



## FAQ's GATECRASHER APARTMENTS



We hope this information sheet will help answer most of your queries, however for more comprehensive information please use your "[Gatecrasher Home Information App](#)" or if you are unsure of anything please contact the office for more information.

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

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

Email: [gatecrasher@westonespace.com](mailto:gatecrasher@westonespace.com) Tel: 0114 213 3371

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: [gatecrasher@westonespace.com](mailto:gatecrasher@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 a classed as a non-urgent repair.

### **Lifts:**

Please report any faults with the lifts to 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). Should the lift fail whilst you are in it, press the emergency call button. This goes directly through to our lift contractor. Please do not panic and await their instructions.

### **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 Gatecrasher Security on 07391161518. (8 p.m. – 6 a.m.)

**(Lost keys, faulty alarms going off etc. are not classed as emergency!)**

### **Who is Responsible for the Utility Bills (Electric/Water/TV Licence?)**

Fair usage of water & electricity is included in your rent at Gatecrasher Apartments. It is unlikely that you will incur any additional charges for these services. 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 and bring in any correspondence from the TV licensing company.

### **Heating**

Your apartment is provided with the latest eco efficient heating & hot water system via Sheffield's District Energy Network. The boilers are housed in a plant room within the development & are pre-set to efficiently give hot water & heating on demand. If the temperature in the core areas drops below 21°C it will activate the heating system. You can then control the temperature of the heating in your apartment with the thermostatic valve on each radiator from 0/low/summer setting to 5/high/winter setting; this will switch the radiator off when it reaches the correct temperature.

### **Fire Doors/Fire**

There are special, additional fire doors in between specific apartments on the fifth floor. These are for South Yorkshire Fire Service's use ONLY, and should not need to be used by tenants. A call out charge will be applicable if they are opened or damaged. Fire Doors/corridors must be free from clutter & must not be blocked. Please familiarise yourself with your fire escape procedure in the eventuality of a fire and read through the fire safety tab on your home information app. Smoking or tampering with the detectors will set off the fire alarms. Call outs that are a result of malicious behaviour or false alarms could be subject to prosecution and fines from the related emergency services.

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 property.**

### **Rubbish**

Bin stores are located just off the courtyard, 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.

### **Laundry**

**Washing of clothes is NOT permitted within the apartments.** The launderette is located off the courtyard. Access is available 24 hours via key fob. The machines are coin operated - £3.50 per 12kg wash (double a domestic capacity), 50p per dry. 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.



### **Do I have to pay Council Tax?**

Full time students are usually exempt from council tax but you 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**

There is up to 50MB high speed Ask4 broadband included at no extra cost to yourselves.

For more details contact Ask4 on: 0845 123 8710 or [sales@ask4.com](mailto:sales@ask4.com).

### **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 bedrooms as standard have a 4ft bed, desk & chair, built-in wardrobe, chest of drawers, chair, lamp, & curtains. In cluster apartments the lounges have 2 fabric sofas (Some apartments have an additional chair) & wall mounted TV. Kitchens have oven, hob, fridge/freezer, microwave & rubbish bin. Dining table & chairs are in the clusters & a bar stool is provided in the studios. For additional specification for individual properties please contact us. Please note, bedding, cutlery, pots/pans etc. are not provided. A vacuum cleaner is provided in the cluster apartments.

### **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 We do not guarantee an out of hour's service, however the security office is generally manned from 8 p.m. to 6 a.m. unless they are on patrol. If they are available, on the production 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 provide the



correct documentation. If night security is not available you will have to make alternative arrangements till the lettings office is next open.

### **Post**

Lockable mailboxes are provided on the Arundel Street entrance. There is one for each apartment. The Royal Mail has a fob to access through the gate, but you will need to make arrangements direct with the carrier for large or any other delivery services.

### **Communal Games Room, Gym & Cinema**

The communal games room, gym & cinema are for use by Gatecrasher tenants only. Please ensure you are considerate to your fellow tenants & that it is left clean & tidy. Anyone found causing damage or leaving rubbish will be charged accordingly. Please refer to the code of conduct on your app and in the contract.

### **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 £100) Note 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 or by phoning the office and making payment over the phone.

### **Your contact details?**

It is essential that you make sure we have your 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 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, 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. 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.

### **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 year 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