



FAQ's GATECRASHER APARTMENTS

West.ÖNE

The Office that manages your property is:

West One Student Accommodation, 102 Arundel Street, Sheffield, S1 4RE

Email: gatecrasher@westonespace.com Tel: 0114 2133371

Normal opening hours: Monday – Friday 10.30 to 5.30

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

Charlotte Hale – Manager, Letting Negotiator/Administrator

Kerrie Saville – Assistant Manager, Letting Negotiator/Administrator

Faye Balme – Part-time Letting Negotiator/Administrator

How do I report a defect or fault/maintenance

In the first instance please report this via the automated link on our website, choosing **Gatecrasher** 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.

Lifts:

Please report any faults with the lifts to lettings office within office hours. Please be aware that you may be fined for any faults that are result of misuse by you or your guests. (This includes overloading). Should the lift fail whilst you are in it, press the emergency call button. This goes directly through to our lift contractor. Please do not panic and await their instructions.

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 above) however in the event of an extreme emergency out of office hours, such as a major leak or someone trapped in the lift please call the Gatecrasher Security on 07391161518. (approx. 8 p.m. – 6 a.m.)

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



Who is Responsible for the Utility Bills (Electric/Water/TV Licence?)

Heating, water & electricity is included in your rent at Gatecrasher Apartments. Please see your contract for full details of your fair usage limit. A TV Licence is also included however you will need to advise us if you require one

Heating

Your apartment is provided with the latest eco efficient heating & hot water system via Sheffield's District Energy Network. The boilers are housed in a plant room within the development & are pre-set to efficiently give hot water & heating on demand. If the temperature in the core areas drops below 21°C it will activate the heating system. You can then control the temperature of the heating in your apartment with the thermostatic valve on each radiator from 0/low/summer setting to 5/high/winter setting; this will switch the radiator off when it reaches the correct temperature.

Fire Doors/Fire

There are special, additional fire doors in between specific apartments on the fifth floor. These are for South Yorkshire Fire Service's use ONLY, and should not need to be used by tenants. A call out charge will be applicable if they are opened or damaged. 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 could be subject to prosecution and fines from the related emergency services.

South Yorkshire Fire Department Tel: 0114 2727202 www.syfire.gov.uk

We do NOT permit smoking within any area of this property.

Rubbish

Bin stores are located just off the courtyard, in a designated bin area. Rubbish should be in tied bin bags and placed **INSIDE** the bins, not on the floor. Paper, cardboard & bottles are to be placed in the appropriate recycling bin.



Laundry

Washing of clothes is NOT permitted within the apartments. The launderette is located off the courtyard. Access is available 24 hours via key fob. The machines are now contactless. The charges are approximately - £3.50 per 12kg wash (double a domestic capacity), 50p per dry. If there is fault with any of the machines please notify a member of the lettings staff. West One does not take responsibility for any damage caused to personal property in the launderette.

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?

Any tenancy agreements that commenced prior to 1/7/2021 you need to arrange your own contents insurance. All tenancies with a term date that commences 1st July 2021 or thereafter – contents cover is included with Endsleigh – ask the office for more details/receive a copy of your certificate.

Internet Access

There is up to 100MB high speed Ask4 broadband included at no extra cost to yourselves.

For more details contact Ask4 on: 0845 123 8710 or sales@ask4.com.

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 4ft bed, desk & chair, built-in wardrobe, chest of drawers, chair, lamp, & curtains. In cluster apartments the lounges have 2 fabric sofas (Some apartments have an additional chair) & wall mounted TV. Kitchens have oven, hob, fridge/freezer, microwave & rubbish bin. Dining table & chairs are in the clusters & a bar stool is provided in the studios. For additional specification for individual properties please contact us. Please note, bedding, cutlery, pots/pans etc. are not provided. A vacuum cleaner is provided in the cluster apartments.



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 We do not guarantee an out of hour's service, however the security office is generally manned from 8 p.m. to 6 a.m. unless they are on patrol. If they are available, on the production of the appropriate & valid ID, they will be able to let you into your accommodation. For security reasons we cannot let anyone into the development if there is any doubt of their identification or they cannot provide the correct documentation. If night security is not available you will have to make alternative arrangements till the lettings office is next open.

Post

Lockable mailboxes are provided on the Arundel Street entrance. There is one for each apartment. The Royal Mail has a fob to access through the gate, but you will need to make arrangements direct with the carrier for large or any other delivery services.

Communal Games Room, Gym & Cinema

The communal games room, gym & cinema are for use by Gatecrasher tenants only. Please ensure you are considerate to your fellow tenants & that it is left clean & tidy. Anyone found causing damage or leaving rubbish will be charged accordingly. Please refer to the code of conduct on your app and in the contract.

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 an admin charge of £100) Note 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 on line via our secure tenant portal or by phoning the office and making payment over the phone.

Your contact details?

It is essential that you make sure we have your mobile telephone number and email address. 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 **gatecrasher@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