

Derwent Students Service Charges

Derwent 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 charge you 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. Your deposit is protected under the Deposit Protection Scheme (DPS), a Government approved scheme. The scheme helps you to recover your deposit in the event deductions are made at the end of your tenancy, unless we can prove a legal entitlement to withhold a part of or all of the deposit. If you disagree with the deduction you can raise a deposit 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	£95.00	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.
House Communal Stairwell per wall	£60.00	
Lounge/Kitchens per wall	£75.00	
Studio per wall	£75.00	
Bedrooms per wall	£60.00	
Bathroom/En-suite per wall	£60.00	
Ceiling any room	£90.00	
Damage to wall	£30.00	
Door and Frame	£40.00	
Window Sill	£10.00	
Skirting per metre	£10.00	

Flooring & Ceiling	Recharge cost	
Vinyl Flooring	£35.00 per mtr 2	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	£24.00 per mtr 2	
Carpet Tiles	£20.00 per tile	
Carpet / vinyl deep clean	£5.00 per mtr 2	
Ceiling Tiles	£20.00 per tile	

Doors & fittings	Recharge cost	
Replacement Key	£20.00	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	£20.00	
Replace fire door	£415.00	
Replace door handle	£50.00	
Replace door hinges	£45.00	
Replace automatic door closer	£50.00	
Replacement door lock	£50.00	
Replacement door lock mechanisms	£100.00	
Replace card or fob operated door lock	£299.00	
Replace flat/room number/letter	£10.00	
Replace spy hole	£10.00	
Replace Letter box	£20.00	
Replace door stop	£10.00	
Flat main lock replacement	£70.00	

Cleaning equipment		Recharge cost	
Replace vacuum cleaner		£115.00	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		£5.00	
Replace dustpan and brush		£3.00	
Replace mop and bucket		£10.00	
Lighting & functional		Recharge cost	
Replace non-LED light fitting		£65.00	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		£92.00	
Fluorescent Strip light		£98.00	
Light shades		£5.00	
Light bulb LED		£20.00	
Specialist switches - Cookers, showers		£40.00	
Power points and switches		£40.00	
Windows & curtains		Recharge cost	
Re-glaze window (per sqm)		£100.00 per mtr Sq	Most of our student accommodation is built with multiple floor levels and though glazing aids in securing access, we recommend that security grills were 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 high level access equipment is required.
Replace window Hinge/restrictor		£30.00	
Replace window Handle		£35.00	
Replace curtain rail		£5 per mtr 2	
Replace Standard curtains		£65.00 per pair	
Replace Full length curtains		£160.00 per pair	
Shower Curtain		£10.00	
Standard Blind		£55.00	
Non Standard Blind		£150.00	
Flat Entrance & Corridors		Recharge cost	
Replace/repair electrical pane/Fuse board		£600.00	Includes panels, parts and commissioning of units replaced. Faults with units should be reported immediately.
Replace entry phone		£95.00	
Electrical Heating system		£450.00	
Gas Boiler/Heating system		£1,800.00	
Fire safety Equipment		Recharge cost	
Replace Fire Blanket		£20.00	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 incur cleaning charges if required.
Replace Fire Extinguisher		£66.00	
Fire break Glass & Signage		£15.00	
Replace smoke Alarms		£300.00	
Detector check		£50.00	

Bedroom		
Bed & Mattress	Recharge cost	
Replace ¾ bed base	£350.00	All items should be present in room, unmarked and undamaged.
Replace single bed base	£150.00	
Replace ¾ mattress	£90.00	
Replace single mattress	£65.00	
Desk Area	Recharge cost	
Replace Desk	£100.00	All items should be present in room, unmarked and undamaged.
Replace Desk Chair	£65.00	
Replace bedroom bookshelves	£85.00	
Furniture	Recharge cost	
Wardrobe	£320.00	All items should be present in room, unmarked and undamaged.
Replace wardrobe door	£80.00	
Replace wardrobe shelf	£30.00	
Replace wardrobe rail	£10.00	
Replace bedside cabinet	£85.00	
Replace chest of drawers	£250.00	
Replace bedroom mirror	£25.00	
Replace Pinboard	£50.00	
Replace coat hook	£10.00	
Bedroom Bin	£5.00	
Functional	Recharge cost	
Replace electric heater	£145.00	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 radiator	£110.00	
Replace over bed reading light	£35.00	
Kitchen / Lounge		
Furniture	Recharge cost	
Replace 2 seater sofa	£300.00	All items should be present in room, unmarked and undamaged.
Replace 3 seater sofa	£350.00	
Replace bar stool/dining chair	£80.00	
Replace dining table	£150.00	
Replace coffee table	£70.00	
Fixtures and Preparation Areas	Recharge cost	
Replace worktop / breakfast bar	£100.00 per mtre	All items should be present in room, unmarked and undamaged.
Replace cupboard	£160.00	
Replace cupboard shelf / door	£30.00	
Replace cupboard drawer	£30.00	
Replace cupboard handles	£10.00	

Appliances		Recharge cost	
Replace Oven and Hob	£400.00		All items should be present in room, contain all relevant components, be unmarked and undamaged.
Replace Cooker	£350.00		
2 Hob/Sink Combination Unit (Studio)	£250.00		
Replace Cooker Extractor	£120.00		
Replace oven/Cooker shelves	£10.00		
Replace grill and pan handle	£35.00		
Replace glass for oven door	£70.00		
Replace microwave	£50.00		
Replace combination microwave	£180.00		
Replace washing machine - Dryer	£420.00		
Replace Dishwasher	£270.00		
Replace kettle	£20.00		
Replace toaster	£10.00		
Replace iron	£10.00		
Replace ironing board	£30.00		
Replace TV	£360.00		
Replace TV remote	£20.00		
Fridge & Freezer		Recharge cost	
Replace fridge freezer	£350.00		All items should be present in room, emptied of individual's 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	£160.00		
Replace fridge freezer shelf / drawer	£30.00		
Replace fridge / freezer seal	£20.00		
General Kitchen equipment		Recharge cost	
Replace sink bowl	£3.00		All items should be present in room, unmarked and undamaged. Bins including recycling should be emptied regularly and left empty on final departure
Replace Sink Drainer	£3.00		
Replace recycling bag	£5.00		
Kitchen bin 35-50L	£15.00		
Functional		Recharge cost	
Electrical Heating system	£450.00		Drying clothes close too 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.
En-suite / shared bathroom			
Fixtures & Fittings		Recharge cost	
Replace Toilet and cistern	£150.00		All items should be present in room, unmarked and undamaged.
Replace toilet roll holder	£10.00		
Replace toilet seat	£10.00		
Replace shower cubicle	£150.00		
Replace shower tray	£120.00		
Replace shower curtain	£10.00		
Replace sink	£90.00		
Replace sink taps	£70.00		
Replace bathroom mirror	£40.00		
Replace vanity cabinet	£60.00		
Replace towel rail	£10.00		
Bathroom bin bin	£5.00		

Functional	Recharge cost	
Replace shower head	£15.00	All items should be present in room, unmarked and undamaged.
Replace shower hose	£10.00	
Replace Electric shower	£155.00	
Replace thermostatic Shower	£436.00	
Replace Ceiling extractor	£95.00	
Replace heater	£85.00	
Replace Electric towel rail	£175.00	

N.B. Please be aware that these charges were correct at the time of going to print and are standard for all Derwent Students properties. You may find in some properties there are differences where Derwent 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). Derwent 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.

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