

unipol housing

REPAIRS & RECHARGES

While we aim to keep your property in good condition, issues can arise. Please report all repairs directly to Unipol through the online portal as soon as you notice them.

Click for [**TenantPortal**](#)



Unipol aim to undertake repairs within the following targets

Priority 1	Emergency Repairs	Within 24 hours of reporting
Priority 2	Urgent Repairs	Within 5 working days of reporting
Priority 3	Non-urgent Repairs	Within 28 days of reporting

Damages, Recharges, and Redecoration

If any items or parts of the building are damaged or misused, you may be responsible for the cost of repair, replacement or redecoration. We will only charge you the actual cost incurred and will inform you via email if any charges apply.

Smoking & Vaping in Rooms

Smoking or vaping is strictly prohibited in all Unipol properties, including bedrooms and shared areas. If we find evidence of smoking or vaping:

- We may need to deep clean or re-decorate
- If we have to use a fogger to disinfect the room, there will be a charge of £80

Help us keep your home clean, safe, and comfortable for everyone — please smoke only in designated areas outside the building.

Lockouts

- In 24-7 staffed buildings there is no charge for letting you back into your room.
- In unstaffed buildings or outside office hours, our security team can let you in but cannot leave a key with you. You'll need housemates to provide access until you can buy a replacement key from the office.
- Out of hours you will be recharged approximately £100 for this service based on travel time and location.

Keys & Fobs

- Lost key: £30 Lost fob: £15
- If the lost key is found following replacement being issued, no refund can be made.

Cleaning Responsibilities

- Tenants must keep all areas clean, especially kitchens, bathrooms and hallways. Regular inspections will take place.
- If issues are not resolved, contractors will be brought in and charges will be passed on to the tenants.
- In shared properties, communal area costs are split equally among all tenants.
- Bedrooms (and en-suites/studios) are your sole responsibility.

At Check-Out

- Ensure all belongings and rubbish are removed.
- Rooms and shared areas must be left clean.
- Any extra cleaning, damage, or rubbish removal will be charged back to you.
- Communal charges are split equally among flatmates.

Sample Charges

- Rubbish removal: £10 per bag
- Carpet/vinyl deep clean: from £40
- Ensuite or shared bathroom clean: from £50
- Kitchen deep clean: from £235

All Areas

The prices detailed below are an indication of cost but can vary based on the level of work required.

Redecoration

We will appoint a painting contractor to repair and repaint walls with typical charges as follows:

£85 for one wall
£90 for ceiling
£229 for a bedroom
£289 for a bedroom, including ceiling
£378 for a corridor
£515 for a corridor, including ceiling
£255 for a kitchen
£369 for a kitchen, including ceiling
£245 for a studio
£310 for a studio, including ceiling

Doors & fittings

Replace fire door	From £1200
Replace boiler cupboard	From £95
Replace door handle	From £25
Replace door hinges	From £8
Replace automatic door closer	From £50
Replace/repair Yale lock	From £27
Replace flat/room number/letter	£10

Bedroom

Wardrobe	From £350
4 foot mattress	From £137
4 foot bed	From £230
4 foot 6" mattress	From £139
4 foot 6" bed base	From £233
3 foot mattress	From £107
3 foot bed base	From £147
2 foot 6" mattress	From £107
2 foot 6" bed base	From £147

Desk Area

Replace desk	From £184
Replace desk chair	From £60
Replace noticeboard	From £25

Communal Area Kitchen

Replace worktop (per metre)	From £79
Replace cupboard shelf/door	From £36
Replace sink plug & drain	From £18
Replace sink taps	From £91
Replace sink	From £73
Table	From £250

Flooring

We will always try to clean your flooring before we replace it. The price you will be charged is dependent on the size of the room and the precise specification of the flooring.

Ceiling tiles will be charged depending on size and specification starting from £6 per tile.

Lighting

Replace non-LED light fitting	From £24
Replace LED light fitting	From £27
Replace light shades	£15
Replace light bulb LED	£14
Replace light switch (single/double)	From £10

Windows & curtains

Re-glaze window (per sqm)	£235
Replace window restrictor	£15
Replace curtain rail	From £24
Replace curtains	From £135
Replace blinds	From £65

Flat Entrance & Corridors

Replace/repair electrical panel	From £149
Replace entry phone	From £43

Functional

Replace electric heater	From £149
Replace radiator	From £100
Replace Wi-Fi router	From £90

Kitchen Appliances

Replace Fridge Freezer	From £326
Replace microwave	From £100
Replace oven glass door	From £66
Replace oven	From £350
Replace hob	From £150
Replace TV	From £315
Replace washer dryer	From £600
Replace ironing board	£25

Cleaning & Safety

Replace vacuum cleaner	From £178
Replace dustpan and brush	From £7
Replace mop and bucket	From £20
Replace fire blanket	From £19