



Home Information - Individual Houses/Apartments managed from the West One Gatecrasher Office

Contents

Our Contact Details.....	2
Your contact details?.....	2
How & when do I pay my Rent?	2
How do I report a defect or fault/maintenance?.....	2 & 3
Emergencies.....	3
What if I lose my keys or lock myself out?.....	3
Utility Bills (Electric/Gas/Water)	4
TV Licence	4
Contracts excluding Utility Bills.....	4
Energy Efficiency/Heating	4
Time:o:stat instructions	5
Internet Access.....	6
Security Alarms.....	6
Fire Doors/Fire	6
Smoke Alarms/Carbon Monoxide	6
Rubbish.....	7
Do I have to pay Council Tax?.....	7
Do I need contents insurance?.....	7
What is provided in the property?	7
What if I want to leave before the end of the tenancy agreement?	7
Do you inspect the property once we have moved in?.....	7
What do I do at the end of my tenancy?.....	8
Deposit.....	8
Additional Information/Useful Telephone Numbers.....	9
Mental Health Support	9



Our contact details?

The Office that manages your property is:

West One Lettings, West One Plaza, Fitzwilliam Street, Sheffield, S1 4JB

Email: gatecrasher@westonespace.com Tel: 0114 2133371

Opening hours Monday – Friday 9.00 a.m. to 5.30 p.m.

Alistair Macdonald –Office Manager, Maintenance & property manager.

Tayla Smith - Letting Negotiator/Administrator

Faye Balme – part time Letting Negotiator/Administrator

Your contact details?

It is essential that you make sure we have your current 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 by text, of any viewings, inspections & important information or notices regarding your accommodation.

We also send out important information by email, in the form of a newsletter, please ensure you read these.

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 correct contact details or they have changed since you signed your contract, please email gatecrasher@westonespace.com – stating the property you are renting from us & your correct details.

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 online visit: <https://westone-student-accommodation-sheffield.co.uk/tenants.aspx>

OR you can **call in the lettings office** to pay by cash or by card.

How do I report a defect or fault/maintenance?

In the first instance please report this via the automated link on our website, choosing under Select building/development, choose the name of the development you are living in or in an individual house/flat chose “**none/individual house or Broomhall**” which will then automatically send it to the correct department based on your postcode – see link & example below

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



MAINTENANCE REPORT

This form is for West One Student Accommodation tenants to report maintenance required on their property. Please provide full information below and we will be in touch as soon as possible.

Full Name	Select maintenance type
Your Email	Select building/equipment
Phone Number	Select building/equipment
Date first noticed issue	West One Building
Item needing maintenance (e.g. food, radiator, etc)	Huttons Buildings
Full description of the issue/maintenance required	Caterhamer
	Spencehill
	Techs
	Broomgrove
	Playbrook
	Selleys Wheel
	Broomhill Street

Tick here to report another maintenance issue at the same property (page will reload after sending so you can add the additional details)

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](#).

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!)**

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 hours service.**



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

If you are on an all-inclusive contract, heating, water & electricity & wi-fi is included in your rent. However, this is always subject to fair & reasonable use. Please see your contract for full details of your fair usage limits.

TV license

If your contract states a TV Licence is included, one will be provided for the property, however if you are in any doubt please check with the office.

If you need to pay for your own TV license, please visit <https://www.tvlicensing.co.uk/> Where you can pay or check if you need one.

Contracts Excluding bills

If you are NOT on an all-inclusive contract **and you have NOT signed a separate agreement with Unihomes for your Gas/water & electricity** you must arrange & pay for utilities. *Please make sure you obtain a meter reading at the start & end of your tenancy.*

Water is with Yorkshire Water

<https://www.yorkshirewater.com/bill-account/moving/students/>

Electricity/Gas You can buy your electricity/gas from any supplier – see a comparison site for the best deal for you. <https://www.moneysupermarket.com/gas-and-electricity/> You will need your meter reading, please ask the office to provide this if they have not already.

Energy Efficiency/Heating

We all need to help the environment by saving energy

1. Switch off lights & electrical appliances when not needed
2. Shut doors (all fire doors should be closed anyway)
3. Spend less time in the shower
4. Use the washing machine sensibly.
5. Understand your heating (see below)

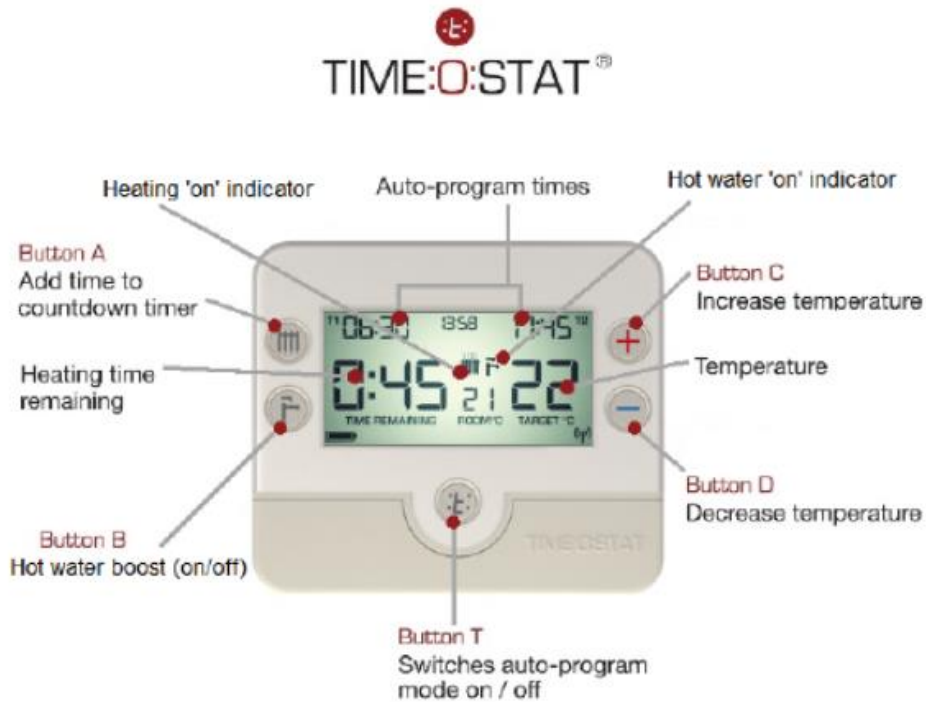
Your boiler has been fitted with an energy saving time:stat thermostat to help save energy & the cost of bills.

You can access the heating with clear & simple controls which enable you to have the required heating as & when you need it, with the re-assurance that you are not wasting energy.

It works by regulating the temperature while controlling the heating period through a time delay countdown timer.

If no one is in the property, when the time runs out the heating shuts down, unless the temperature drops below the pre-set required level, in which case it will automatically kick in/stay on: meaning the property is not burning fuel when unoccupied but stays at a constant temperature. See the diagram below for the instructions how to use this.

If you have any problems do not hesitate to contact the office.



Tenant Guide

1. To start heating add time to the countdown using button (A).
 2. Select desired temperature using buttons (C) and (D).
 3. Additional time is added by repeatedly pressing button (A).
 4. The hot water can be boosted (on/off) by pressing button (B).
 5. The auto-program times can be activated by pressing button (T).
- To set auto-program heating and hot water times, hold the (T) button for 2 seconds.



Internet Access

Wi-Fi where included is provided by PINEMEDIA up to 20Mb
You will have been given your password when you collected your keys.

In houses or apartments with multiple occupancy (HMO's) each unit includes as standard a Pine Media 100Mb/s standalone service. This is shared between all the devices connected inside each unit. To ensure consistent speeds for all tenants we limit speeds to 20Mb/s per device. The ability to achieve Wi-Fi speeds of 20Mb/s depends on your device, and may be impacted by sources of WiFi interference (such as microwaves). Our support team are happy to assist if these speeds are not being achieved. Where available, wired speeds should be consistently 20Mb/s.

All units have the ability to be upgraded for a small fee to speeds of up to 1Gb/s by contacting Pine Media <https://www.pinemedia.net/>

Contact Support@pinemedia.net or 0114 299 1699 for any problems or if you would like to enquire about purchasing any additional package/upgrade.

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 must not be wedged open, they are there for your protection. Corridors must be free from clutter & must not be blocked. Please familiarise yourself with your fire escape route & a procedure in the eventuality of a fire. 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. Larger HMO's will have a fire alarm panel, which will be serviced and checked in line with compliance, however should you notice a fault on the panel please report this immediately.

Call 999 if there is a fire.

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.



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 fill in an on-line form to apply: see sheffield.gov.uk or [Click here](#)

Do I need contents insurance?

Yes, you need to insure your belongings, we only insure the building, you are responsible for insuring your personal possessions.

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.

We will also need access throughout the tenancy to carry out safety inspections and annual/bi-annual testing/ servicing of fire detection units, emergency lighting.

You will be advised & given notification by text, in advance of any required access, except for needing access in an emergency situation, whereby your landlord or chosen representatives are contractually able to enter without prior notice.



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.

Post (at the end of your tenancy)

You should make arrangements for your post to be redirected at least two weeks prior to vacating the property—it is not the landlord's or future tenant's responsibility to forward post on. Any remaining post or post received thereafter will be returned to sender.

Utility Bills – make sure you take a final meter reading (if you are not on an all-inclusive contract)

If you have arranged & paid for your own utility bills you must make sure you have taken a final reading & arrange a final bill with your provider.

Deposit

Your deposit is held by Deposit Protections Service (DPS) you will have a copy of all the details (prescribed information) attached to your contract & should have received an email from DPS when you signed your contract.

Once your tenancy has ended & we have completed a check out, we will contact DPS to release your deposit, this is usually within 5-10 working days but could be delayed at busy periods. (Deductions may apply should the property not be left in the same condition as at the start of the tenancy).

If you have a problem accessing your DPS account contact them directly

Calling from the UK: 0330 303 0030

calling from outside the UK: +44 (0) 370 707 1677



Additional Information/Useful Telephone Numbers

Emergency Services

Police/Fire/Ambulance

- Telephone: **999 only in an emergency where there is a life in danger or a serious crime in progress**
- Telephone: **101 for non life-threatening situations**

Medical

Have you registered with a local doctor yet? If not - [click here](#)

- **For medical advice in the first instance call: 111**
- NHS Walk-in-Centre for urgent but not life-threatening health problems.
75 Broad Lane, Sheffield, S1 3PB, Telephone +44 114 2412700
It is open from 8.00am-10.00pm, every day of the year. You do not have to be registered at the service to have an appointment. You can simply turn up to be seen by one of the care clinicians. See <https://onemedicalgroup.co.uk/surgeries/sheffield-walk-in-centre/>

Mental Health Support

Helplines & Listening Services

- **Samaritans**
Call 116 123 (free from any phone)
24 hours a day – 365 days a year
<https://www.samaritans.org/>
- **Shout**
TEXT 85258 for live chat by text
24 hours a day – 365 days a year
<https://giveusashout.org/>