



FAQ's - Individual Houses/Apartments managed by Ecclesall Road Office



The Office that manages your property is:

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

Email: ecclesallroad@westonespace.com Tel: 0114 2134780

Opening hours Monday – Friday 10.30 to 5.30

FOR COVID19 RELATED QUESTIONS SEE - <https://westone-student-accommodation-sheffield.co.uk/covid19-faq.aspx>

Lucy Everingham – Manager, Letting Negotiator/Administrator

Andie Richardson – Assistant Manager, Letting Negotiator/Administrator

Hayley Bosworth - Letting Negotiator/Administrator

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

In the first instance please report this via the automated link on our website, choosing **Ecclesall Road** as the office that manages your property.

<https://westone-student-accommodation-sheffield.co.uk/maint-report.aspx>

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 spotlights, 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 to ensure you are looking after the property properly

Utility Bills (Electric/Gas/Water/TV Licence)

If you are on an all-inclusive contract, fair usage of gas, water & electricity is included in your rent. (It is unlikely that you will incur any additional charges for these services but please see you contract for full details of your usage limit.)

A TV Licence is also included however we do not automatically obtain a license for the property, you will need to advise us if you need one. (unless your contract excludes a TV license)

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 Doors/Fire

Fire Doors/corridors must be free from clutter & must not be blocked. Please familiarise yourself with your fire escape procedure in the eventuality of a fire and read through the fire safety tab on your home information app. Smoking or tampering with the detectors will set off the fire alarms. 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 2727202 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 detectors and please report immediately to us if they are faulty.

We do NOT permit smoking within any of our properties/developments.



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

Wi-Fi where included is provided by PINEMEDIA up to 20Mb

Support@pinemedia.net 0114 299 1699

What is provided in the property?

For specification for individual properties please contact us. Please note, kettles, toasters, irons/ironing board, cutlery, crockery, pots/pans, beddings, towels etc. are not provided.

A vacuum cleaner is provided only where carpets are fitted.

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.



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.

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

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** – 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

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