



## FAQs

### BROOMHALL/SHARROW/CITY CENTRE/ ECCLESALL RD/BRAMALL LANE



We hope this information sheet will help answer most of your queries, if there is anything we have not covered or you are unsure of please contact the office for more information.

#### **The Office that manages your property is:**

West One Student Accommodation, 281 Ecclesall Road, Sheffield, S11 8NX

Email: [ecclesallroad@westonespace.com](mailto:ecclesallroad@westonespace.com) Tel: 0114 2134780

Opening hours Monday – Friday 10.30 to 5.30. (You are advised to phone prior to a visit)

#### **Emergencies**

**We do not offer a 24 hour call out service.** Most defects are NOT emergencies and should always be reported within office hours by email (see reporting faults below) however in the event of an extreme emergency out of office hours, such as a major leak please call the West One Concierge on 0114 2729687

**(Lost keys, faulty alarms going off etc. are not classed as emergency!)**

#### **What if I lose my keys or lock myself out?**

If you lose your keys, there will be a £25.00 charge per key/item for a replacement (including key fobs and post box keys) If you lock yourself out of the property and we have to be called out to the property, there is a £20.00 per hour charge during office hours.

**We do not operate an out of hour's service.**

#### **How do I report a defect or fault/maintenance**

This must be reported by email to: [ecclesallroad@westonespace.com](mailto:ecclesallroad@westonespace.com)

Quoting your name, apartment/bedroom & information about the fault/repair.

We will acknowledge the report by email advising you of the job number for future reference. All repairs are dealt with as quickly as possible but in busy periods maybe prioritised by the nature of the fault, so your patience is appreciated at these times if it is a classed as a non-urgent repair

**Please note we do not replace standard light bulbs or spotlight, you are responsible for changing these yourself. You should only contact us to report a light fitting if it is a sealed unit, or if after replacing the bulb it is still not working, unnecessary call outs will incur a charge.**

**We also ask you to read the “condensation advice” booklet/tab on the home information app.**



## **Who is Responsible for the Utility Bills (Electric/Gas/Water)?**

Most of our contracts are “exclusive” of bills (please check your tenancy agreement or with the office if you are not sure) If you are in a rent only property you are responsible for all utility bills and should take regular meter readings especially at the start & at the end of your tenancy. Then your will need to contact your chosen utility company and provide them with these.

**Unihomes** have arranged an “all inclusive” package at a special price specifically for our tenants, enquire through our office or visit [www.unihomes.co.uk](http://www.unihomes.co.uk)

Alternatively you need to instruct a provider for Electric/Gas/Water bill.

## **Security Alarms**

Some of our properties are fitted with security alarms, if so you will have been given instructions & your code when you collected your keys. **You must NOT change the code yourself.** If you feel the code has been compromised & the number needs changing for security purposes contact the office.

## **Fire**

Do not tamper with the smoke alarms. Please familiarise yourself with your fire escape procedure in the eventuality of a fire and read through the fire safety on your home information app. Call outs that are a result of malicious behaviour or false alarms will be subject to prosecution and fines.

South Yorkshire Fire Department Tel: 0114 272 7202 [www.syfire.gov.uk](http://www.syfire.gov.uk)

## **Smoke Alarms/Carbon Monoxide**

These will have been tested at the start of your tenancy it is your responsibility to test these throughout your tenancy. Do not tamper with your smoke detectors.

**We do NOT permit smoking within any of our properties.**

## **Rubbish**

You must place all rubbish in the external bins provided. Please ensure you follow the instructions for the emptying of the waste & recycling bins <http://www.veolia.co.uk/sheffield/home-collections/home-collections/student-guide-waste-and-recycling>

## **Do I have to pay Council Tax?**

Full time students are usually exempt from council tax but you will need to send proof to the council & fill in a form; you can collect this from the office or download direct from <https://www.sheffield.gov.uk/council-tax/reducing-your-bill/exemptions.html>



### **Do I need contents insurance?**

Yes, we insure the buildings, but you are responsible for insuring your personal possessions.

### **Internet Access**

Some of our properties do have internet included. If so this is complimentary service & no additional charge has been made on your rent for this, any faults should be reported immediately & whilst we would hope the service provider will rectify/address such as soon as possible we do not offer any compensation should there be a break in service.

### **Can we put up a Satellite/Sky Dish?**

You are NOT allowed to install a satellite dish anywhere on or outside the property. In certain properties where a TV is provided the TV license is not supplied by us.

### **Can we re-decorate?**

No, we use professional decorators and if you re-decorate without telling us you may be charged for the room to be re-decorated at the end of the tenancy.

### **What is provided in the property?**

All bedrooms as standard have a bed, desk, desk chair, wardrobe, curtains/blinds & chest of drawers where possible. Kitchens have oven, hob, fridge/freezer & microwave. Communal areas have dining table, chairs & sofas. For additional specification for individual properties please contact us. Please note, bedding, cutlery, pots/pans etc are not provided.

### **What if I want to leave before the end of the tenancy agreement?**

Your contract is legally binding & therefore you are liable for the rent to the end of the tenancy agreement, however if you find someone to take your place it is possible to re-arrange new contracts (this is subject to a charge) and if you are sharing you will need permission from your other housemates.

### **What do I do if I want to stay on in my property for another year?**

We will be re-marketing our properties in November for the following academic year. We write to all our existing tenants in October to remind you of this. You must inform us immediately if you wish to stay on, we will then arrange for you to call into the office to sign a new agreement to secure your property for the following year. The property will not be secure until you have all signed the new contract.

If you find your group will be changing in number please let us know as soon as possible and we can try and offer you alternative accommodation.

<http://westone-student-accommodation-sheffield.co.uk/>



### **Do you inspect the property once we have moved in?**

After the initial check in inspection, we will be carrying out periodic inspections throughout the year; this is to enable us to keep our properties in good repair for your comfort & safety. Whilst your landlord or chosen representatives are contractually able to enter for inspections without prior notice where deemed necessary, we will endeavour to inform you in advance where possible.

### **How & when do I pay my Rent?**

The rent due dates are written on the front page of your contract, you can pay your rent via our secure online tenant portal <https://www.westonespace-tenants.com>

### **Your contact details?**

It is essential that you make sure we have your mobile telephone number and email address (if applicable) The mobile telephone number you gave us when you signed your agreement will be our point of contact to advise you of any viewings, inspections & important information or notices regarding your accommodation. It is your responsibility to ensure we have your correct and current contact details (phone & email) at all times.

If you think we have not got your latest details please email [ecclesallroad@westonespace.com](mailto:ecclesallroad@westonespace.com) – stating your property, name & new mobile telephone number & confirmed email address.

### **What do I do at the end of my tenancy?**

Your tenancy end date will be stated on your contract (usually the 30th June unless specified otherwise). You will need to have fully vacated the property and handed your keys back to the office by 10.00 a.m. on or before this date. You will be sent “Your Guide to Moving Out” which also has information regarding the return of your deposit prior to this date.

### **Additional Information/Useful Telephone Numbers**

Tel: 999 only in an emergency situation where there is a life in danger or a serious crime in progress

Tel: 101 for non-emergency situations