



## HOME INFORMATION - PORTERBROOK APARTMENTS

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## Contact Details

### **The Office that manages your property is:**

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

Email: [ecclesallroad@westonespace.com](mailto:ecclesallroad@westonespace.com)

Tel: 0114 2134780

**Opening hours Monday – Friday 9:00 to 5.30**

## Meet the team

**Charlotte Hale** – Office Manager,

**Alistair Macdonald** - Managing Assistant

**Tayla Smith, Liam Cooper, Louise Wells** – Letting/administrator

**Faye Balme** – part time Letting/administrator

## How do I report a defect or fault/maintenance

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

**[CLICK HERE to report a fault](#) or visit [westone-student-accommodation-sheffield.co.uk/tenants](http://westone-student-accommodation-sheffield.co.uk/tenants).**

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 out of office emergency, such as a major leak or security issue, or a failure of your fob, 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 for locking yourself out or lost keys.**

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

If you are on an all-inclusive contract, heating, water & electricity is included in your rent. Please see your 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 Doors/Fire

Fire Doors/corridors must be free from clutter & must not be blocked. Please familiarise yourself with your fire escape route & procedure in the eventuality of a fire see **fire evacuation procedure – Appendix A**

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](http://www.syfire.gov.uk)

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

## Car 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.

## Cleaning

Our cleaners are in attendance bi-weekly on Tuesday & Friday mornings to clean the communal entrances & corridors. You are responsible for the cleaning of your apartment.



## 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](http://sheffield.gov.uk) or [Click here](#)

## Do I need contents insurance?

Yes, we insure the buildings, but you are responsible for insuring your personal possessions yourself. Endsleigh Insurance offer specific student packages <https://www.endsleigh.co.uk/student/student-insurance/> (amongst other providers)

## 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?

All your basic needs by way of furniture & white goods is provided. For the exact specification for individual properties please contact us. A full check-in inventory will be provided to you before you move in. 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.

## 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.

**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.



## 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 online visit:

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

## 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 £50 & you may also be required to pay towards the re-cleaning of the accommodation.

Note if you are sharing and on a joint & several contract you will also need the permission & agreement from your other housemates. If you think you want to cancel your tenancy then please contact us immediately. We will do all we can to try & assist you in finding a replacement and explain the process to you (& your flatmates, if applicable)

## 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. *NOTE whilst you can amend the details yourself on our payment/account portal, this does NOT amend our records, please make sure you do contact the office if you have changed these to check everything is updated.***

If you think we have not got your latest details please email [ecclesallroad@westonespace.com](mailto:ecclesallroad@westonespace.com) – stating your property address & amended details



## 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

## 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

## Complaints

We aim to please, & strive to give good customer service, however we are only human & mistakes can be made, in this event most problems can & will be sorted out by the office managing your property and we will work with you to resolve any issues, however in the unfortunate event that does not happen, please visit our website where you will find our complaints procedure/form under POLICIES <https://westone-student-accommodation-sheffield.co.uk/tenants.aspx>

## Data Protection/Privacy Policy

Porterbrook House Limited is registered with the Information Commissions Office, we do hold personal information about our tenants so we can provide our services & provide accommodation. You will find a full copy of our Data Protection Policy and details of what this may include under POLICIES <https://westone-student-accommodation-sheffield.co.uk/tenants.aspx>



## 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/>