

Frequently Asked Questions

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.

Who is Responsible for the Utility Bills?

You are responsible for all utility bills* and should take meter readings at the start & at the end of your tenancy and advise your chosen utility company of your details.

Gas/Electric: You need to instruct a provider we can recommend **Spark Energy** who specialise in student accommodation, please see enclosed leaflet for more details. Water Rates/bill: please visit www.yorkshirewater.com or contact the customer helpline: 0845 1242424. We also recommend having a kitty or joint savings account if you are sharing. *Please note a couple of our properties have shared meters and therefore we pay the utility and recharge the tenants proportionately. **You will have been clearly advised if this is the case.**

Do I have to pay Council Tax?

Full time students are usually exempt from council tax. You will have been given a form when you collected your keys, however if not, we do have a spare supply in the office on Whitham Road. Please visit www.sheffield.gov.uk/council-tax/students-and-council-tax for more information.

Do I need contents insurance?

Yes, we insure the buildings, but you are responsible for insuring your personal possessions. We can recommend **Endsleigh Insurance** (approved by the NUS) see enclosed leaflet for more detail.

How do I report defects or advise you that the house needs a repair?

Please note we do not replace standard light bulbs or standard spotlight bulbs, 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 having replaced the bulbs it is still not working (unnecessary call outs will incur a charge)

We also ask if you could read the "Condensation Advice for Tenants" booklet enclosed in this pack.

You can report any problems by email or telephone or in writing, giving as much information as possible about the fault/repair. We try our best to deal quickly and effectively with any repairs, and will reply by advising you when someone will be coming to deal with the problem (this will be prioritised by the nature of the fault)

The office opening hours are Monday – Friday 10.00 a.m. to 5.30 p.m.

Email: students@westonespace.com Tel: 0114 2296823 or text: 07595003107

Emergencies

Most defects are NOT emergencies and therefore should always be reported within office opening hours, or by email or leaving a message on the answer phone as above, which we will pick up on the next working day, however in the unusual event of an emergency, such as a major leak or boiler breakdown in cold weather please telephone: Sean 07595003109 (EMERGENCIES ONLY!)

Tel: 0114 229 6823

Security Alarm

Some of our properties are fitted with security alarms, if so you will have been given instructions & your code when you collected your keys. You must NOT change the code yourself. If you feel concerned that the number needs changing for security purposes contact the office.

Fire Alarms

All our properties are fitted with smoke detectors & have the appropriate fire alarms. Where applicable our alarms are tested weekly to meet fire & safety regulations. Should the fire alarm go off when you are in the property you should treat this seriously, however if you are sure that it is not a fire and suspect it is a fault you should make sure you are totally satisfied that there is no danger and then you should silence and reset the alarm. If the alarm does not appear to reset and is still showing a “fire” fault, you must report this to us immediately as an emergency. (The alarm will not work in this instance should there be a real fire) If the alarm does not appear to reset but just shows a “general” fault, it will work in the event of a fire and therefore only needs to be reported the next working day as a general maintenance repair.

What if I want to leave before the end of the tenancy agreement?

Unfortunately legally you cannot do this, 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.

Can I have Internet Access?

Most of our properties are already hardwired for internet. You will have to have a router and subscribe to an internet service provider. If you are unsure about your specific property please contact our office & we will be able to advise you.

Can we put up a Satellite/Sky Dish?

If you wish to install sky you will need to ask our permission to erect a satellite dish. If permission is granted you may have to take it down at the end of your contract and make good any damage.

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 bed, desk/drawer & chair, wardrobe & curtains/blinds. Lounges as standard have a sofa & TV stand. Kitchens as standard have oven/hob, fridge/freezer, microwave & washer, dining areas have table & chairs where applicable. For additional specification for individual properties please contact us. Please note, bedding, cutlery, pots/pans etc are not provided.

Tel: 01 14 229 6823

Can I fix a lock to my bedroom door?

Most of our properties do already have locks on bedrooms doors. You must not under any circumstances fit your own lock to any door in the property.

What if I lose my keys or lock myself out?

If you lose your keys, there will be a £25.00 charge per key for a replacement.

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 & a £40.00 per hour charge outside office hours.

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

Whilst it probably seems like you're only just getting settled, as demand for our properties is very high, we write to all our existing tenants in early October giving you the first option of staying in your property. In anticipation of this we do recommend you speak to your fellow housemates and inform us immediately if you do, we will then arrange for you to call into the office to sign a new agreement to secure it for the following year.

If you find your group has changed in number and so unable to stay in your current accommodation then please let us know as soon as possible so we can offer your property out and we can try and offer you alternative accommodation to suit your new group. (Please find enclosed a full brochure of all our current properties for your information, or visit www.westonespace.com for all our latest properties)

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 course of the year; this is not to "check up" on you, but to enable us to keep our properties in good repair and for your health & safety. Whilst your landlord or chosen representatives are contractually able to enter for inspections without prior notice we do prefer and will endeavour to inform you in advance where possible.

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 mobile telephone number at all times. If you think you may have changed your number, or change you number please telephone the office or email students@westonespace.com – stating your property, name & new mobile telephone number.

What do I do at the end of my tenancy?

Your tenancy ends on 30th June 2011 so unless you have already made arrangements to stay in your property or rent alternative accommodation with us, you will need to move out on or before this date. Please see the leaflet enclosed "Your Guide to Moving Out" which also has information regarding the return of your deposit.

Tel: 01 14 229 6823

Additional Information/Useful Telephone Numbers

South Yorkshire Police

Tel: 999 or 112 only in an emergency situation where there is a life in danger or a serious crime in progress
Tel: 0114 2202020 for all enquiries or non-emergency situations
Tel: 0800 555111 for Crimestoppers

NHS – GP/Hospital Services

For more information visit: www.sheffield.nhs.uk or to seek advice regarding Minor Injuries Clinic/Walk in Centre phone
NHS Direct on 0845 4647 – 24 hour helpline

Accident & Emergencies Department: Tel: 0114 2714743

Northern General Hospital
Herries Road
Sheffield S5 7AU
General switchboard Tel: 0114 2434343

Sheffield NHS Walk-in-Centre & Minor Injuries Clinic – Open daily 8 a.m. – 8 p.m.

Floor B, Royal Hallamshire Hospital
Glossop Road
Sheffield S10 2JF
General switchboard Tel: 0114 2711900

Mains Gas/Electrics

For information & advice regarding what to do in the event of a major power cut or gas leak visit:

www.nationalgrid.com/UK

Gas Leaks: tel: 0800 111 999

Power Cuts: tel: 0800 375 675

Mains Water

For information on what to do in the event of a burst water pipe visit: www.yorkshirewater.com

Burst Water Mains: Tel: 0800 573 553

Tel: 01 14 229 6823