror	£250-300
Damage to lift doors	£300

Repair/Replacement	Charge
Replace Wardrobe Rail	£10-15
Replace Wardrobe Shelf	£25-50
Replace Wall Shelf	£50
Replace Internal Wardrobe Mirror	£30-80
Replace Bedside Table	£30-75
Waste Bin	£10

Functional

Repair/Replacement	Charge
Replace Electric Heater	£75
Replace Radiator	£150-250

Kitchens and communal areas

Furniture

We will always endeavour to repair or reupholster any damaged chairs or sofa before we replace them. The price you will be charged is dependent on the specification and size of each sofa. Some typical prices outlined below.

Repair/Replacement	Charge
Re-upholster Chair	£80
Replace Soft Seating Chair	£150
Replace Seat/Stool	£80
Replace Bar Stool	£60
Re-Upholster 2 seater sofa	from £150
Replace 2 Seater Sofa	from £250
Replace Dining Chair	from £45
Replace Dining Table	from £125
Replace Kitchen Bin	from £60

Food preparation area

Repair/Replacement	Charge
Replace Worktop/Breakfast Bar (per m)	from £75
Replace Cupboard/Shelf	£50
Replace Sink Taps	£80
Replace Sink	£120

Kitchen appliances

Repair/Replacement	Charge
Replace Microwave	£70
Replace Oven Glass Door	£100
Replace Hob	£150
Replace Kettle	£10
Replace Fridge/Freezer Drawer	£20-40
Replace Fridge/Freezer	£350
Replace Under Counter Fridge/Freezer	£200
Replace Oven	£200

Cleaning

Repair/Replacement	Charge
Replace Vacuum Cleaner	£120
Replace Dustpan and Brush	£10
Replace Mop and Bucket	£15

Ensuite/bathroom

Repair/Replacement	Charge
Replace Bathroom Mirror	£30-60
Replace Toilet Roll Holder	£15
Replace Shower Curtain	£15
Replace Toilet Seat	£30
Replace Shower Head	£25-35
Unblock Bathroom Drainage	£25-40
Replace Sink	£100
Replace Towel Rail	£25-35
Replace Toilet	£180
Unblock Toilet	£30-40

Our cleaning charges

You are responsible for keeping your room in 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 arise to cause a safety, environmental or health risk, then we may appoint additional contractors to resolve these issues. If we pay for this we will

pass these charges on to you at a rate of per hour.

If you have a shared kitchen it is your responsibility to keep all shared areas, including any shared bathrooms, corridors, tidy and well maintained. You should remove rubbish on a daily basis. If an areas is

left unattended and this causes a safety, environmental or health risk we may need to appoint additional contractors to resolve. If we pay for this then we will pass these charges on to you shared between the flat occupants.

Items left in your accommodation after the end of your tenancy will be disposed of, as per the Terms and Conditions of Residence.

Sample cleaning charges

Repair/Replacement	Charge
Disposal of left behind belongings	from £15
Removal of large amounts of rubbish	from £15
Carpet/Vinyl deep Clean	from £50
Ensuite or Bathroom Deep Clean	from £75
Corridor Deep Clean	from £150
Kitchen Deep Clean	from £300
Bedroom Deep Clean	from £200

Further information

Please be aware that these charges were correct at the time of going to print and are standard for all University of Leicester Managed Accommodation. You may find in some properties there are differences where University of Leicester 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.

Where any damage is caused to any Shared Facilities other than by fair wear or tear or by staff or contractors of the University, we will use reasonable endeavours to identify those responsible. If we are unable to do so, we reserve the right to charge the individual or a group the whole or a proportion of the cost of making good any loss or damage caused.