



FAQ's PORTERBROOK HOUSE



We hope this information sheet will help answer most of your queries, if there is anything we have not covered or you are unsure of please contact the office for more information.

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 (You are advised to phone prior to a visit).

How do I report a defect or fault/maintenance

This must be reported by email to: ecclesallroad@westonespace.com

Quoting your name, apartment/bedroom & information about the fault/repair.

We will acknowledge the report by email advising you of the job number for future reference. 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:

Please report any faults with the lifts to the lettings office within office hours.

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.

Who is Responsible for the Utility Bills (Electric/Gas/Water)?

You are responsible for all utility bills. You will need to contact us to take your electric metre reads at the start & at the end of your tenancy and advise your chosen utility company of these details. Your water metre is located in the water heater cupboard within the flat.

Unihomes have arranged an “all inclusive” package at a special price specifically for West One, enquire through our office or visit www.unihomes.co.uk

Alternatively you need to instruct your chosen provider for Electric/Gas/Water bills.



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 this property.

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 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?

Standard high speed Ask4 broadband is included at no extra cost to yourselves For more details contact Ask4 on: 0845 123 8710 or sales@ask4.com

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.

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?

All apartments as standard have a double bed, blinds, side tables, built-in wardrobe, chair, fabric sofa & bar stools. Kitchens have hob, fridge/freezer & oven. For additional specification for individual apartments please contact us. Please note, bedding, cutlery, pots/pans etc. are not provided.



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.**

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 if I want to stay on in my property for another year?

We will be re-marketing our properties in November for the following academic year. We write to all our existing tenants in October to remind you of this. You must inform us immediately if you wish to stay on, we will then arrange for you to call into the office to sign a new agreement to secure your property for the following year.

If you find your group will be changing in number please let us know as soon as possible and we can try and offer you alternative accommodation.

<http://westone-student-accommodation-sheffield.co.uk/>

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. Whilst your landlord or chosen representatives are contractually able to enter for inspections without prior notice where deemed necessary, we will endeavour to inform you in advance where possible.

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 via our website.

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 **ecclesallroad@westonespace.com** – stating your property, name & new mobile telephone number & confirmed email address.



What do I do at the end of my tenancy?

Your tenancy end date will be stated on your contract (usually the 30th June unless specified otherwise). 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.

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.

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

Polite Notice

We hope you will enjoy your stay with us at West.ONE and whilst we don't want to stop anyone having a good time, we do ask that you are considerate of others at all times.

- Please keep any music in your apartment at a reasonable level. In the unfortunate event that we do have to ask you to turn the music down we must insist you do comply with the staff. (Whether they are directly from our office or from the concierge/management suite)
- Please try not to shout in the corridors, especially if coming back in the early hours of the morning.
- Please make sure you do not leave any litter/bottles in any of the communal areas—fines may be issued if rubbish removal is required
- No smoking in the apartments or communal areas