



FAQ's WEST ONE



The Office that manages your property is:

West One Student Accommodation, 4 Fitzwilliam Street, Sheffield, S1 4JL

Email: city@westonespace.com Tel: 0114 2722400

Opening hours Monday – Friday 10.30 to 5.30.

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

Karen Fox – Office Manager, Letting Negotiator

Holly Robinson - Administration Manager,, Letting Negotiator

Paige Kilner – Letting Negotiator

How do I report a defect or fault/maintenance

In the first instance please report this via the automated link on our website, choosing City Office 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 the lettings office with in office hours. For out of office hours please contact concierge on: 0114 2729687. Please be aware that you may be fined for any faults that are result of misuse by you or your guests. (This includes overloading).

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

We do NOT permit smoking within any area of our building.

Parking is NOT available

Laundry

Washing of clothes is NOT permitted within the apartments. The launderette is located in the basement accessed via car park. Access is available 24 hours via key fob. The machines are now contactless approximate charges are - £3.50 per 12kg wash (double a domestic capacity), 50p per dry. Do not overload the dryer or it will stop the drying process. 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.

Gym & Social Space (coming for 2020-21)

This is a WestOne Accommodation “residents only” gym. You must sign to accept the terms and conditions before using the equipment. (this should have been signed with your contract) Please ensure you are considerate to your fellow tenants and that it is left clean & tidy after use.

Rubbish

Bin stores are located in the car park, in a designated bin areas. 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?

Reflect, Cube, Space - If you are on all inclusive Wi-Fi is provided by PINEMEDIA up to 20Mb Support@pinemedia.net 0114 299 1699

Panorama, Aspect, Peak, City, Tower – If you are on all inclusive high speed broadband will be provided from ASK4 <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 communal sky dish is available to all West One apartments.

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/Parcels

The post boxes are located in the basement of your apartment block. Parcels unable to be delivered to you directly will be left with concierge. Proof of identity will be required to collect it. (Note: Post must **NOT** be addressed to the concierge office; your full postal address is on your contract.)

NOTE DUE TO COVID19 CONCIERGE CANNOT TAKE DELIVERY OF ANY POST, YOU MUST MAKE YOUR OWN ARRANGEMENTS FOR DIRECT DELIVERY WITH YOUR COURIER

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 city@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