



Damages and charges policy

Purpose statement

This policy aims to promote consistent practice when dealing with damage attributed to residents or their guests.

This policy forms part of the Terms and Conditions of Residence contract applies to all residents, visitors and guests who have a contract, or booking, for University-owned accommodation and accommodation under nomination/partnership agreements to be managed by the University. Charges may vary for properties under nomination/partnership agreements with private organisations.

What do we mean by 'damage'?

Any loss or breakage, including accidental damage, up to a maximum value of £5,000*. This excludes damage caused by the University, its employees or agents and allows for reasonable wear and tear during your stay.

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.

How much will we charge?

We will charge you for the full cost of damage caused to your bedroom up to a maximum of £5,000*. You are also responsible for any damage carried out within your bedroom if you leave your bedroom unlocked, or give your key to another person.

Communal areas

Where damage occurs in a communal area where an individual claims personal responsibility or is found to be responsible following investigation we will charge that individual for the full cost of damage caused, up to a maximum of £5,000*. If on conclusion of the investigation it is unclear who is responsible the damage amount will be fairly distributed between the entire flat.

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. You are not allowed, and should not attempt, to carry out repairs. Replacement furniture and fixtures will be purchased through University approved contractors/suppliers. Where charges have been applied after you have checked out, we will let you know by email what we've charged you for. All charges will be added to your student account.

* In exceptional circumstances if costs are in excess of £5,000, we will review this on an individual basis.

All areas

Security/Fire

Repair/Replacement	Charge (from)
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 (from)
One bedroom wall	£75
A whole room, including ceiling	£400
Typical flat corridor	£450-600
Kitchen	£600-800
Studio/flat	£500-600
Minor decoration	£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 rates from £50 per square metre for carpets and £80 per square metre for Vinyl. Ceiling tiles are charged at £35 per tile.

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

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Doors and fittings

Repair/Replacement	Charge (from)
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

Lighting

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

Windows and curtains

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

Bedrooms

Bed and mattress

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

Fixtures and fittings

Repair/Replacement	Charge (from)
Replace Wardrobe	£150-260
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

Functional

Repair/Replacement	Charge (from)
Replace Electric Heater	£75
Replace Radiator	£150-250
Replace Television	£200

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. Typical prices are outlined below.

Repair/Replacement	Charge (from)
Modular seating unit	£300
Replace Soft Seating Chair	£150
Replace Seat/Stool	£80
Replace Bar Stool	£60
Replace 2 Seater Sofa	£250
Replace Dining Chair	£45
Replace Dining Table	£125
Replace Kitchen Bin	£60

Food preparation area

Repair/Replacement	Charge (from)
Replace Worktop/Breakfast Bar (per m)	£100
Replace Cupboard/Shelf	£50
Replace Sink Taps	£80
Replace Sink	£120
Unblock Kitchen Sink	£15

Kitchen appliances

Repair/Replacement	Charge (from)
Replace Microwave	£70
Replace Oven Glass Door	£100
Replace Hob	£150
Replace Kettle	£10-18
Replace Fridge/Freezer Drawer	£20-40
Replace Fridge/Freezer	£350
Replace Under Counter Fridge/Freezer	£200
Replace Oven	£200

Cleaning

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

Ensuite/bathroom

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

Process of dealing with damage

If you are suspected of having caused damage to our property or facilities an investigation will take place.

This may involve us inviting you to a conduct meeting with one of our operational managers. During this meeting you will be able to offer explanation or mitigating circumstances.

Appealing charges

You can appeal against a charge, or tell us about any mitigating circumstances. You must submit your appeal within seven days of the charge notice being issued to you. Appeals must be submitted in accordance with our [Appeals Policy](#).