



HOME INFORMATON - SPEEDWELL WORKS/NICHE BUILDINGS

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Our Contact Details

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 9.00 a.m. to 5.30 p.m.

Charlotte Hale – Manager, Letting Negotiator/Administrator

Alistair Macdonald – Assistant Manager, Letting Negotiator/Administrator

Jadey Elliott - Letting Negotiator/Administrator

James Dudson - 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 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 please call the Gatecrasher Night Security 07391 161518 who are present 7 days a week 8 p.m. – 6 a.m. or the West One Concierge on 0114 2729687 for Saturday or Sunday day time **(Lost keys, lock out or 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 the security office is generally manned from 8 p.m. to 6 a.m. 07391 161518. If they are available, on sight 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

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

Fair usage of gas, water & electricity is included in your rent (It is unlikely that you will incur any additional charges for these services but please see you contract for full details of your 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.

Heating

Your apartment has been fitted with the latest eco efficient system for your heating & hot water. The boilers (not accessible) are pre-set to be constantly on to give hot water on demand & heating to be run at the most efficient level. You can control the temperature of the heating with the thermostatic valve on each radiator from 0/low/summer setting to 5/high/winter setting, this will switch the boiler off when it reaches the correct temperature.

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 procedures – NICHE - Appendix A & SPEEDWELL Appendix B** 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

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



Rubbish

The main bins are all located in the bin store (Niche rear ground floor) (Speedwell to the rear of the courtyard) You will need your fob to access the store. 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.

NICHE BUILDINGS ONLY – LAUNDRY

Washing of clothes is NOT permitted within the apartments. The launderette is located on the ground floor. Access is available 24 hours via key fob. The machines are contactless, at the time of going to press 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.

Speedwell only – your washing machine is located in your apartment

Do I have to pay Council Tax?

Yes, unless you are a Full time students whom are usually exempt from council tax but you will need to fill in an on-line form to apply: see [sheffield.gov.uk](https://www.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.

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.

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?

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.

Post

Lockable mailboxes are located in the entrance foyer. Royal Mail have access the mailboxes, 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 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 you will need permission from your other housemates.

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 think we have not got your latest details please email gatecrasher@westonespace.com – stating your property & 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

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