

# Inventory Procedure

Chester House is managed by the Guy Chester Centre. The Guy Chester Centre is the trading name of the Trustees of the North Bank Estate.

## 1. INTRODUCTION

This procedure informs residents of the inventory process for bedrooms at the beginning and end of their stay at Chester House. It also outlines residents' responsibilities for reporting damage and the potential charges for repairs. A refundable deposit of £250 is required before check-in, which may be used to cover the cost of damages exceeding fair wear and tear e.g., minor scuffs on walls, slight fading of fabrics.

## 2. CHECK-IN & CHECK-OUT INVENTORIES

A detailed inventory form will be provided to each resident upon arrival, listing the contents and condition of their room. Residents must thoroughly review this form, note any discrepancies, and return it signed to the accommodation team within 48 hours of their arrival. Residents are encouraged to take photographs of their room upon arrival and departure as additional documentation of its condition.

Upon check-in, residents are asked to report any issues or damage to their room within the initial 48-hour period. The accommodation team will assess any reported issues and either repair or record them on the inventory form. Failure to report issues within this timeframe may result in the resident being held responsible for any pre-existing damage discovered later.

Residents are reminded to promptly report any maintenance issues encountered throughout their stay. Timely reporting allows for swift resolution and helps prevent minor problems from escalating into more significant and costly repairs.

Residents must vacate their rooms by 10am on the final day of their accommodation agreement, ensuring that all personal belongings have been removed, and the room has been left in a clean and tidy condition. Residents of ensuite rooms must also ensure the bathroom is clean and tidy. Personal belongings from kitchenettes must also be removed or disposed of e.g., cooking utensils, food.

Following check-out, the accommodation team will conduct a thorough inspection of the room. Any new damage or the need for excessive cleaning will be documented, and the associated costs may be deducted from the resident's deposit. In cases where the costs exceed the deposit amount, the resident will be responsible for the remaining balance. A written statement of charges will be provided to the resident.

Residents who disagree with any charges are entitled to raise a dispute. To do so, they must contact the Centre Director within 7 days of receiving the statement, providing any relevant evidence (e.g., photographs, witness statements) to support their claim. The Centre Director will review the dispute and make a final decision.

Below is a list of the possible charges. These charges are based on the cost to replace the item damaged including any labour required. Costs may vary depending on the damage caused. VAT is charged on top of these costs.

| Bedroom         | Cost<br>ex. VAT | En-suite Bathroom | Cost<br>ex. VAT | Cleaning               | Cost<br>ex. VAT |
|-----------------|-----------------|-------------------|-----------------|------------------------|-----------------|
| Full Decoration | 100.00          | Decoration        | 75.00           | Additional<br>Cleaning | 50.00           |
| Part Decoration | 50.00           | Flooring          | 250.00          | Clearing Room          | 50.00           |



|                  |        |  |                |          |  |                   |       |
|------------------|--------|--|----------------|----------|--|-------------------|-------|
| Full Carpet      | 250.00 |  | Sink           | 250.00   |  | Removal of Fridge | 30.00 |
| Carpet Tile      | 15.00  |  | Taps           | 75.00    |  |                   |       |
| Sink Replacement | 250.00 |  | Shower Cubicle | 1,500.00 |  |                   |       |
| Tap Replacement  | 75.00  |  | Shower Mixer   | 150.00   |  |                   |       |
| Wardrobe         | 325.00 |  | Shower Hose    | 20.00    |  |                   |       |
| Wardrobe Doors   | 125.00 |  | Shower Head    | 20.00    |  |                   |       |
| Desk             | 275.00 |  | Toilet         | 350.00   |  |                   |       |
| Desk Draw        | 65.00  |  | Toilet Seat    | 25.00    |  |                   |       |
| Shelf Unit       | 125.00 |  | Towel Rail     | 150.00   |  |                   |       |
| Bed              | 225.00 |  | Extractor Fan  | 100.00   |  |                   |       |
| Bed Headboard    | 50.00  |  |                |          |  |                   |       |
| Mattress         | 80.00  |  |                |          |  |                   |       |
| Bedside Table    | 115.00 |  |                |          |  |                   |       |
| Electric Socket  | 50.00  |  |                |          |  |                   |       |
| Radiator         | 250.00 |  |                |          |  |                   |       |
| Curtain          | 150.00 |  |                |          |  |                   |       |
| Blind            | 50.00  |  |                |          |  |                   |       |
| Smoke Alarm      | 100.00 |  |                |          |  |                   |       |
| Main Light       | 30.00  |  |                |          |  |                   |       |
| Desk Chair       | 60.00  |  |                |          |  |                   |       |
| Desk Lamp        | 10.00  |  |                |          |  |                   |       |
| Desk Light       | 30.00  |  |                |          |  |                   |       |
| Sink Light       | 30.00  |  |                |          |  |                   |       |
| Bed Light        | 30.00  |  |                |          |  |                   |       |
| Mirror           | 30.00  |  |                |          |  |                   |       |

### 3. OTHER INFORMATION

Further information or clarification can be obtained by emailing [office@chesterhouse.org.uk](mailto:office@chesterhouse.org.uk)

### 4. REVIEW DATE

This policy will be reviewed in March 2026.