



## FAQ's PORTERBROOK APARTMENTS



### **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

**Paige Kilner** - 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 **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.

### **Lifts:**

All lifts have an emergency call button, however please be aware that you may be fined for any false call outs or faults that are result of misuse by you or your guests. (This includes overloading). Please report any known faults or concerns with the lifts to lettings office within office hours when possible.

### **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 West One Concierge on 0114 2729687 **(Lost keys, faulty alarms going off etc. are not classed as emergency!)**

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

If you are on an all-inclusive contract, heating, water & electricity is included in your rent. Please see you contract for full details of your fair 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.



## **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 2727202 [www.syfire.gov.uk](http://www.syfire.gov.uk)

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

## **Parking**

Parking is not included in your contract. Parking spaces are available to rent through the lettings office. The car park is patrolled & any vehicles not authorised to park there will receive a fine.

## **Rubbish**

Bin stores are located in the car parks, 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.

## **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?**

100Mb wired and 50Mb wireless high speed broadband from ASK4 is included free of charge. <https://support.ask4.com/other/download-the-ask4-app/>

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

You are NOT allowed to install a satellite dish anywhere on or outside the property. A TV is provided with freeview,



### **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 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.**

### **Post**

Lockable mailboxes are provided in the entrance foyer, one for each apartment. The Royal Mail have a fob to access the entrance foyer, you will need to make arrangements direct with the carrier for large or any other delivery services.

### **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. We will inform you in advance of any routine inspection.

### **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.

### **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 have changed these email **[ecclesallroad@westonespace.com](mailto:ecclesallroad@westonespace.com)**



**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 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