



# STUDENT HANDBOOK

Edward Street, Sheffield, S3 7GE  
0114 270 1559 | w: [aspect3.co.uk](http://aspect3.co.uk)





## Welcome to ASPECT 3 APARTMENTS

Welcome to **ASPECT 3 APARTMENTS** and we hope you enjoy your stay here. Please take the time to read this guide carefully as it provides lots of helpful information on how you can enjoy the accommodation and its amenities to their full potential and comfort. It also assists in dealing with any problems that may arise, and can save you time and money.

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# Section 1- Moving In

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## 1.1 Your Address

You are a tenant of **ASPECT 3 APARTMENTS Ltd.**

Your Address is (Your Apartment and Room No.)

**Aspect 3 Apartments**  
**Edward Street**  
**Sheffield**  
**S3 7GE \* (Reception, Blocks A, B and C)**  
**S3 7GJ \* (Blocks D and E)**

Your tenancy agreement is a Joint and Several Assured Shorthold Tenancy (AST).

The property is owned by **Aspect 3 Apartments Ltd** (a company owned by all the landlords) and is managed by **Student Facility Management Ltd.**

This handbook does not form part of your contract with the landlord but should assist in your understanding of the contract. It explains in detail the more important terms of your tenancy agreement and, where appropriate, sets out Aspect 3's policy in relation to the enforcement of these terms.

The manager of **Aspect 3 Apartments** can be found in the Reception Office, located just inside the entrance to the building. Should you have any queries or problems regarding the accommodation they will be on hand to help. We also have student resident co-ordinators who staff the office (from 5pm-7pm) and are also able to help in many circumstances.

<b>Office Hours</b>	<b>9 am- 11 am or 5 pm to 7 pm</b>
<b>Telephone</b>	<b>0114 270 1559</b>
<b>Email:</b>	<b>info@aspect3.co.uk</b>
<b>W:</b>	<b>www.aspect3.co.uk</b>

## 1.2 Moving In Appointment & Required Documents

Please make your way to the Reception Office for your agreed moving in appointment. Please bring all signed documentation with you if you have not already posted or emailed them.

Required Documents on or before move in are:

- **Your Signed Tenancy Agreement** - Please ensure that **you and your guarantor** have both signed the agreement and have provided the correct contact details (these will be checked and verified).

- **Standing Order Mandate** - Please ensure you have sent back your standing order form to Aspect 3 so we can send it to your bank. Once your bank has received this instruction, it is their job to send your rental payment to Aspect 3. To ensure the correct rental payments are made on the correct due dates you should check with your bank that they have set it up correctly.

Prior to your arrival the Management team have checked that all accommodation is clean and in good condition. At your moving in appointment, you will be asked to check your room/apartment and note down any damages or faults that may have been missed by our team. You will receive an inventory form to do this.

- The first tenant to move into the apartment will receive the '**COMMUNAL INVENTORY**' form which they must complete before any possessions are moved into the apartment.
- Each tenant will also receive a '**ROOM INVENTORY**' form. Please complete this before you move anything into your apartment/ room, then sign and return to the Reception Office straight away.

**Please return your inventory forms straight away and any matters that need attention can be dealt with immediately.**

### 1.3 Keys & Locks

Your keys will be available at the **Reception Office** for your agreed moving in appointment. At the beginning and end of the academic year the office is open for longer hours during the week and on Saturday.

#### **Only one set of keys will be provided when**

- You have signed the tenancy agreement and all other documentation.
- Your standing order payment has cleared into the management account.
- The tenancy agreement has begun.
- You have paid your bond deposit or any upgrade required on your deposit bond.

When you collect your keys, you **must** show personal identification to prove you are the person who has signed the tenancy agreement. If someone is collecting the keys on your behalf, that person must have a letter of authorisation from you, with a signature that matches your signature, as per the tenancy agreement. In that letter of authorisation you must name the collector, who must provide proof that clearly indicates that they are who they say they are.

### 1.4 Internal locks

You are not permitted to fit locks or padlocks on internal doors. All bedrooms have individual room locks fitted and you will be the only person with a key to this room, except for Management. You must not change any lock.

All properties with fitted internal door locks have been checked for fire safety to ensure that they do not impair your or any other tenants' ability to leave in the event of a fire. **By using an unsuitable lock you will be placing the lives of other occupants in danger.** Any lock, inexpertly fitted, will weaken or damage a door; this may lead to the door being replaced and this will be **at your expense**.

## 1.5 Replacement Keys

Suited keys are expensive to replace and it will cost you **£47.00** for a replacement set. If locks have to be replaced this cost will be much higher.

The breakdown for replacement is:

Door key	£25 each
Key fob	£12 each
Window key	£5 each
Post box key	£10 each

During the term of the tenancy agreement you will be required to pay in advance for any replacement keys as set out above.

## 1.6 Handing back your keys at the end of your tenancy

At the end of your tenancy we will write to you outlining the arrangements for leaving the property and for returning keys. You can return keys in person or by **registered post**, but either way we must receive them on or before the last day of your tenancy. **If we receive the keys late, you will be charged.** This is because the locks may have to be changed and the keys replaced for the new tenants, who are entitled to move in as soon as their tenancy begins.

**Please DO NOT give your keys to anyone else under any circumstances. This is for your own security and to prevent any unauthorised access.**

# Section 2- Money Matters

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## 2.1 Rent Payments

Your rent payment amounts and due dates are set out in your tenancy agreement and on the standing order mandate form.

You must pay your rent **in advance**. Tenants are strongly advised to pay their rent by **standing order**, usually in three instalments prior to the beginning of each term (dates are set out in the Assured Shorthold Tenancy). You will have received a standing order form to complete when you received your AST- this should have been returned to the Aspect 3 reception office.

Tenants can also pay the **Total Annual Amount** at the beginning of term one, receiving the benefit of a **3% discount** on terms 2 & 3 rent.

**Benefits of Standing Order** - Once set up, the standing order will automatically pay your rent from your account (provided there are sufficient funds) so you do not have to think about it or remember!

Aspect 3 does not take the money from your account, it is **your bank** that sends the money so it is advisable just to check with your bank that they have set up the standing order mandate instruction.

**Credit/Debit Card Payments and Cheques** – If you have not paid your 1<sup>st</sup> rent instalment by standing order before moving in you will be asked to pay immediately by credit/debit card (credit cards attract a **surcharge**, debit cards incur no fee) or by cheque – **made payable to 'Student Facility Management Ltd – Aspect 3'**. Please note that if any payment made by cheque is dishonoured, the management reserves the right to charge you £20.

## 2.2 Late Payment Penalties

If you fail to pay on time, we have strict **Arrears Procedures**, complying with the Civil Procedure Rules. If your payment is more than 7 days late you and your guarantor will receive a '**late payment notification**' and will incur charges of a minimum £10 for this and each subsequent reminder letter. Should you fail to respond to these notifications, your debt will be collected via the courts and you and your guarantor will be liable for all associated court costs and our administration fees. It is a serious matter to break your contractual obligation to pay your rent and should your case go to court, this could seriously affect your credit rating for the future.

Our rent collection system is designed to be simple and straightforward and to keep the administrative costs of collecting rents to a minimum. **Please be responsible and pay your rent on time.**

## 2.3 Council Tax

Council Tax is set by the Local Authority for the services it provides under present rules. Full-time students are exempt from Council Tax so if there are only full time students in your property you will not be billed this tax. You will however be asked for proof of your and your co-tenants' status. If you do not provide this proof you will receive a demand for payment from the council.

**Students are not responsible for registering /checking their details with the council; it is our responsibility along with the universities.**

If there are people in your apartment who are not full-time students, the whole apartment will be liable for Council Tax. Payment must be made directly to the local authority. In this case, the liability will be equally distributed to all tenants, whether they are full-time students or not, unless the person/s who are not students take full responsibility.

## 2.4 Deposit Bond

**When you sign your tenancy agreement a deposit bond is paid to cover any damage to the property and/or any other breaches of the tenancy agreement.**

Your Deposit Bond is protected by the **Tenancy Deposit Scheme (TDS)** and is operated by The Dispute Services Ltd. You should have received a **TDS explanatory leaflet** when you were sent your AST (but if not, please ask for a copy at the Reception Office). The leaflet provides all the details about the scheme and how it helps both tenants and landlords.

If you keep your apartment and bedroom clean and do not cause any damage or incur any fines, your deposit bond will be returned to you in full at the end of your tenancy. If however there are any lost items, damage or excessive cleaning required, then the costs of these will be taken from your deposit bond.

The apartment has to be returned to its' original condition for the next tenants to enjoy.

### Examples of deductions

- You need any replacement keys
- you fail to return your keys on-time at the end of your tenancy
- any damage to the property, either through will or negligence
- you have not cleaned the property adequately
- you have left rubbish which needs removing from the property
- any items are missing from the signed inventory
- the walls are marked and need rectifying (scratches / marks are NOT wear and tear)
- the grout and sealant in your ensuite are discoloured and will not clean, replacement is required
- communal areas of the apartment have not been cleaned adequately or need painting (usually these costs are shared between tenants)

Where appropriate any late payment charges for rent that you have not already paid will also be deducted from your deposit bond. Deposits will only be returned when debts have been fully cleared.

## 2.5 At the end of Tenancy - Returning your Deposit bond

At the expiry of your tenancy, a final inspection of the property will be made and you will be informed of any work necessary to restore the property to its original condition. We **strongly recommend** that you are present (by appointment during office hours) at this inspection.

**A moving out pack** detailing how to make a final inspection appointment and how to 'check out' will be sent to you during your third term. **You will be asked to provide a**

**forwarding address / bank details so that your deposit bond can be returned to you by cheque or BACS.**

If a tenant feels that a deposit deduction has been made incorrectly, they should **write** in the first instance to;

**The Manager  
Aspect 3 Apartments  
Edward Street  
Sheffield  
S3 7GE**

## **Section 3 - Mail**

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### **3.1 Postal Address**

Your postal address is shown on page 1 of the handbook. Your mail will be delivered to your **personal mailbox** located just outside the Reception Office.

### **3.2 Mail Re-Direction**

The management **cannot** take responsibility for forwarding or redirecting mail under any circumstances. The Royal Mail offers a service for redirecting mail (details are available from any Post Office). If you do choose to make use of this service, we advise you let Royal Mail know your new address as early as possible.

**Under no circumstances can we allow ex-tenants to enter their old property to collect mail once their tenancy has expired.**

### **3.3 Parcels & Recorded Delivery**

If you are expecting a parcel or a recorded delivery item, please ensure that you are available to take delivery. We cannot guarantee that the management or office staff will do this on your behalf.

## **Section 4 - Living in Your Apartment**

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### **4.1 Connecting to the Internet**

**Ask 4** are the service providers at Aspect 3. Please see the information in the welcome pack providing details about this service and how to connect. Should you have any problems relating to the Internet there is a **free phone** in the common room that can connect you directly to **Ask 4** who will be able to help you.

## 4.2 Telephone

Please see the information and user manual provided.

## 4.3 Cleaning

All tenants at Aspect 3 are expected to treat the property with respect and to help keep it hygienic and clean at all times. Remember, the apartment has to be cleaned to the pre-entry condition before returning your keys at the end of your contract. Tenants will be charged for any cleaning required.

Every tenant in the apartment is responsible for making sure the kitchen is kept clean and tidy to comply with health and safety. Each tenant is responsible for keeping their room and ensuite up to standard and these will be checked from time to time. Please assist in maintaining your apartment and avoid any additional expenses.

To keep your apartment clean we recommend the following is carried out regularly.

- **Vacuuming** - and the vacuum must be emptied from time to time to prevent its damage.
- **Cooker** - clean/wipe food from the cooker, oven and microwave daily.  
**Note:** Negligence in this area constitutes the biggest single cause for billing tenants.
- **Dishwasher** - you must remove all food prior to loading and also clean the filter regularly. If the dishwasher repair man is called out to make a repair due to the filter being blocked, the tenants of that flat will be billed for his time.
- **Fridge** - Leave the fridge door open if you switch it off for any length of time, otherwise mould will accumulate on the inside.  
**Note:** if this happens it is difficult and unpleasant to clean.
- **Freezer** - Defrost the freezer ice compartment frequently to prevent damage to the compartment door and baskets.
- **Work Surfaces** - Ensuite and kitchen work surfaces should be kept clean. Please ensure that pan stands are used on work surfaces to prevent burns.
- **Carpets, upholstery and curtains** - all stains must be removed before the end of your tenancy especially when accidents occur.
- **Gloss paintwork** - you must wipe all marked paintwork down, if not during your tenancy then certainly at the end of it.
- **Net curtains** - where applicable are to be washed and ironed (as per manufacturers instructions).
- **Bins** - Empty and clean bins regularly, ensuring rubbish bags are taken outside immediately and placed in the communal bins. If any complaints are made concerning smell, or they are removed by the Management you will be charged a removal fee.

## 4.4 Care of Showers

The consequences of a shower overflowing is a common cause of structural damage to our properties. If a shower is allowed to overflow or if there is a leak, water will build up in the floorboards and soak down into the ceiling of the room below. This will cause structural damage which at minimum will cost £500 to rectify. You can avoid the trouble and cost by following a couple of simple precautions:

- Never use a shower without a shower curtain (if applicable) or a closed shower door and make sure that the curtain is tucked into the shower base.
- Dry yourself in the shower cubicle to prevent spilling water on the floor or place a towel, or bath mat on the floor.
- If a shower starts leaking to a floor below or if any tiles become damaged, etc. stop using the shower and report the matter to management immediately.
- Wash your shower curtain every month (if applicable) to prevent it having to be replaced at your expense, at the end of the year. Replacement charge is £10. Shower doors should be cleaned regularly.
- Clean the shower head regularly.
- Clean / unblock the shower drain regularly.
- Clean grout, sealant and tiles regularly.
- ALWAYS use your extractor fan whilst showering.

You will find that most showers have their own quirks, so please try out the settings before you report it to us as being faulty.

## 4.5 Sanitary Items

Flushing any such items (other than human effluent and toilet paper) will cause blockages and it is also very unfriendly to the environment. If you flush other items down the toilet it can easily lead to blockages in the pipes and can cause flooding, but that is not the only problem that may occur.

If the toilet has been blocked by flushing such items (other than human effluent and toilet paper), the cost of clearing a blocked toilet is approximately £95.00, which will be charged to you. The blockage can be identified to a specific toilet as the company takes a record of the clearing.

## 4.6 Heating system

All of Aspect 3 Apartments have an electrical heating system and an electric water heater. There is an isolator switch for the bedroom heater near the ceiling above the heater in the bedroom. This needs to be switched on as does the switch on the heater. When you wish the heat to be on, press the boost button. The heat will last for 20 minutes. When you require more hot water than usual, you can press the boost button (in the kitchen) for 30 minutes, 1 hour or 2 hours. You will need your isolator switch on

for your en-suite extractor fan. This is located above the door. The hallway heater is disabled.

## 4.7 Be Green and Energy Efficient

**With ever increasing energy costs it is especially important to be conscious of the amount of energy you consume. In doing so, you can make a real difference and reduce your carbon footprint.**

Below are some simple guidelines that you should follow:

- Turn lights and heating off when you are not in your apartment/room.
- Shut all windows to retain heat.
- Turn the towels rails off when not in use (to turn off use the switch over the doorway to ensuite).
- Fan heaters are extremely expensive to run and should not be used within the premises, they also pose a fire hazard (see section 10.1).
- Don't leave TVs, DVD players and computers on standby (turn them off at the switch) and don't leave appliances like mobile phones and toothbrushes on charge unnecessarily.
- Turn your room heating thermostat down by 1°C.
- Close your curtains at dusk to stop heat escaping through the windows.
- If you're not filling up your dishwasher, use the half-load or economy programme.
- In the kitchen only boil as much water as you need.
- Use energy saving light bulbs where you can as over the lifetime of the bulb they last up to 10 times longer than ordinary light bulbs.

**Meter readings are taken monthly and should you consume more energy than you have paid for you may be charged for this excess.**

## 4.8 Leaving the property over vacations

If all tenants go away from the property for a while you must:

- Make sure all doors and windows are securely shut and, where locks are fitted, locked.
- Turn off all lights and TVs.
- Turn off all electrical appliances at the wall sockets (except the fridge and freezer).
- Consider taking valuables with you or at least make sure they cannot be easily seen through your window.

## 4.9 Furniture

You are allowed to move furniture around within the property and use any of your own, but you must never remove our furniture from the property. You must not bring any furniture into the property that does not conform to the standards set out in the 1988 Furniture and Furnishings [Fire Safety] regulations. If you need clarification as to which items of furniture these regulations apply then please contact the Reception Office.

## 4.10 Fitting Shelves or other Fixtures

You must NOT fit shelves or make any other alterations to the property i.e. you cannot put up picture hooks, or anything else which perforates the surface of the walls.

## 4.11 Painting and decorating

Under the terms of your Tenancy you must NOT redecorate. **Any scratches/marks on the walls made by tenants is NOT classed as 'wear and tear'**. If you put up posters, ensure you only place them on the woodwork as blue tack will mark the walls and charges will apply.

## 4.12 Pets

Pets are NOT allowed. You are not allowed to keep any animal or bird (including fish or reptiles) on the premises.

# Section 5 - Regular Inspections

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The Management will inspect your property three times a year, although if there are problems it may be inspected much more frequently. You will be contacted when we intend to carry out an inspection and a date will be arranged with you. Please be there or rearrange if you can't.

The inspections cover a range of checks, and you will be told about these in the letter advising of the inspection.

During the inspection, a form has to be completed that provides a record of the inspection and you may request a copy. At the end of the visit you will be notified of any faults or problems and to agree to the findings of the inspection report.

If the state / condition of the property is found to be unsatisfactory it will be re-inspected and an administrative charge of £20 per tenant will be charged.

**Note:** At inspections the condition of the property could have a bearing on whether or not Aspect 3 Apartments would offer you a further tenancy.

## Section 6 - Communal Areas and the Grounds

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**As a tenant of Aspect 3 you are expected to respect all communal areas of the building and its grounds.**

### 6.1 Obstructions

Please do not obstruct the communal areas or means of access with any item or obstacle

### 6.2 Corridors

Objects (e.g. bicycles) are not to be left in the corridors as this constitutes a breach of fire safety regulations. If this occurs we will charge a removal fee.

### 6.3 Emergency break glasses & fire extinguishers

Please do not smash a break-glass or use a fire extinguisher unless there is an emergency – misuse will result in any individual or individuals being fined and charged for replacement and will result in a review of the identified individuals' tenancy. If the individual or individuals cannot be identified the whole apartment will be fined and charged.

### 6.4 Door Closures

The disconnection of the door closure arm on any door is both a breach of the fire regulations and your tenancy agreement. It also places the lives and possessions of both you and others at risk. If discovered to be disconnected, you will receive a £10 fine on the first occasion, a £25 fine on the second and a £50 fine on the third (deducted from your deposit bond). Should it be discovered to be disconnected subsequently you may be asked to leave Aspect 3 Apartments.

### 6.5 Parking

Cars are not allowed within the courtyard unless you hold a formal licence or have permission (i.e. a permit) from the Management. Cars found without a permit will be clamped and will be subject to a release fee.

### 6.6 Ball Games

**Ball games are not permitted anywhere within the property**, including the courtyard. Anyone discovered to be breaching this rule will receive a letter of complaint from the Management for which a charge of £20 will be made.

## 6.7 Barbeques

**Barbeques are not permitted anywhere within the premises** including the courtyard. Anyone breaching this rule will receive a letter of complaint from the Management. This will incur a charge of £20.

## 6.8 Forbidden items

Do not use, store or bring upon the premises any articles or substances which may be offensive, illegal or of a specially combustible, inflammable or dangerous nature.

## 6.9 Communal responsibilities

As some areas in the apartments and development are communal, vandalism or damage may occur where it is not clear who is responsible. Wherever possible the management will ascertain who has caused the damage so that they can be billed directly. Sometimes we may need help from other residents in doing this. Most communal areas have CCTV surveillance.

In some circumstances it may not be possible to identify who has caused the damage and in these cases the Management may have to charge the cost of repair or replacement to all the tenants who have access to those communal facilities.

Where communal facilities are left in an unsanitary or unhygienic condition, the Management may employ professional cleaners and charge the cost to tenants.

# Section 7 - Your Neighbours and Living in the Community

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Aspect 3 is a safe and friendly place to stay during your time at University and we would like to ensure that all our tenants feel comfortable and secure. Please be considerate to your fellow 'housemates' and also to your neighbouring apartments.

**Below are a few simple rules of conduct to ensure a neighbourly environment for everyone.**

## 7.1 Noise

Please keep noise levels down, especially early in the morning and late at night. Remember other people may have exams or projects & coursework to finish, think about how you would feel in their position. Do not to play music / TV so loudly that it can be heard outside of your apartment.

## 7.2 Guests

Guests are permitted for stays no longer than 7 consecutive days. Please inform us if you wish to have a guest stay longer than 7 days for health and safety purposes. May we remind you that you are responsible for their conduct during their stay and you will be liable for any damages/misconduct that occurs. Sub-letting is not allowed and is a breach of your contract. Any replacement tenants must be processed through the management office.

## 7.3 Conduct

Please act responsibly during your stay here. As stated in your AST, you must not carry out or use the premises for any illegal purposes. Such behaviour will not be tolerated and is subject to normal prosecution procedures. This could also jeopardise your accommodation and University Course.

## 7.4 Living in the Community

Although certain areas in the city are considered 'student areas', there are a sizeable number of people who have lived in this area for a long time and have seen many students come and go. Local residents may be ex-students, lecturers, young single people, elderly people or families with or without children. In short, they may be people like you, your friends and your family.

Sometimes friction can build up between students and their neighbours. Most tension of this kind can be avoided by simply thinking and recognising how other people may feel about what you do. This applies even if your neighbours are also students.

There are a number of things you can do to live in the community successfully. Always show general good neighbourliness and this will in turn increase your security and peace of mind.

## 7.5 Complaints concerning Tenant Behaviour

Complaints about tenants' behaviour should be made in writing to the Management. If a tenant persists in negative behaviour they are in breach of their AST contract and could be asked to leave Aspect 3 Apartments without receiving a rent refund/reduction. Indeed if no replacement is found, the tenant will not be released from their contractual obligations and both tenant and guarantor are still liable for the rent until the contract ends.

The Management will impose a charge of £20 for every letter of complaint sent to a tenant regarding negative behaviour e.g. noise complaints or destructive behaviour.

**Note:** Persistent noise disturbance will be referred to the Environmental Health who will prosecute.

## Section 8 - Reporting Repairs

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You should **ALWAYS** report required repairs directly to the management in writing or by email.

### 8.1 Reporting

Please report repairs directly to the Reception Office. If repairs are reported to a third party the Management will be unable to ensure they are completed promptly.

- **In writing** - Come to the Reception Office and fill in a maintenance form. Post through the Reception Mailbox in the mailbox area.
- **By Email** - Email [info@aspect3.co.uk](mailto:info@aspect3.co.uk), giving your name, address, phone number and an accurate description of the problem and its location.

Tell us if we can give out keys to workmen, or how to contact you to arrange the repair.

**These methods should not be used for emergency repairs (see section 8.2).**

Whichever method you choose you should describe the damage or problem fully to effect the repair as soon as possible.

### 8.2 Emergency Repairs

Emergency repairs are any repairs which are a danger to health, a risk to safety or serious damage to the building. These repairs require our immediate attention.

In the event of an emergency contact **Aspect 3 Management** immediately **at any time** in person or by telephone on:

**0114 270 1559**

Out of hours calls will be diverted to an emergency number.

If you report an emergency repair to the warden outside office hours, you must report it again in writing to the Management the following working day. Where the emergency service is used improperly or without our knowledge, we may charge you for the cost of this.

Burglary or vandalism must be reported to the police and a report form filled in otherwise you will be charged for the work needed.

**Note:** Always check the item first before reporting it as faulty. If you make a maintenance report which is subsequently found by the maintenance man to be false,

or if the repair was merely due to a blocked filter (which is your responsibility to ensure remains clean) you will be charged for his bill.

### **8.3 Access to the Property for Repairs**

On reporting a problem that needs repair, we will send a contractor to your apartment. A key will be provided from our office.

Alternatively, on the maintenance form you can request a phone call (please leave your contact details) to arrange a mutually convenient time – we will do our best arrange this, but it may not always be possible.

**Remember: Builders, electricians and plumbers need to undertake repairs between 9am and 5pm, Monday to Friday – they cannot be available in the evening for anything other than an emergency.**

If you are not present on your nominated day and the contractor calls or you refuse access, you will be billed for the call-out fee - approximately £20 - £25.

At certain times of the year, contractors may call to carry out servicing and safety checks on appliances. It is not always possible to let you know exactly when they will be making their visit, but you will be informed when servicing is to occur.

### **8.4 Who is responsible for which repairs?**

You are responsible for:

- Repairs necessary due to misuse of the property or accidental damage.
- Replacing light bulbs.
- Unblocking sinks, drains and the cleaning of dishwasher filters.
- The cost of replacing broken windows (unless caused by vandalism that has been reported to the police).
- Resetting 'trip' switches.

**NOTE: IF YOU DO NOT UNDERTAKE THESE REPAIRS YOU WILL BE BILLED FOR THE WORK**

The Management is responsible for other repairs.

### **8.5 Circuit breakers/'trip' switches**

Most of the properties are fitted with circuit breakers or 'trip' switches, which will automatically turn off the current if a faulty appliance is being used or sockets are overloaded.

These devices are very safe and sensitive, so when a light bulb 'blows' it can 'trip' the circuit and all the lights go out. If the lights are out and the sockets are working [or vice versa], find the consumer unit, usually in the apartment hallway, and reset the trip. If you are unsure of what to do then contact a warden/ Management.

Before trying to put the tripped circuit breaker in the 'on' position, turn off the main switch for the whole supply. Now, switch the tripped circuit breaker back on (you may have to push it down to the 'off' position before turning it back on). If this does not work, or if the supply keeps going off, please contact the Management.

## 8.6 Condensation

Condensation is caused when excess moisture in the air meets a cold surface i.e. a window or a surface that gets little air i.e. behind a wardrobe. Tiny droplets of water form, which can cause damage to walls and window frames. The common indication of such a problem is black mould patches.

You can help to reduce the build-up of condensation and mould by following these simple steps:

- Cover pans when boiling
- Close the kitchen door when cooking and always use the extractor fan
- Never disconnect the door-closing device, or prop open the kitchen door
- Regularly ventilate the apartment by opening windows slightly when you are in and opening the windows when cooking or showering. Closing the bathroom door will also stop the excess moisture spreading through the property.
- Do not block any air vents that have been fitted in your apartment, or switch off any extractor fans. They are there for good reason.
- Always use your extractor fan when taking a shower.

If you think you may have damp or mould in your property that is not caused by condensation, contact the management who can advise you further.

## Section 9 - Health & Safety

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### 9.1 Security

Aspect 3 has security guards for 'out of hours' patrols and they carry out regular checks.

**You can also follow these basic security measures below to help ensure the security of all tenants.**

- Ensure the main entrance doors remain locked at all times, please do not 'prop' open the doors
- Look after your keys and NEVER give them to someone else
- Always lock your bedroom door when going out
- Close all windows when going out, especially if you have a ground floor apartment
- Ensure you are at your apartment if you are expecting visitors, otherwise they may not be allowed in the building
- Never let anyone on the premises whom you don't know.

If the above measures are not taken and something is stolen from your room, you may find that your insurance doesn't cover you.

### 9.2 Insurance

Please be advised that insurance of personal possessions within the property is the responsibility of the tenants. **Please ensure you have adequate insurance cover for your possessions.**

The structure of the property is insured by Aspect 3 Apartments Ltd on behalf of the owners of the property.

### 9.3 Window Restrictors

Window restrictors are installed on all windows within the apartments and bedrooms throughout the building- they are there for your safety and security. For health and safety reasons, you are NOT allowed to remove the window restrictors. The Management will carry out random inspections and any window restrictors that are found not to be in place and secure will incur an instant fine of £50.

If you tamper with the restrictors, the Management will not be liable for any incidents arising from the same.

**An instant £50 fine will be issued for any person, jointly or severally, for any apartment found to be interfering or tampering with window restrictors.**

## 9.4 Rubbish Disposal

Please ensure you dispose of your apartment rubbish in an appropriate manner. Please take your rubbish bags to the bin stores located outside A and E Block.

The bin stores provide adequate space for rubbish and we ask that you put your rubbish bags inside the bins, by opening the gates and lifting the lid. **For obvious health and safety reasons it is not acceptable to leave your rubbish beside the bin.** The local refuse company will not clear away any rubbish bags left at the sides of the bins. Anyone caught doing this will receive an instant fine.

## Section 10 – Fire Prevention

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Please read the information below very carefully as it is important you understand how to help prevent fires and what procedures to follow in the event of a fire. For further information on how to help prevent fires please see [www.direct.gov.uk/en/HomeAndCommunity/InYourHome/FireSafety](http://www.direct.gov.uk/en/HomeAndCommunity/InYourHome/FireSafety)

### 10.1 Fire Hazards

As stated in the terms of your AST contract, you are not permitted the following items as they constitute a real fire hazard:

- Do not use, keep or store any deep fat fryer, chip pans, rice cookers, oil heater or other fuel burning appliances including oil burners, candles, fireworks, barbeques and any other naked flame.
- Do not use electrical fan heaters within the premises.
- Do not use/store additional fridges/freezers/microwaves in the apartment.

### 10.2 Fire Prevention

- All furniture provided in your apartment conforms to fire safety regulations. If you bring any of your own furniture you must check it conforms to these safety standards (ask the Management if you are unsure). If it was made before 1988, it won't be, meaning it can catch light easily and produce clouds of poisonous smoke
- take extra care in the kitchen (especially when cooking with hot oil) - accidents while cooking account for over half of all fires in the home. Never leave cookers unattended.
- keep your cooker clear of flammable objects, such as cloths, oven gloves and the curtains, even food debris can catch fire
- make sure your toaster is cleaned out from time to time (as bread caught inside can catch fire) and that it's away from curtains.

- Please remember candles are NOT allowed.
- Please observe the NO SMOKING policy throughout the premises. If you are caught smoking in your apartment or anywhere in the building there will be an instant £50 fine.
- Do not overload sockets – too many electrical appliances plugged into one socket or adapter can overload it, which will lead to overheating.
- Hot plugs and sockets, fuses that blow frequently, scorch marks on sockets or plugs – these are all signs of loose wiring or other problems and need to be fixed and must be reported to management.

## 10.3 Fire Safety Equipment

**Fire Alarms** - your property has a mains-operated fire alarm system and you must inform us of any problems or faults. Please report any problems immediately to the Management.

**Smoke Detectors** - do not remove batteries or disable smoke detectors in any way.

**Fire extinguishers**- In your apartment fire extinguishers are provided. They are not to be moved or discharged unless there is a fire. Misuse will result in a charge to the individual, block or apartment, whichever is appropriate.

**Fire doors** – All doors within an apartment are fire doors and should be closed at all times. The door closures fitted to each door ensure they close. Doors and door closures should not be tampered with nor should you use items to keep the doors ajar.

**Any misuse of fire alarms and fire safety equipment will be severely dealt with. An instant fine of £50 will be issued to any person, jointly or severally, for any apartment found to be tampering with fire safety regulations, setting off alarms & equipment.**

It is a criminal offence to tamper or interfere with any fire safety equipment including alarms, fire extinguishers, smoke detectors and door closures. The disconnection of a door closure arm on any door (including those in your apartment) is both a breach of the fire regulations and your AST contract. It places the lives and possessions of both you and others at risk. If discovered to be disconnected, you will receive a £10 fine on the first occasion, a £25 fine on the second and a £50 fine on the third. Should it be discovered to be disconnected subsequently you may be asked to leave Aspect 3.

If you would like further information about how the fire safety precautions in the property operate, please ask the Management.

**Fire Safety is in place to save lives**

**IF YOU ARE UNCERTAIN WHETHER THERE IS A FIRE,  
DON'T TAKE ANY RISKS, CALL 999 FOR THE FIRE SERVICE  
IMMEDIATELY**

## **10.4 Weekly Fire Alarm Testing**

This test covers one point per week on a rotational basis. Points include call points, smoke detectors and heat detectors. The test is carried out on Mondays at 1pm.

## **10.5 Fire Exits and Evacuation procedures**

**Please study the fire notices so you know what to do if there is a fire.**

- know where your nearest fire alarm call points are
- make sure you're familiar with all the ways you can escape if there is a fire
- make sure that all exits and walkways are kept clear of obstructions
- keep all fire doors closed
- make sure that you are familiar with the evacuation procedures and fire assembly points
- If a fire alarm sounds, you should leave your apartment and the building immediately.

**Familiarise yourself with your fire exit and your fire assembly points. These are displayed on the fire notice on the back of your bedroom door.**

## Section 11 - A Reminder of your Contract

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Just to remind you that in signing your AST contract with **Aspect 3** you are committing yourself to taking up residence with us and are legally bound to the terms and conditions.

### 11.1 Key points to remember –

- You have agreed to the **FULL** contract period as set out in the schedule of rent. You and your guarantor are liable for the total annual rent and are expected to pay on the due dates.
- If you leave the accommodation before the end of the contract, you will not necessarily receive a rent reduction and will still be expected to pay the full amount as stated on your contract.
- Aspect 3 Apartments Ltd or the Management cannot accept any liability for the loss or damage to any tenant's property. You are responsible for your own contents insurance.

### 11.2 Leaving BEFORE the end of your contract period

Your contract with Aspect 3 is for a fixed period. The Management is under no obligation to release you from your commitment. However, should you wish to leave, or move to an alternative room (if available) please discuss this with the Management who may be able to help. You may be released from your contract only in the following circumstance;

If **you** find a tenant to replace you who is not already an Aspect 3 tenant, the Management may waive the condition and release you from your commitment only on the date that the new tenant signs their contract.

The Management is under no obligation to find a replacement for you, however sometimes there is a waiting list and they may be able to help.

No application for release will be considered after the first four months of a tenancy under any circumstances.

Release is not normally granted on the grounds of inter-tenant friction, but the Management will consider moving you to an alternative room if available. A £50 administration fee may be charged for relocation.

### 11.3 Extending your Contract

We hope that you enjoy staying at Aspect 3 and you may want to extend the length of your contract. If so, please advise the Management (with advance notice) and they

will make the necessary arrangements. It is expected that this practise will normally take place during the summer period.

Re-booking for the following academic year normally takes place during December and as current residents you will be offered the opportunity to book first. The Management will write to you in December to ask if you wish to re-book for the following year and will advise you of the date you need to reserve a room by to guarantee its' availability.

## Section 12- Moving out at the end of your tenancy

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Nearer the time, the management will send out details of the **moving out procedure** and what to do before hand and on the day of leaving.

- Please make sure you have cleaned your room, ensuite and communal areas of your apartment before you leave. Failure to do so will incur a charge which will be deducted from your bond.
- Make sure you have removed all of your possessions before you vacate your room. Please take all rubbish to the bin stores.
- Make a moving out appointment for the final room inspection. **You are strongly advised to attend this inspection as your deposit can then be returned to you without delay**
- Return your keys to the Reception Office. Provide your forwarding address/bank details (for your bond refund) in the envelope provided nearer the time.

## Complaints

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Should you have a complaint regarding **Aspect 3 Apartments** you should write in the first instance to

**The Manager**  
Aspect 3 Apartments  
Edward Street  
Sheffield  
S3 7GE

If the complaint is concerning the Management then you should write to

**Aspect 3 Apartments Ltd.**  
C/o 5 - 7 Mill Fold  
Mill Fold Way  
Ripponden  
Sowerby Bridge  
HX6 4DJ

## Appendix

**Guideline charges for Cleaning/Damage and Replacement Items, (subject to change).**

**These costs are approximate and could differ dependent on the situation. All items/ charges are applicable where appropriate depending on Room Type.**

ITEM	PRICE
Kitchen Clean Type A	£20.00
Kitchen Clean Type B	£40.00
Lounge Clean Type A	£15.00
Lounge Clean Type B	£20.00
Bedroom & Ensuite Clean Type A	£17.00
Bedroom & Ensuite Clean Type B	£30.00
Removal of Rubbish (per bag)	£3.00
Oven/Extractor/Hob Cleaning	£60.00
Carpet Cleaning	£35.00
Carpet Repairs (from)	£55.00
Curtain Cleaning (depending on Size)	£35.00
Net Curtain Wash & Iron (from)	£10.00
Set of Curtains - Bedroom (Depending on Size)	£100.00
Set of Curtains Kitchen / Lounge (Depending on Size)	£170.00
Upholstery Cleaning (One Bed Apartments)	£35.00
Decorating (Lounge & Bedroom) Touch up Wall (Price per Wall)	£15.00
Decorating - (Lounge & Bedroom) Full Re-Paint- Wall, (Price per Wall)	£30.00
Decorating (Lounge & Bedroom) Touch up Ceiling	£15.00
Decorating (Lounge & Bedroom) Full Re-Paint Ceiling	£35.00
Decorating (Ensuite) Full Re-Paint Ceiling	£10.00
Mattress and Fitting - 4ft (Where Applicable)	£100.00
Mattress and Fitting - 4ft 6 (Where Applicable)	£115.00
Desk Chair	£35.00
Bedroom Bin	£10.00
Bedroom Door & Fitting	£110.00
Bedroom Door Lock Replacement	£105.00
Door Number	£10.00
Front Door Lock Replacement	£105.00
Door Viewer	£15.00
Replacement Settee - 2 seater (Where Applicable)	£255.00
Replacement Settee - 3 seater (Where Applicable)	£310.00
Microwave	£55.00
Grill Pans	£40.00
Hob	£205.00
Freezer	£200.00
Freezer Drawer/Flap - Top	£30.00/£10.00
Freezer Drawer/Flap - Bottom	£30.00/£10.00
Freezer Drawer/Flap - Middle	£30.00/£10.00
Fridge	£190.00
Fridge Bottle Shelf	£30.00

Fridge Door shelf	£35.00
Fridge Salad Drawer	£30.00
Fridge Shelf	£25.00
Hoover	£100.00
Dustpan and Brush	£5.00
Sweeping Brush	£5.00
Mop and Bucket	£15.00
Ironing Board	£20.00
Ironing Board Cover	£8.00
Kitchen Bin	£10.00
Fire Blanket	£20.00
Fire Extinguisher	£30.00
Recharge Extinguisher	£30.00
Telephone	£90.00
Telephone LAN Cable	£5.00
Telephone Power Cable	£15.00
Remote Control	£25.00
Sink Plug / Sink Clean & Fit	£10.00
Replacement Sink Chain Pin	£5.00
Bathroom Sink & Fitting	£135.00
RegROUT Shower Area	£30.00
Reseal Shower Area	£15.00
Toilet Roll Holder	£10.00
Toilet Seat and Fitting	£20.00
Toothbrush Holder	£15.00
Shower Door (Inc Fitting) (Where Applicable)	£120.00
Shower Head Holder (Inc Fitting) (Where Applicable)	£15.00
Wardrobe Hanger Pole	£15.00
Wardrobe Mirror & Fitting	£40.00
Waste Paper Bin	£5.00
Door key	£20.00
Key fob	£12.00
Window key	£5.00
Post box key	£10.00

## Fines

Dishonoured Cheque Fee	£20.00
Stopped Cheque Fee	£7.50
Late Payment Notification Letters	£10.00
Court costs due to non-payment	£40-£1000 & upwards
Re-inspection fee	£10
False maintenance/repair claim	£10
Requested Contractor Call Out- No access to apartment given	£25
Misuse of fire equipment	£50
Tampering with Window Restrictors	£50
Disarming Door Closures	£10-£50
Letter of complaint for misconduct issued	£10
Administration Fee for room relocation (if available)	£50