



DAMAGE CHARGES

Our teams are experienced in dealing with acceptable wear and tear, but occasionally we encounter rooms that have not been looked after or left clean. Sometimes things get damaged or broken during the year and we may have to pass on the cost of repair or replacement.

The following charges are indicative of the normal cost of repair or replacement of missing or broken items in the accommodation for which you are responsible.

Damages not listed here may also incur recharges but are subject to costing and will be as per invoice.

DECORATION

Normal living in the accommodation will over time result in some light scuffing to the walls, and we expect this. Sometimes we have to carry out more painting than we would expect though and there are a few things you can do to avoid this, such as not using Sellotape or blu-tac on the walls, taking care, and wiping any marks you might make.

- **Ceiling Tile replacement:** £16 each
- **Patch painting above wear and tear:** £18.50 per Sq. M
- **Paint whole bedroom:** £125.75
- **Paint whole kitchen:** £210.00
- **Paint whole bathroom:** £102.00
- **Paint whole corridor:** £275.65
- **Plaster damage:** £43 per Sq. M

BEDROOM

We hope you will be comfortable in your room and leave it as you found it for the next occupant.

One of the best pieces of advice we can give is to report all maintenance throughout the year so it can be repaired along with the wear and tear.

- **Study chair:** £93.70
- **Mattress (single replacement):** £120
- **Mattress (double replacement):** £162.20
- **Curtains:** £49 per pair
- **Wastepaper bin:** £10
- **Lampshade:** £8.50
- **Wi-Fi router with power cable and network cable:** £31.20
- **Carpet (Bronze Room):** £235.00
- **Desk with 4 drawers:** £214.00
- **Notice board replacement (Bronze):** £60.65
- **Notice board replacement (Silver):** £24.00

- **Single bed 1067mm x 2058mm:** £159.00
- **¾ Bed 1220mm x 2068mm (includes two under-bed storage drawers):** £249.00
- **Damage:** As per invoice

KITCHEN

If you break something please let us know so we can arrange to have it repaired or replaced and pass any charges (if applicable) on to the right person.

The following charges are indicative of those relating to the kitchens.

- **Mini oven:** £162.00
- **Cooker hob:** £139.00
- **Fridge:** £240.00
- **Freezer:** £420.00
- **Microwave:** £71.00
- **Kettle:** £16.40
- **4 slice Toaster:** £23.20
- **Ironing board :** £22.00
- **General waste bin** £20.38
- **Mop bucket:** £4.20
- **Mop:** £7.67
- **Dust pan and brush:** £6.00
- **Sweeping brush** £9.90
- **Kitchen stool:** £72.00
- **Damage:** As per invoice

HEALTH & SAFETY

Fire safety is taken very seriously in the accommodation so it's important to note that if you tamper with the equipment, you will be subject to disciplinary proceedings and may well be breaking the law.

Never use the fire extinguishers (or anything else) to prop open doors. Never cover up a smoke detector, and never leave anything - including boxes, suitcases and sports kit - in the corridors.

The following charges are indicative of those relating to firefighting equipment. Damage to, and tampering with these may also result in disciplinary action and a separate fine under the Student Discipline Regulations.

- **Refill fire extinguisher:** £55.10
- **Replace fire extinguisher:** £75
- **Replace fire blanket:** £27.55
- **Fire exit sign missing:** £22.05
- **Fire extinguisher tag broken:** £5.50
- **Fire blanket container:** £16.55

ACCESS & SECURITY

Our residents have said that they feel safe and secure in our accommodation and we appreciate your help in maintaining that.

Please remember to keep your accommodation secure and look after your keys.

The following charges are indicative of those relating to access and security.

- **Door Lock change:** £56.00

- **Door Key:** £15.00
- **Mailbox key:** £12.00
- **Key Fob:** £20.00
- **Room Number:** £5.50
- **Window Handle/Restrictor:** £23.00

CLEANING

Remember to keep your room clean and tidy during your stay with us - it makes it much easier to leave it as you found it when you come to move out.

You are also jointly responsible for kitchen cleanliness during your stay. Where we determine that this is not the case and advice is not acted upon, we will engage contractors to carry out the work and pass the cost on.

The following charges are indicative of those relating to cleaning.

- **Kitchen general:** As costed
- **Cupboards left dirty:** £5.25 each
- **Microwave left dirty:** £10.50
- **Rubbish removal:** £7.40 per bag/large item
- **Removal of large items:** £50
- **Room left dirty:** £36.00
- **Spot cleaning:** £12.60
- **Carpet cleaning:** £37.00

ADMINISTRATION

Tenant Fees:

- Changes to a tenant's contract (including the deed of surrender document): up to £35.00
- Accommodating a change in rooms before keys are collected: up to £35.00
- Accommodating a change in rooms after keys are collected: up to £60.00
- Tenancy termination fee: £35.00
- Out of contract nightly rental fee: Bronze - £57.85, Bronze Plus - £68.10, Silver - £72.43

Late payment charges:

Your instalment due dates are outlined in your tenancy agreement and by accepting the terms and conditions of your contract, both customer and guarantor are accepting responsibility for payment on the dates provided. If you are unable to make payment for your rent, please speak to a member of the bookings team. They will be able to discuss with you your payment options and advise you of any future implication's dependant on how late the payment will be.

If you are late paying your accommodation fees, late payment interest will be added at an APR of base rate + 3%.

If you successfully apply for a Student Finance tuition fee loan but have incurred late-payment charges due to delays receiving your Student Finance, we will cancel these charges for a maximum of 4 weeks. If you are ineligible for a student finance tuition fee loan, any overdue payment charges must be paid in full.

After four weeks have elapsed past the initially scheduled payment date, and you still haven't received your outstanding Student Finance, we will take the steps to establish a structured payment plan for the remaining balance. This plan will remain in effect until the outstanding Student Finance payment is successfully processed and the rental fees are paid.