

## Raleigh Park Students Charges 23\_24

Acis Students is committed to providing you with a great, hassle-free accommodation experience. Therefore, our promise to you is that we will:

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

In return we ask that you look after and maintain the property and your surroundings, letting us know of any issues as soon as you know about them.

Where items have been damaged or misused, we will need to repair or replace them and therefore we reserve the right to recharge for this. Where we incur charges for replacement items or need to appoint external contractors we may pass these costs on to you whilst referring to your inventory and considering wear and tear. Where charges have been applied after you have checked out and no pre departure inspection was held whilst you were present, we will apply charges and what we've charged if anything will be highlighted when we return any remaining deposit to you. Supporting photos and documentation will be available if there is any contention of the charges applied. If you disagree with the deduction you can raise a dispute as the scheme offers a free, independent resolution service. It is advisable that you request a room inspection at the end of your Tenancy Agreement. \* Please note shared items and communal spaces may incur a shared charge for a replacement, repair or cleanliness. If it is not possible for the Management (acting reasonably) to ascertain who is at fault a fair and reasonable proportion of the cost if not accepted by any individual tenant will be applied.

### All Areas

Redecoration	Recharge cost	
Flat Communal Area per wall	£107	If site staff or painting contractors repair and re-paint walls these will be done utilising typical charges as highlighted. NB. These prices are a guide and you will be charged dependent on the size of the room and the amount of work required to make good any holes or damages to walls dependant on extent of damage.
Lounge/Kitchens per wall	£64	
Studio per wall	£84	
Bedrooms per wall	£67	
Bathroom/Ensuite per wall	£67	
Ceiling any room	£101	
Damage to wall	£34	
Door and Frame per side	£45	
Window Cill	£13	
Skirting per metre	£11	
Flooring & Ceiling	Recharge cost	
Vinyl Flooring - per mtr 2	£52	We will always endeavour to clean your carpet or vinyl before deciding if we need to replace it. The price you will be charged is dependent on the size of the room and the precise specification of the flooring. An additional cost of £35 per hour may be included on replacement of ceiling tiles if Fire and electrical equipment needs refitting.
Carpet - per mtr 2	£35	
Carpet Tiles - per Tile	£25	
Carpet / vinyl deep clean - per mtr 2	£30	
Ceiling Tiles - per Tile	£30	
Doors & fittings	Recharge cost	
Replacement Key (each)	£25	NB. These prices are a guide and you will be charged dependent on materials, replacements and labour required to make good ensuring safety and fire retention is maintained. Suited locks requiring all room suited locks to be changed, these will be charged X the number of Bedrooms within the property to maintain security for all tenants. This will include the cost of a new flat door lock including 3 spare keys required per lock.
Replacement Keycard & Fob (Each)	£20	
Replace Internal fire door	£1,500	
Replace building entrance door (Aluminium)	£2,500	
Replace building entrance door (Glazing)	£300	
Replace building entrance door (Composite)	£1,500	
Replace door handle	£55	
Replace door hinges	£49	
Replace automatic door closer	£60	
Replacement door lock	£105	
Replacement door lock mechanisms	£110	
Replace card or fob operated door lock	£475	
Replace flat/room number/letter	£12	
Replace spy hole	£15	
Replace Letter box - Fire Rated	£45	
Replace door stop	£15	
Flat main lock replacement inc keys	£225	
Cleaning equipment	Recharge cost	
Replace vacuum cleaner	£150	All items are supplied as standard and though used should be present at time of departure, Vacuum's are not for use with any spillages and should be present undamaged and unmarked. Faults with vacuum units should be reported and replaced immediately.
Replace Broom	£10	
Replace Mop	£8	
Replace dustpan and brush	£3	
Replace mop and bucket	£12	
Lighting & functional	Recharge cost	
Replace non-LED light fitting	£72	All lighting and circuits are tested throughout your stay, please report any faults immediately and these will be rectified. Do not use faulty or damaged.
Replace LED light fitting	£60	
Flourescent Strip light	£60	
Light shades	£12	
Light bulb LED	£22	
Specialist switches - Cookers, showers	£44	
Power points and switches	£44	
Windows & curtains	Recharge cost	
Re-glaze window (per sqm)	£110	Most of our student accommodation is built with multiple floor levels and though glazing aids in securing access, we recommend that security grills where present remain locked. Higher level glazing and windows pose a health and safety risk if in disrepair, it is essential we repair or replace broken glazing and faulty window parts as soon as possible. Smoking in the Accommodation is prohibited and disposal of cigarette ends is not only littering but poses a fire risk if dropped and enters into open windows below. Further additional charges may apply if highlevel access equipment is required.
Replace window Hinge/restrictor	£50	
Replace window Handle	£20	
Replace curtain rail per mtr	£10	
Replace Standard curtains - per pair	£71	
Replace Full length curtains - per pair	£175	
Shower Curtain	£11	
Standard Blind	£60	
Non Standard Blind	£164	
Flat Entrance & Corridors	Recharge cost	
Replace/repair electrical pane/Fuseboard	£675	Includes panels, parts and commissioning of units replaced. Faults with units should be reported immediately.
Replace entry phone	£105	
Electrical Heating system	£200	
Gas Boiler/Heating system	£2,500	
Fire safety Equipment	Recharge cost	
Replace Fire Blanket	£30	Fire equipment is tested regularly and unless trained to do so no Fire equipment should be tampered with or covered to ensure safety at all times. These prices are a guide and you will be charged based on the works involved on extensive system replacement or repairs. Discharge of extinguishers without reasonable cause will be recharged and will inc cleaning charges if required.
Replace Fire Extinguisher	£80	
Fire break Glass & Signage	£16	
Replace smoke Alarms	£400	
Replace smoke Detectors	£120	
Detector check	£50	
Cleaning:-	Recharge cost	
Communal Area	£110	<p><b>Shared areas:</b> If you share a kitchen or bathroom, cleaning maybe included at intervals during your stay. You are responsible for keeping all shared areas, such as corridors, tidy and well-maintained and removing all rubbish and recycling on a day-to-day basis.</p> <p><b>Your room:</b> You are responsible for keeping your room in a well-maintained state throughout your stay (including your En-suite bathroom if you have one and your kitchen if you live in a studio) and removing all rubbish.</p> <p><b>At check-out:</b> When you leave, we will prepare your room ready for the new tenant. All you need to do is ensure that you have removed all of your belongings, removed any rubbish and cleaned your room including 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. 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.</p> <p><b>Smoking in rooms:</b> Smoking is not allowed in any student property. Where we find evidence of smoking and 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 as well as the cost of replacing any items. Examples of work which may be required as a result of smoking could include enhanced cleaning or replacing carpets, mattresses, chairs, sofas, curtains and re-painting of rooms. 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.</p>
Kitchens	£135	
Studio	£150	
Bedrooms	£66	
Bathroom/Ensuite	£66	
Carpet Deep clean	£90	
Specialist cleaning	£300	
Vacuum	£20	
Removal of Rubbish- per Bag	£12	
Disposal of left-behind bulky belongings	£40	

Bedroom		
Bed & Mattress	Recharge cost	
Replace ¼ bed base	£185	All items should be present in room, unmarked and undamaged.
Replace single bed base	£164	
Replace ¼ mattress	£120	
Replace single mattress	£90	
Desk Area	Recharge cost	
Replace Desk	£90	All items should be present in room, unmarked and undamaged.
Replace Desk Chair	£93	
Replace bedroom bookshelves	£150	
Furniture	Recharge cost	
Wardrobe	£330	All items should be present in room, unmarked and undamaged.
Replace wardrobe door	£90	
Replace wardrobe shelf	£35	
Replace wardrobe rail	£15	
Replace bedside cabinet	£90	
Replace chest of drawers	£260	
Replace bedroom mirror	£30	
Replace Pinboard	£60	
Replace coat hook	£12	
Bedroom Bin	£5	
Functional	Recharge cost	
Replace electric heater	£165	Drying clothes close to or on heaters poses a fire risk, if you have to dry clothes indoors we ask that no items are placed on heaters and clothes rails are used ensuring they are a safe distance from the heater. In addition mail and other items should not be placed on heaters at any time.
Replace over bed reading light	£48	
Kitchen / Lounge		
Furniture	Recharge cost	
Replace 2 seater sofa	£352	All items should be present in room, unmarked and undamaged.
Replace 3 seater sofa	£409	
Replace bar stool/dining chair	£90	
Replace dining table	£195	
Replace coffee table	£90	
Fixtures and Preparation Areas	Recharge cost	
Replace worktop / breakfast bar per mtr	£200	All items should be present in room, unmarked and undamaged.
Replace cupboard	£75	
Replace cupboard shelf / door	£50	
Replace cupboard drawer	£20	
Replace cupboard handles (each)	£25	
Appliances	Recharge cost	
Replace Oven and Hob	£600	All items should be present in room, contain all relevant components, be unmarked and undamaged.
Replace Cooker	£400	
2 Hob/Sink Combination Unit (Studio)	£350	
Replace Cooker Extractor	£200	
Replace oven/Cooker shelves	£90	
Replace grill and pan handle	£15	
Replace glass for oven door	£120	
Replace microwave	£106	
Replace combination microwave	£192	
Replace washing machine - Dryer	£520	
Replace kettle	£15	
Replace ironing board	£22	
Replace TV	£382	
Replace TV remote	£40	
Fridge & Freezer	Recharge cost	
Replace fridge freezer	£480	All items should be present in room, emptied of individuals items on departure, clean, unmarked and undamaged. Foodstuffs found at the time of final inspection will be charged per bag.
Replace under counter fridge or freezer	£150	
Replace fridge freezer shelf / drawer	£45	
Replace fridge / freezer seal	£35	
General Kitchen equipment	Recharge cost	
Replace sink bowl	£8	All items should be present in room, unmarked and undamaged. Bins inc recycling should be emptied regularly and left empty on final departure
Kitchen bin 35-50L	£15	
Ensuite / shared bathroom		
Fixtures & Fittings	Recharge cost	
Replace Toilet and cistern	£90	All items should be present in room, unmarked and undamaged.
Replace toilet roll holder	£20	
Replace toilet seat	£25	
Replace shower cubicle	£350	
Replace shower tray	£125	
Replace shower curtain	£12	
Replace sink	£11	
Replace sink taps	£60	
Replace bathroom mirror	£30	
Replace vanity cabinet	£82	
Replace towel rail	£25	
Bathroom bin	£5	
Functional	Recharge cost	
Replace shower head	£25	All items should be present in room, unmarked and undamaged.
Replace shower hose	£25	
Replace Electric shower	£160	
Replace thermostatic Shower	£420	
Replace Ceiling extractor	£100	
Replace heater	£120	
Replace Electric towel rail	£180	

N.B. Please be aware that these charges were correct at the time of going to print and are standard for all Acis Students properties including those managed by Acis Student. You may find in some properties there are differences where Acis 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 or their guests (fair wear and tear of items is not charged). Acis Students reserve the right to charge for items not mentioned. Not all items listed are available in every flat, though charges will be based on your accommodation room type. Some specific recharges may not be listed and require quotes from contractors to make good any damage or loss of items. Quotes received will be the charge applied. Though extensive some examples include external barriers, gates, groundworks, buildings, lifts or damage to common rooms and their contents.