



## HOME INFORMATION - WEST ONE

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## Office Contact Details

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

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

Email: [city@westonespace.com](mailto:city@westonespace.com) Tel: 0114 2722400

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

**Karen Fox**– Office Manager, Letting Negotiator

**Paige Kilner** – 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

**[city@westonespace.com](mailto:city@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 **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.

## 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.**

## 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).

Lifts must not be used in the event of a fire in the building.

## 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.



## Contracts Excluding bills

**If you are NOT on an all-inclusive contract** you must arrange & pay for the utilities

**Water** is with Yorkshire Water

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

**Electricity** (there is no gas in the apartment)

You can buy your electricity 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

**Your heating & hot water & towel radiators have been fitted with timer fuse spurs to ensure that it is energy efficient & not wasting electricity.**

Please leave switched on all the time, then use the boost button to operate your towel radiator and electric wall panel heaters,

### **Towel radiators**

Have 3 settings 1/2 hour. 1 hour. 2 hours. The LED light will light up to indicate which time you have selected. Then count down and turn off.

### **Electric wall panel heaters**

Have 6 options on period duration using the BOOST button:

Press once = 1/4 hour (The LCD will display 0:15)

Press twice = 1/2 hour (The LCD will display 0:30)

Press three times = 1 hour (The LCD will display 1:00)

Press four times = 2 hour (The LCD will display 2:00)

Press five times = 4 hour (The LCD will display 4:00)

Press six times = 6 hour (The LCD will display 6:00)

Press seven times = Cancel function (The LCD will show 0:00 and return to normal display) Duration can be extended or cancelled by successive presses. Then will count down and turn off. (Please note you may have to turn your electric wall panel heater on each time to ensure heat)



*would only boost maximum of 4 hours even though 6 hours is the highest setting due to burning out!*

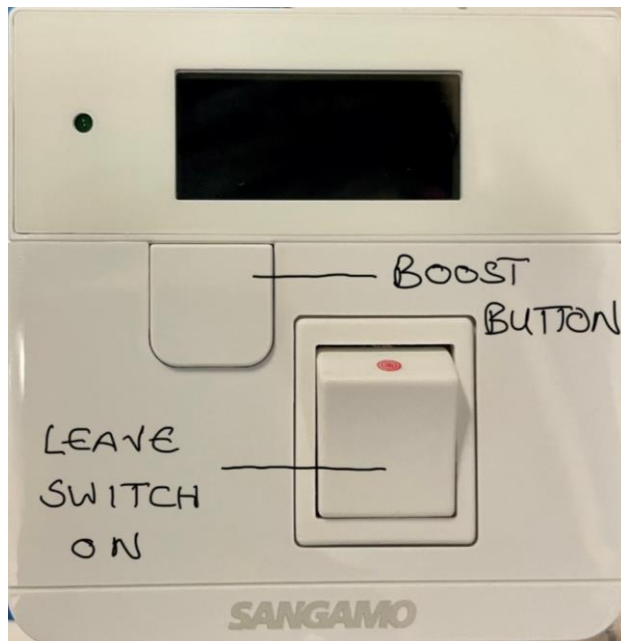
### **Hot water tank**

Have been programmed to heat the water between the following times everyday -

6am-8am.

4pm-6pm.

If you have used all the hot water please use the boost button and select (my advisory) 2/3 hours to reheat the water tank.



**HOT WATER SWITCH IS LOCATED IN YOUR BOILER/STORAGE CUPBOARD – PLEASE MAKE SURE THIS IS TURNED ON!**

You must not use your own portable electrical heaters/fans. If your apartment is too hot or not warm enough, please contact us & we will work with you to get the right temperature.



## What is provided in the property?

Combination oven/microwave, small hob & fridge with ice box are included as a minimum standard, larger apartments have additional appliances such as full size fridge freezers, full size ovens/hobs, extractor fans, dish washers & washing machines. For exact specification and furniture for individual properties please contact us or see your check-in inventory.

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.

**If your appliances are not working**

**PLEASE MAKE SURE THESE ARE TURNED ON!**



## Laundry

**Note: Portable washing machines are not allowed. Washing of clothes is NOT permitted in the studio/apartments unless you have an integrated/plumbed in washing machine. All studio apartments should use the Launderette.**

The launderette is located in the basement accessed via car park. Access is available 24 hours via key fob. The machines are contactless, charges are displayed in the launderette. 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.



## Internet Access?

Reflect, Cube, Space - If you are on all inclusive Wi-Fi is provided by PINEMEDIA up to 20Mb [Support@pinemedia.net](mailto:Support@pinemedia.net) 0114 299 1699 – see the office for passwords information.

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/>

**PLEASE MAKE SURE THE ETHERNET CABLE IS PLUGGED INTO THE (NOT THE WHITE ONE). WIFI PASSWORD IS ON YOUR BOX. EXAMPLE:**





## 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](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.

## Parking

Parking is not included with you contract, there are a very limited number of spaces available subject to charge/agreement – please enquire with the office if you would like to try & apply for a space.

## Gym & Social Space

This is a WestOne Accommodation “residents only” gym/social space  
You must sign a code of conduct & Gym T&C’s before using the space/gym. (this should have been signed with your contract) you will need an additional fob for entry, this will also be given to you when you collect your keys. Please ensure you are considerate to your fellow tenants and that it is left clean & tidy after use. **You will have been provided with a copy of Gym T&C’s & West One Code of Conduct when you signed your contract, please ensure you adhere to these rules at all times**

## 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.

## 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.)

**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.

## 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.

## 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



## 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.

If fire breaks out in your apartment:

- Leave the apartment where the fire straight away and close the door behind you.
- Do not lock the door.
- Raise the alarm by using the break glass and leave the corridor ensuring that the door is closed behind you.
- Do not try to put the fire out and exit the building.
- Call the fire Service – dial 999 and ask for the Fire Service.

If you see a fire in another part of the building:

- This building is designed to contain a fire in the flat where it starts.
- This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.
- You must leave immediately if smoke affects your home or you are told to do so by the Fire Brigade.
- Do not use the lift.
- If in doubt – get out.

To call the Fire Brigade:

- Dial 999.
- When asked request the Fire Brigade.

The main/development address is:

West One, Fitzwilliam Street, Sheffield, S1 4JL

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 BBQ's on the balconies**



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

## 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/>