



HOME INFORMATION - PORTERBROOK APARTMENTS

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Contact Details

The Office that manages your property is:

West One Lettings, West One Plaza, Fitzwilliam Street, Sheffield, S1 4JB

Email: gatecrasher@westonespace.com Tel: 0114 2133371

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

Alistair Macdonald –Office Manager, Maintenance & property manager.

Tayla Smith - Letting Negotiator/Administrator

Faye Balme – part time 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 under Select building/development, choose the name of the development you are living in or in an individual house/flat chose **“porterbrook”** which will then automatically send it to the correct department based on your postcode – see link & example below

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



**MAINTENANCE
REPORT**

This form is for West One Student Accommodation tenants to report maintenance required on their property. Please provide full information below and we will be in touch as soon as possible.

Full Name	Select maintenance type
Your Email	Select building/development
Phone Number	Select building/development
Date first noticed issue	Porterbrook House
Item needing maintenance (Eg. light, radiator, etc)	West One Building
Full description of the issue/maintenance required	Huttons Buildings
	Customs House
	Spence Hall
	Niche
	Broomgrove
	Porterbrook
	Sellers Wharf
	Broomhill Street

☐ Tick here to report another maintenance issue at the same property (page will reload after sending so you can add the additional details)



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.

Please note we do not replace standard light bulbs or spotlights, you are responsible for changing these yourself. You should only contact us to report a light fitting if it is a sealed unit, or if after replacing the bulb it is still not working, unnecessary call outs will incur a charge. We also ask you to read the [“condensation advice” booklet](#).

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 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 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

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.

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 or [Click here](#)

Do I need contents insurance?

Yes, we insure the buildings, but you are responsible for insuring your personal possessions.

Internet Access?

200Mb wired and 100Mb 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?

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 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.

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

Post (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.

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

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/>