

Whilst living at a dwell student living property we ask that you look after your home and let us know if there are any issues as soon as you notice them. Maintenance requests can be raised on your online account.

Where items have been damaged, or misused by our residents or a guest of our residents we reserve the right to charge the tenant for this. If there is a need for a replacement item, a contractor to be arranged, or cleaning of areas these charges will be passed to our tenant. All tenants will be notified of any charges added to their account at the time of the charge being assigned.

REDECORATION

One wall	£62.00
Whole room	£200.00
Corridor	£204.00
Kitchen	£250.00
Studio	£250.00

NB. The price we have specified above depends on the size of the room and the work required. This is a minimum charge.

FLOORING & CEILING

If we have been unable to clean your carpet, or vinyl, and it is deemed it needs to be replaced our charges will be as follows.

- Carpet £36 per square meter
- Vinyl £48 per square meter

This is dependent on the size of the room and specification of the flooring.

WINDOWS & CURTAINS

Re-glaze window (per sqm)	£144.00
Replace window restrictor	From £10
Replace curtain rail	From £30
Replace curtain	From £116
Replace blind	From £116

DOORS & FITTINGS

Replace fire door	£250.00
Replace non fire door	£100.00
Replace door handle	£15.00
Replace door hinges	£15.00
Replace door closer	£30.00
Replace lock	£50.00
Replace salto/nsp lock	£150.00
Replace flat/room signage	£40.00
Replace spy hole	£10.00
Replace door stop	£8.00

LIGHTING & FITTINGS

Replace non-LED light fitting	£25.00
Replace LED light fitting	£40.00
Replace light bulb	£10.00
Replace light cover	£20.00

HEALTH AND SAFETY EQUIPMENT

Replace fire blanket	£25.00
Replace fire extinguisher	£80.00
Replace smoke detector	£138.00
Replace heater detector	£138.00

SMOKING

Smoking is not permitted in any area of a dwell student living building. When evidence of smoking in rooms, or communal areas within a flat is found, and we need to resolve this matter dwell will pass on all charges to the tenant(s) at a rate of £50 per hour, plus the costs of replacing any items within the area.

KITCHEN & LOUNGE FURNITURE

Replace sofa – 2-Seater	From £298.00
Replace sofa – 3-seater	From £316.00
Replace sofa – corner unit	From £400.00
Replace bar stool	From £95.00
Replace coffee table	From £100.00
Replace dining table	From £250.00
Replace dining chair	From £45.00
Replace noticeboard	From £100.00

KITCHEN & LOUNGE APPLIANCES

Replace fridge freezer	£504.00
Replace under counter fridge	£315.00
Replace under counter freezer	£315.00
Replace fridge/freezer shelf or drawer	£50.00
Replace oven	£340.00
Replace oven glass door	£55.00
Replace grill and pan handle	£25.00
Replace oven shelves	£10.00
Replace microwave	£100.00
Replace combi microwave	£267.00
Replace hob	£192.00
Replace kitchen extractor fan	£96.00
Replace kettle	£30.00
Replace toaster	£24.00
Replace ironing board	£25.00
Replace 32" TV	£454.00
Replace remote control	£15.00
Replace dishwasher	£250.00

KITCHEN FIXTURES

Replace worktop per m	£64.00
Replace cupboard shelf/door	From £28.00
Replace sink plug	£10.00
Replace sink taps	£72.00

JANITORIAL & SAFETY ITEMS

Replace vacuum cleaner	£202.00
Replace dustpan and brush	£13.00
Replace mop and bucket	£18.00
Replace brush	£10.00
Replace kitchen bin	£25.00

ENSUITE/BATHROOM

Replace bathroom mirror	£65.00
Replace vanity shelf	£15.00
Replace toilet roll holder	£10.00
Replace towel rail	£15.00
Replace shower curtain	£8.00
Replace toilet seat	£15.00
Replace vanity light	£15.00
Replace shower head	£20.00
Replace washbasin taps	£40.00

BEDROOM FIXTURE AND FITTINGS

Replace bed frame – single	£146.00
Replace bed frame – ¾	£185.00
Replace bed frame – double	£192.00
Replace single mattress	£112.00
Replace ¾ mattress	£144.00
Replace double mattress	£144.00
Replace bedroom mirror	£105.00
Replace bedroom shelving	£80.00
Replace bedside cabinet	£60.00
Replace chest of drawers	£120.00
Replace bedside light	£25.00
Replace wardrobe (whole)	£250.00
Replace wardrobe door (per door)	£62.00
Replace wardrobe shelving	£28.00
Replace wardrobe rail	£15.00
Replace waste bin	£10.00
Replace desk	£89.00
Replace desk chair	£70.00
Replace noticeboard	£100.00
Replace Wi Fi Router	£350.00
Replace coat hook	£10.00

LOCKOUTS & KEY CHARGES

Lockout charge	£60
Replace key	£50
Replace fob	£10
Replace post box key	£10

Please note, these charges were correct at the time of print (May 2023) and are standard for all dwell student living properties. As our properties vary, we may use different products across our sites, and therefore some charges may vary. The above list is non exhaustive list of costs for replacing, or repairing items damaged maliciously. We reserve the right to charge for all items not mentioned. Not all items listed are available in every flat.

OUR CLEANING CHARGES

SHARED COMMUNAL AREAS

It is the responsibility of all tenants living within a cluster flat to keep the communal areas clean and tidy. This includes shared kitchens, corridors, shower rooms and toilet areas. If our team finds any shared area to be in an unkept manner which is causing a safety risk, environmental risk, or health concern we may appoint our own housekeeping team, or contractor to help resolve these issues. Any costs incurred to the company will be passed back to the tenants. Charges will be in keeping with our cleaning charge schedule.

YOUR APARTMENT OR ROOM

You are responsible for keeping your own personal areas clean, tidy and in a well-maintained manner. If our team finds any private area to be in an unkept manner which is causing a safety risk, environmental risk, or health concern we may appoint our own housekeeping team, or contractor to help resolve these issues. Any costs incurred to the company will be passed back to the tenant. Charges will be in keeping with our cleaning charge schedule.

CHECKING OUT

At the end of your tenancy, it is your responsibility to ensure all areas of your flat are clean, tidy, and free of any personal belongings or rubbish. All areas are inspected at the end of a tenancy period by a dwell team member. If there is any damage, or issues that would not be deemed fair wear and tear from your stay you will be charged accordingly.

BEDROOM CLEANING CHARGE	£53.00
CORRIDOR CLEANING CHARGE	£24.00
ENSUITE CLEANING CHARGE	£30.00
KITCHEN CLEANING CHARGE	£120.00
OVEN CLEANING CHARGE	£72.00
COMMUNAL BATHROOM CLEANING CHARGE	£30.00
STUDIO CLEANING CHARGE	£180.00
RUBBISH DISPOSAL (PER BAG)	£20.00

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