

A smiling man with a beard and short hair is shown from the chest up. He is wearing a black t-shirt and grey over-ear headphones around his neck. He is holding a blue spiral-bound notebook with both hands. The notebook cover has white text that reads "THE ONE FOR ALL THE ANSWERS YOU NEED". The background is a solid blue color.

WESTGATE
ONE

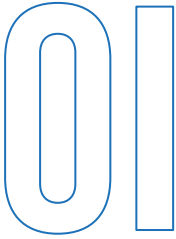
HANDBOOK



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GETTING IN TOUCH

OFFICE HOURS

Matej and Jovita are our day team and are based at main reception between Monday to Friday / 8:30am – 5:00pm

EVENING & WEEKENDS

From 5:00pm Monday to Friday, our evening team takes over at main reception, lead by Joe. The reception space will therefore be available to you in the evenings and weekends as follows:

Monday to Thursday: 5pm – 10pm

Friday: 5pm – Midnight

Saturday & Sunday: 10am – Midnight

LOCKOUTS & SECURITY EMERGENCIES

If you've lost your keys, left them in your

studio and locked yourself out, or have any other security emergency once the reception has closed, then please contact:



AKON SECURITY
07919 563614



Please note a callout charge of up to £100 will be charged.

PROPERTY EMERGENCIES

For any emergencies at your property once the reception is closed, which could include water leaks, no electricity etc, you will need to report it via your PropertyFile portal and contact the below company directly who manage our emergencies at Westgate One:



WILSONS LTD
01227 719519





CONTACT US

Via email and text using the below:

GENERAL ENQUIRIES

hello@westgateone.co.uk



ACCOUNTS QUERIES

accounts@westgateone.co.uk



VIA WHATSAPP OR TEXT

07902 375491



Or pop to main reception to speak with us!

02

BEFORE YOU ARRIVE

PREPARING TO MOVE IN

Before your tenancy can begin, you will need to make sure you have signed your Tenancy Agreement. Your tenancy deposit and first months' rent can then be paid. The amount of rent and deposit that you must pay can be found in your Tenancy Agreement or you can refer to the emails from the letting agent. Once these have been paid, we can then arrange for you to move in and hand over your keys.

TRAVELLING TO CANTERBURY

We are proud that our beautiful city of Canterbury is a UNESCO World Heritage Site and always try to encourage residents, visitors and tourists to look after the city.

You can help do that too by using public transport wherever you can.

Canterbury is very well connected so there's plenty of ways you can travel to Canterbury using public transport.

To get to Westgate One specifically, you have two railway stations in the city (Canterbury East and Canterbury West) which are both a short walk from Westgate One.

There are also National Express coaches that stop at Canterbury's Bus Station.

Please respect our city and do not bring a vehicle to Canterbury, unless it is absolutely necessary.

As your arrival date gets closer, our dedicated Travel Plan Co-Ordinator (TPC) will be in touch with you by email.

We'll ask you how you'll be travelling to

Westgate One and where you will be arriving from, as our TPC will be able to assist you with the best options, to make your journey as smooth and straight forward as possible.

Please see section 11 of this Handbook that offers information on coach, train and bus timetables that may assist you with your travel plans.

BOOKING A PARKING BAY

If you must bring a vehicle to the city, please try to ensure it is ULEZ compliant for low emissions.

Westgate One has 3 private parking spaces onsite, which are available for tenants checking in and checking out only.

Please make sure you check in with our management team **BEFORE** you arrive to book a parking bay on the date and time you need it.

As soon as you know which day you'll be arriving at Westgate One, please email hello@westgateone.co.uk as soon as possible to discuss a time with our team.

Our Travel Plan Co-Ordinator will then confirm a time that is available.

Please ensure you stick to this time as closely as possible to avoid delays to your check in.



WHAT YOU NEED TO BRING

Your room is fully furnished but you will need to supply your own:

- ✓ Duvet, pillows, & bed sheets
- ✓ Towels
- ✓ TV – See ‘Bringing a TV’ opposite
- ✓ Coat Hangers
- ✓ Kitchen items including plates, cups, cutlery and cooking utensils
- ✓ Pots and pans

UNI KIT OUT

Take the hassle out of shopping for all the above items separately by using the UniKitOut link below. You can access your exclusive 10%

discount as a Westgate One tenant, when you enter the code **PRC10** at the checkout:



BRINGING A TV

If you're bringing a TV and wish for it to be mounted on the wall, please raise a new job via your PropertyFile portal and a member of our Maintenance Team can arrange that for you at a cost of £50. This covers the cost of putting the bracket up and also repairing the wall once you've vacated the property at the end of your tenancy. You will need to supply the correct bracket for your TV.



One Click Student Kits Delivered before you arrive

- ✓ Kitchen, bedroom & bathroom uni essentials
- ✓ UK's leading student kit supplier
- ✓ 100% money back guarantee

As seen on **BBC ONE**
Shop Well For Less

UniKitOut.com



**SAVE
10%**

WHAT NOT TO BRING

For safety reasons, please don't bring:

- ✘ **Any electrical appliances with an exposed heating element or purchased outside of the UK.** All electrical items must comply with current British Standards with statutory regulations and be CE marked
- ✘ **Any items with an open flame,** including candles, oil burners, wax burners, incense, etc
- ✘ **Shisha pipes/Hookahs**
- ✘ **Portable fridges** - there is either a full-sized fridge/freezer or an under counter fridge supplied in your apartment
- ✘ **Extension and multi plugs** (except for high-quality individually switched extension strips with built-in surge protectors)
- ✘ **Cooking devices of any kind.** A hob, oven and microwave have been supplied in your home
- ✘ **Door stops** - our doors are fire safety doors & should never be propped open
- ✘ **Large pieces of furniture**

SHATTAF / PORTABLE BIDET

Some of our studios have a shattaf (also known as Muslim shower or portable bidet) installed already, however if your studio doesn't then you are most welcome to bring your own.

However, due to the way our water system is set up in this country, the attachment you bring must have its own water supply and cannot be attached to our taps or plumbing system in any way to eliminate any risk of water contamination.

Here's an example of one that you are permitted to bring:



↑ **These ones in particular are available to be purchased on Amazon.**

PLEASE NOTE: If you bring an attachment that is connected to our water supply, our maintenance team will remove it and it will be disposed of.

Should you have any queries on this matter, please contact maintenance@westgatone.co.uk

03

WHEN YOU
ARRIVE

CHECKING IN

When you first arrive (at your specified check-in time*), make your way to the main reception on St Peter's Street, where our team will be on hand to issue you with your keys and answer any questions you have.

PLEASE MAKE SURE YOU BRING

- **Proof of being a student**
e.g. Confirmation from your uni, college or school
- **Photo ID**
e.g. Passport, Driving Licence, National ID Card

KEYS WE WILL PROVIDE

You will be provided with an **electronic key fob (one per tenant)**, which gives you access to the courtyard, your block entrance and your flat.

LOST YOUR KEY FOB

If you lose your key fob, there will be a £25 charge for a replacement fob.

Should you lose your keys out of hours, you will need to call **Akon Security** on the number below and arrange a callout. The callout charge will be billed to you and may cost up to £100.



AKON SECURITY
07919 563614



YOUR INVENTORY REPORT

Before you settle in & unpack your belongings, please go through the inventory report that the letting agent has sent you electronically.

You must let us know within 48 hours, via email to our 'hello' team, if you disagree with anything on your check in inventory.

COUNCIL TAX

As a full-time student, you don't need to pay Council Tax. However, you will need to contact Canterbury City Council to fill out a Council Tax Exemption form, which can be found on their website here:



COUNCIL TAX EXEMPTION FORM
bit.ly/counciltaxform



If you are not a student but a single occupant, you will be liable to pay your council tax to Canterbury City Council but can claim a 25% discount with the council by clicking [here](#).

INFORMATION IN YOUR STUDIO

When you arrive and settle into your new home, please read through the information printed on your desk. This includes:

- **Welcome Letter** – includes lots of important information for you
- **Fire Evacuation Plan** – this explains what to do in the event of a fire. Please also familiarise yourself with the Fire Escape Plan and the nearest fire exit on the back of your front door.
- **Fair Usage Policy** – This explains everything about the utilities you

pay included in your rent and our expectations on how you use the internet service here.

- **Gym Rules and Waiver Form** – in the main reception area, there is a gym for you to use, which is exclusive to you as a Westgate One tenant (sorry – the gym is off-limits to your visitors) & completely free! However, as the equipment in the gym could cause injury or damage if not used correctly, we need to ensure you're confident using the equipment before you use it for the first time. Please complete the top section of the Gym Waiver form and clearly mark whether you wish to book a FREE gym induction with our local personal trainer or whether you are confident and competent using the gym equipment and do not require a gym induction. Don't forget to sign it and drop it back in to the reception team. If you've told us that you need a gym induction, we can pass your details straight onto the personal trainer, who will contact you directly. If you're confident using the gym straight away, we will update your fob on receipt of your signed form so you can begin using the gym straight away.



Please note - it is dangerous to mark that you are confident using the gym equipment if you aren't. Please book a gym induction to gain access.



- Our rules are also printed for you, so make sure you read these too, so you know how we wish the gym to operate.

RECEPTION AREA

We have fantastic amenities onsite for our tenants, set in a super-stylish setting, including:

- **Main Reception** – this is where our Westgate One management team are based and are here to help you.
- **Coffee Shop** – Felons Coffee is open 7 days per week, offering fresh coffee, cakes and deli treats, plus you'll also receive a great discount just for being a Westgate One tenant
- **Cinema & Gaming Room** - a space to get together with friends and watch a movie or book time yourself to get stuck into the virtual world of gaming. You must email events@westgateone.co.uk to book the time and date you want to avoid disappointment (max. 9 persons).

- **Gym** – available 24/7 to you and exclusive to Westgate One tenants only. Please ensure you sign the Waiver Form and read the Gym Rules before using for the first time. If you'd like to book in a gym induction with a personal trainer, just email hello@westgateone.co.uk and we'll be able to arrange that.

- **Study Booths** – for all the important work you'll need to get done during your time at university, we have stylish study booths available offering you peace and privacy.
- **Lounge Area** – for relaxing with friends or sipping on your Felons Coffee, enjoying a moment of peace and quiet, our lounge area has plenty of comfortable sofas and chairs to get comfortable in

Our team will show you around when you arrive to check in. **Please refer to section 1 for the reception opening times.**



MEET YOUR NEIGHBOURS

It's always a good idea to introduce yourself to your new neighbours. Most people will be new, so don't be shy! We have social events running throughout the year, giving you many opportunities to meet your new neighbours.

CONTENTS INSURANCE

We own the property, so you don't need to worry about insurance for the property itself but you'll need to make sure your personal belongings are protected. This is called **Contents Insurance**. Various companies will provide you with the relevant cover, but we work with a company called **Urban Jungle** who can provide you with a competitive quotation.



TV LICENCE

A television licence is needed to watch anything live online, as well as on television & BBC iPlayer, Netflix, and other streaming services, so even if you don't have a TV but stream services on a laptop, you will need a TV licence. Please go to [tvlicensing.co.uk](https://www.tvlicensing.co.uk) for more information or click the button below. It's important you apply for your TV Licence before you move in to Westgate One.

 **TV LICENSING**



PARKING

As part of your tenancy agreement, you are not permitted to bring a vehicle into the city for the duration of your tenancy at Westgate One. There is no parking available on site and the council will not issue a permit to you at a Westgate One postcode.



FIZZ

FELONS
COFFEE HOUSE + WINE BAR



04

LIVING AT
WESTGATE ONEGENERAL CARE &
CLEANING YOUR STUDIO

When you move into your studio, it would have been professionally cleaned so that it's perfect for you.

We pride ourselves on taking care of our properties, so expect our studios to be looked after when let. We do understand this may be the first time that you've lived on your own before, so it's even more important that you make sure you follow our guidance below on how to take care of your property:

- **Kitchen Sink** – please make sure only liquid (not cooking fat or oil) is poured down the kitchen sink. If your drain gets blocked by food waste, then there will be a charge for the callout to unblock the sink. Ensure you clean the sink regularly using products specific to stainless steel surfaces.
- **Anti-Bacterial Spray** – using a damp cloth, spraying anti-bacterial surface cleaner spray on your kitchen worktops, desk and breakfast bar areas will help keep your studio germ free.
- **Shower Trap** – you will need to unblock and empty the shower trap regularly in your shower. For instructions on how to do this, please refer to your Home User Guide, which is accessed by scanning the QR code pinned to your pinboard. Any callouts for drain blockages due to shower traps not being regularly emptied may be charged onto you.
- **Shower Door** – When you get in the shower, before turning the water on, make sure the shower doors are closed tightly, to keep the water from pouring onto the bathroom floor and potentially causing damage.

→ **Bins** – always use bin liners in your kitchen bin. Make sure you change your bin regularly to avoid bacteria growing and bad smells. There is a communal bin store located on the ground floor of the Freeman block, under the archway.



Please ensure that your bin liner isn't leaking before you leave your studio!

BED COMFORT

We understand how important a good night's sleep is, and that some of our tenants have never lived away from home before, so here's some helpful advice on how to make your bed comfortable, right from the first night:

- ✓ As soon as you move into your studio, you should see a package on your bed. This is a mattress protector, which you must make sure you put on top of the mattress. It's really easy to do, you just open the package and hook the four corners over each corner of the mattress. You'll need to wash it regularly with your bed sheets but please make sure you keep this on for the duration of your tenancy.



Please note if your mattress is not protected, then you may be charged if it becomes damaged or stained during your tenancy.

- ✓ Next up after the mattress protector is to put on a base sheet. You can get these in most large supermarkets but you can also buy a bedding bundle from the UniKitOut link on page 6 at a discounted rate, which will have everything you need.
- ✓ You then usually have a duvet and pillows, which will then need a cover. You've got loads of designs to choose from in the shops, so it's a great opportunity to add an accent colour to your studio!
- ✓ We recommend that you wash your mattress protector, base sheet, duvet and pillow covers at least every two weeks.

COOKING

In your studio, you have a full electric oven and either a ceramic or induction hob to use, as well as a microwave.

If you have an induction hob, you will need to use specific induction pans only.

An easy step-by-step guide on how to turn on and use both your oven and hob will be in your studio ready for you and can also be found in the **How It All Works** section.

If you have a digital timer display on your oven, make sure you set the time.

When you're ready to start cooking in your oven or on your hob, please make sure you use your extractor fan by carefully pulling the panel above your hob out until it clicks and switching the light and fan on.

WHEN ACCIDENTS HAPPEN

Although we appreciate that accidents do happen, please tell us ASAP so that we can get things fixed. Damage to our property may incur a fee and in some cases be deemed a breach of your Tenancy Agreement, so it's really important that you're open and honest with any damages that happen.

Please report any damages via your PropertyFile link.

REPORTING REPAIRS & MAINTENANCE

If you find something isn't working properly or is missing from your studio, please let us know as soon as possible. We own the properties that we manage, so we want to ensure they are treated well and looked after properly.

If you can't find a way to sort the issue yourself using the information in **Section 5 (How It All Works)** then you'll need to let us know what the problem is as soon as you can.

Before you move in, you will be sent a PropertyFile link to the email address you gave us when you applied to live at Westgate One.

You'll need to register your email address and a password (of your choice) when you first use the PropertyFile link. Please keep a note of that password, as you'll need it to log in if you have to report maintenance issues.

Once you have logged into your PropertyFile account, it's really straight forward to raise a new issue.

Make sure you provide us with a clear description of the issue and include any photos to help us.

Our Maintenance Team aim to assess maintenance within the following timescales:

- **Emergency Repairs:** within 24 hours of being reported. Emergency repairs are urgent repairs that would be a danger to the health and safety of residents, i.e. no water, power or sewage overflowing.
- **Urgent Repairs:** within 5 working days. These are things that affect your comfort and convenience.
- **General Repairs:** within 14 days of being reported. Repairs that do not fall into the above two categories, will be treated

as general repairs. We will provide you with at least 24 hours' notice via email should we need to gain access to your apartment for repairs and maintenance.



Please note that in cases of emergency, we may need to access your apartment without notice.

They will either assign your report directly to a contractor who can fix the issue or arrange a convenient time and date with you to attend themselves and look at the issue in more detail first.

Please check your emails regularly for updates.

OUT OF HOURS REPAIRS

Should you have an emergency maintenance issue, please raise the job via your PropertyFile portal and immediately contact our out of hours team at Wilsons Ltd, who can be contacted via the number / link below:



WILSONS LTD
01227 719519



GUESTS & VISITORS

You are allowed visitors to your property, however a regular guest who stays longer

than 2 nights per week will need to be added to your tenancy agreement and it will be classed as dual occupancy.*

You are not permitted to invite more than one guest at any given time to Westgate One, to avoid social gatherings and to deter anti-social behaviour.

Please refer to the Courtyard and Communal Areas Rules and Policy for more information.

When your guests arrive at Westgate One, they will need to use the door entry system located at the main entrance on St Peters Street to call your studio. The reception team can't arrange this for you. You will then need to come to reception to meet them.

If your guests arrive at Westgate One after 10:00 PM on weekdays and Midnight at the weekend, your visitors will still need to use the door entry system at the main reception to call your studio, and you can meet them at reception by using the night entrance (on Pound Lane).

* Additional charges may apply when adding a second tenant.

HOT WATER

There will always be plenty of hot water available for everyone at Westgate One and between 06:00 - 23:00, hot water will come through your taps and shower instantly.

Please note during the hours of 23:00 and 06:00 it may take a little longer to come through, so please make sure you run the shower or hot tap for a short while before you need it.

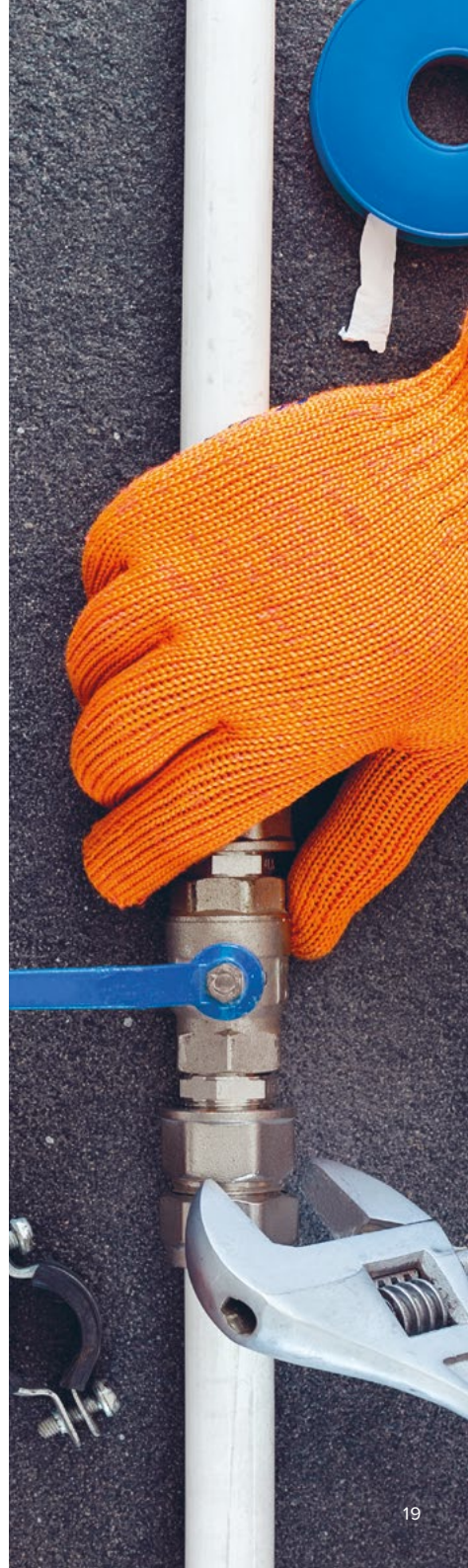
ENERGY USAGE

We are committed to reducing our carbon footprint but need you to help us do that! There are a few ways in which you can help reduce your energy consumption without compromising your comfort, so here are a few things we can work together to try:

- ✓ **Your electric panel heaters are programmed to heat your apartment** to a comfortable temperature of 18 degrees Celsius during set hours each day. The heating will only switch on if the temperature in your apartment drops below 18 degrees Celsius.

The heaters are protected by a pin-code, and you will be able to boost the heating in your apartment for 1 hour at a time to a higher temperature.

These timed settings will not be adjusted unless there are exceptional circumstances, to ensure everyone lives an energy efficient lifestyle.



- ✓ **We issue a Fair Usage Policy** alongside your Tenancy Agreement which states that whilst all your energy bills are included in your rent, we expect you to still be responsible with your usage. The inclusive energy is capped at certain levels, so please read through the FUP to familiarise yourself with our expectations.

Your meter reading is taken when you move in, which is noted in your Inventory report and will be taken at least once during your tenancy and finally at the end of your tenancy when you vacate your studio.

When we take your meter reading during your tenancy, if it looks as though you are using more electricity or hot water (the two utilities that are capped) then we will notify you by email, so this will give you the chance to review your energy usage and make some lifestyle changes that will help average out your usage during the remainder of your tenancy.



Please note that if you use more electricity or hot water than is included in the Fair Usage Policy, you will be charged at the end of your tenancy for the difference.

Details of the calculation will be provided.

- ✓ **Be smart with your lights.** We see it often when we carry out property inspections that nobody is home but all the lights are on! Turn off lights that you're not using and you can make a big difference in your energy usage.
- ✓ **Unplug chargers and appliances** (apart from your fridge freezer!) when you're not using it.
- ✓ **When you commute to university,** consider leaving a little earlier and walking or cycling rather than driving or using public transport. Make sure you stay safe when walking alone and wear the appropriate safety wear when cycling.

ENERGY SAVING

HOW TO SAVE WATER:

The average person in Britain uses 145 litres of water a day, a figure that has risen dramatically in the past 30 years and looks set to continue to climb. However, there are ways in which you can reduce water consumption without too much effort.

- Turn the tap off when you clean your teeth. Brushing your teeth with the tap running wastes almost 9 litres a minute. Rinse out from a tumbler instead.

-
- Wash vegetables in a bowl, rather than under a running tap.
 - Keep a jug of water in the fridge so you do not have to run the tap until it turns cold.
 - Your WC is a dual flush model; using the lower flush uses about four litres and the full flush uses about six. Try to use the lower flush as much as possible.
 - Do not use your toilet to flush away cotton wool balls; these should go in the bin.
 - Report dripping taps as soon as possible – a dripping tap could waste as much as 90 litres a week.
 - A shower can use less water than a bath but only up to a point. To save water you should ideally only spend about five minutes taking a shower.
 - Kettles should be filled with enough water for your needs but not to the brim.
 - Turn the hot tap down, rather than the cold tap up, if you require cooler water.
- main power button or wall socket. By using remote controls to switch off appliances they are left on standby, which actually means the appliance is still using electricity. A staggering 85% of the energy used by a DVD player is consumed when it is not actually in use.
 - Unplug equipment such as mobile phones, savers and electric toothbrushes once they are fully charged, otherwise they will keep drawing electricity.
 - Use low-energy lightbulbs as much as possible. They may be more expensive but are worth the investment as last over 10 times longer and use up to 4 times less energy than traditional bulbs.
 - Look for appliances with an efficient energy rating, the more efficient the product, the less energy it needs and the more you get for your money. 'A' rated products are the most efficient and 'G' rated products the least efficient.

**For more information see
 “Appliance Energy Ratings” on page 23**

HOW TO SAVE ELECTRICITY:

- Always turn off the lights when you leave a room.
- Turn off electrical appliances at the

Continues Overleaf >>

ENERGY SAVING (CONTINUED)

HOW TO SAVE ENERGY WHEN COOKING:

- **Match the size of the ring to the size of the saucepan** – electric rings should only heat the bottom of the pan, not the sides.
- **Use a lid on saucepans** so the contents heat more quickly and you use less energy.
- **If possible, use segmented or divided pans** to cook more than one vegetable on the same cooker ring.
- **Pressure cookers, steamers and microwaves save money.**
- **Do not overfill kettles**, boil just the amount you need. Be sure to cover the element in electric kettles.
- **De-scale kettles regularly**, they will boil quicker and it costs less. Follow rinsing instructions on the packet carefully.

REFRIGERATION:

- Defrost fridges and freezers regularly. When ice builds up you waste energy.
- Keep your freezer at least 3/4 full.

- Do not open the fridge or freezer door more often than you need to, try and get everything you need out at one time. Do not leave the door open.

ENERGY SAVING LAMPS

Energy saving lamps are low wattage to conserve energy. Although they appear dim when first switched on, the lamps will become brighter after a few moments.

These lamps must be replaced with the same type of lamp (the fitting will not accept normal lamps).

Using energy lightbulbs may be more expensive but are worth the investment as last over 10 times longer and use up to 4 times less energy than traditional bulbs.

Energy saving lamps are available widely from DIY stores and electrical hardware shops and are also available for order online from websites such as:



Lightbulbs Direct
lightbulbs-direct.co.uk



APPLIANCE ENERGY LABELS

Appliances today are smarter and more efficient than ever before, and we depend on them day in and day out.

They cook our food, clean our dishes and laundry, keep our food from spoiling and cool and heat our homes. They save us both time and energy but it is easy to forget they do use energy too!

The more efficient the product, the less energy it needs and the more you get for your money. 'A' rated products are the most

efficient and 'D' rated products the least efficient.

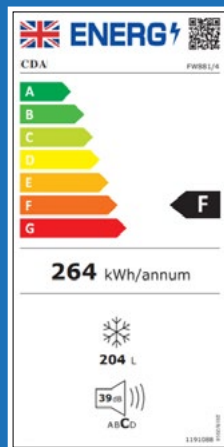
Using models with 'A' ratings for both energy efficiency and performance, together with lower than average water consumption, will save you the most money – as well as being the best for the environment.

To find out more ways to save money on your energy bills and choose efficient appliances, visit www.energysavingtrust.org.uk or you can call your local Energy Efficiency Advice Centre on 0800 444 202 between 9.00 am and 5.00 pm Monday - Friday.

OLD ENERGY LABEL VS NEW ENERGY LABEL



OLD



NEW

QR Code gives access to more info on the model

Rescaled Energy Efficiency Class for this product, an A+ on the previous label

Annual Energy Consumption is calculated with refined methods

Further Info denoted by the relevant icons for the product

LAUNDRY ROOM

There is a communal laundry room, located on the ground floor of the Bedford block, accessed via the courtyard.

Instructions on how to use the machines can be found on the wall posters in the Laundry Room. Please ensure you follow the instructions carefully. Any maintenance issues with the machines need to be reported directly with Circuit, as the Westgate One team are not able to assist with this facility.

As this is a communal Laundry Room, we ask you to respect other tenants' belongings and do not move them around.

When you use a machine, please make sure you keep an eye on the time and collect your laundry once it has finished, so the machine is available straight away for the next tenant to use.

Please ensure any rubbish or contents of the filters are placed in the bin provided.

To avoid condensation and damp building up in the apartment, please use the dryers in the laundry room to dry your clothes.



Do not hang your washing up in your apartments.

BIN STORE / REFUSE

It is the responsibility of all residents to put household waste/rubbish in the bins provided in the Bin Store.

The following bins are provided in your studio for your convenience:

- **1 X Food Caddy Bin (on your kitchen worktop):** You do not need to use caddy liners. You can just take your caddy to the bin store to empty.
- **1 X Kitchen Bin:** Please use bin liners for this bin and tie the bin liner up BEFORE leaving your apartment.
- **1 X Waste Paper Bin:** To help you split out paper and card waste.

When the bins in your studio get full, it is your responsibility to take your rubbish to the Bin Store, located under the archway behind the Freeman block.

In the main Bin Store, you will find:

- **1 X Food Waste Bin:** Empty your food waste caddy into this bin. Make sure you clean your caddy out when you return to your apartment.
- **1 X Glass Bin:** Please wash out any

glass rubbish you use and place in this bin only.

- **1 X Dry Mixed Recycling (DMR):** This is for paper, card, tins, some plastic (please refer to packaging to see if you can recycle).
- **General Rubbish Bins:** For all other rubbish you cannot split out, please make sure you **tie the bin liner** and place in the General Waste bins.

Each bin has clear instructions above it and on it, showing you what to put in and what not to put in.



Do not leave your rubbish on the floor – it must be placed in the correct bin.



Please refer to the posters enclosed explaining what you can and can't recycle.

PLEASE PAY ATTENTION TO THE SIGNAGE AND DO NOT CONTAMINATE THE BINS

Ask the team at reception if you are not sure. All refuse must be placed in the designated bins provided and not left in any of the communal areas throughout the Westgate One development.

The property is monitored by CCTV, and anyone found to be leaving refuse anywhere other than the bins provided may be penalised.

BULKY WASTE

Please place any bulky items you wish to dispose of at the back of the Bin Store, directly opposite the entrance.

Please use this area for broken or unwanted small pieces of furniture, suitcases etc. Please ensure any items left there do not become a hazard to others and use the space responsibly.

POST AND PARCELS

Your post and parcels will be delivered to the Westgate One reception team.

Please check your emails regularly so you know when parcels you have ordered have been delivered and ensure you collect your parcels from reception promptly.

Please Note – We do not have space to take



in large parcels. For large parcels, we ask the delivery drivers to contact you via the door entry system for you to attend reception and collect directly. If you are not home, they will rearrange delivery with you.

FOOD DELIVERIES

We are unable to take in and store food deliveries, as we do not have the temperature controlling facilities to do this safely. Resident's wishing to have food delivered should ensure that they are home to receive the delivery and that they have given the correct contact details to the delivery company.

WI-FI

Wi-Fi is included in your rent and can be accessed using the network and password noted on the card pinned to your pinboard.

Please refer to the Fair Usage Policy for our internet usage Terms and Conditions.

A firewall has been installed to help prevent hackers and malware etc.

SOTA are the company that manages the internet service at Westgate One and their engineers will be monitoring the fibre 24/7/365. For any connection issues, please contact SOTA directly.



SOTA | PHONE SUPPORT
01795 413500 (option 1)



SOTA | EMAIL SUPPORT
support@sota.co.uk



Their Support team are open 8am to 8pm. Please include the room number, block, and SSID when emailing for security reasons.

CYCLE STORAGE

If you wish to store your bicycle securely at Westgate One, you can do so by reserving one of our cycle lockers, located on Westgate Hall Road, to the rear of the development.

Please contact hello@westgateone.co.uk if you require cycle storage.

Alternatively, you can use the cycle hoops located in the courtyard (you will need to provide a lock yourself).

APARTMENT INSPECTIONS

At Westgate One, we pride ourselves on providing well maintained, safe and comfortable living spaces for our tenants.

We therefore expect our tenants to treat our properties well and to keep them clean and tidy and report any maintenance issues promptly. We therefore carry out property inspections every 3-4 months to check that everything is in good working order and there are no issues.

Please check your emails regularly for information regarding your inspections, both

before and after our visit.

At least 48 hours written notice will be given before our visit.

LOST KEYS AND LOCKOUTS

If you lose your key fob, there will be a £25 charge for a replacement fob.

Should you lose your key fob out of hours, you will need to call **Akon Security** on the number below and arrange a callout. The callout charge will be billed to you and may cost up to £100.



AKON SECURITY
07919 563614



GOING AWAY?

If you are planning on leaving Westgate One for more than two weeks, please ensure that you let the reception team know the dates you're planning on leaving and returning to your property.

Please do not turn off any switches on the Consumer Unit when you leave Westgate One.

VIEWINGS

Viewings may be required to take place any time during your tenancy. We will always try to make sure that you receive at least 48 hours prior notice for any access that is required for viewings.

Please ensure that your studio is clean and tidy for the viewing.

05

WESTGATE ONE HOUSE RULES

SMOKING/VAPING



Westgate One adopts a strict **NO SMOKING AND NO VAPING** policy inside any of the Westgate

One buildings, including (but not limited to) your personal apartment, the corridors of your block, the entrance area.

There are smoking and vaping zones in the courtyard space and cigarette bins provided, which must be used at all times. Please do not litter the courtyard with cigarette ends.

Remember, you'll be on CCTV!

ZERO DRUG TOLERANCE



We have **ZERO TOLERANCE TO ILLEGAL SUBSTANCES** at Westgate One. Being in

possession of illegal substances is a crime, so please do not bring any contraband into Westgate One. For more information on the

UK laws please visit talktofrank.com

NOISE & ANTI-SOCIAL BEHAVIOUR

Creating an enjoyable social space whilst respecting our neighbours is paramount for us at Westgate One and all tenants are reminded of acceptable behaviour in their tenancy agreement, which you signed before your tenancy started.

We adopt a policy of Quiet Hours every day, all year round, which is where we ask you to ensure you live quietly between the hours of 22:00 – 08:00 daily.

Any anti-social behaviour, including excessive noise caused by tenants, which is either observed by any staff members on site at the time, reported to the onsite management team by other tenants at Westgate One or reported to the onsite management team by occupiers of neighbouring homes will be taken very

seriously by the Management Team and necessary action will be taken in line with your tenancy terms and conditions.

PETS

As we only have studio apartments at Westgate One, space is limited so homing a pet safely and responsibly is not always possible. While we will always consider small pet requests, we cannot permit rabbits, cats or dogs at Westgate One. Please email any small pet requests to hello@westgateone.co.uk for consideration.

COURTYARD RULES

We have two beautiful, landscaped courtyards at Westgate One. We do, however, want the space to be enjoyed by all our residents and therefore expect you to adhere to the following rules when using the communal spaces:

- Parties are not permitted
- You are responsible for your visitors safety and behaviour
- Do not leave rubbish in the courtyard
- Please use cigarette bins provided
- Please adhere to quiet times between 22:00 - 08:00 daily
- Do not hang washing in the courtyard
- Do not leave bicycles in communal areas
- BBQs are not permitted

GYM RULES



This area is for all our tenants enjoyment. We therefore ask you to abide by the below rules when using the gym space.

GYM USERS:

ONLY pre-authorised tenants of Westgate One are permitted to use the gym (signed waiver form or induction required). Unfortunately, your guests are not permitted access to use the gym.

EQUIPMENT USAGE:

- Follow the instructions provided on the equipment
- Always return weights and plates to racking areas after use
- Dropping weights is prohibited due to safety and potential damage to equipment and flooring



If you start feeling unwell or unable to use the equipment, please stop your activities immediately and seek assistance



In the event of an emergency, please sound the emergency alarm located at the back of the gym. Monitored during reception hours only.

GYM RULES (CONTINUED)

AVOIDING DISTRACTIONS:

- Limit phone use to essential calls only to ensure complete concentration when operating machinery and equipment
- Avoid loud conversations or music that could disturb other members

APPROPRIATE ATTIRE:

- ✓ Ensure you are wearing suitable clothing and athletic shoes at all times
- ✓ Shirts must be worn at all times
- ✗ Jeans, open-toed shoes, and bare feet are prohibited
- ✗ Do not use the gym space to get changed

PERSONAL BELONGINGS:

- Lockers are not available on site, so please limit the items you bring into the gym space.
- Keep all personal belongings with you at all times



Westgate One will not be held responsible for any personal belongings that are lost or stolen

HYGIENE:

- You must ensure machines and equipment are wiped down after use
- Use sanitiser wipes and paper towels provided
- No food is to be consumed in the gym

RESPECT:

- ✓ Treat fellow gym users & staff with respect
- ✓ Use personal headphones when listening to music
- ✗ Disruptive behaviour, excessive noise, and inappropriate language will not be tolerated



We have a zero tolerance to anti-social and abusive behaviour. Any incidents may result in you being banned from the gym for the remainder of your tenancy.

REPORTING ISSUES:

Report any faulty equipment or safety hazards to the reception team immediately either in person or on the below email:

GENERAL ENQUIRIES
hello@westgateone.co.uk



GYM INDUCTION

Ask our team at Reception for details on how to book a gym induction or message them on the below email:

GENERAL ENQUIRIES

hello@westgateone.co.uk



FITNESS MEMBERSHIP

Westgate One offer a subsidised Fitness Membership including:

- ✓ Health, Fitness & Wellbeing Assessment
- ✓ Gym induction
- ✓ Personalised Gym Programme
- ✓ Branded Westgate One drink bottle
- ✓ Access to Stretch classes

Ask our reception team for more information or message them on hello@westgateone.co.uk



Maximum capacity in the gym at any one time is 6 persons

CCTV is in operation 24/7 in the gym area for your safety and protection.

By adhering to these rules and policies, members can contribute to a positive, safe, and effective workout environment for everyone. Thanks for your cooperation.



06

HOW IT ALL WORKS

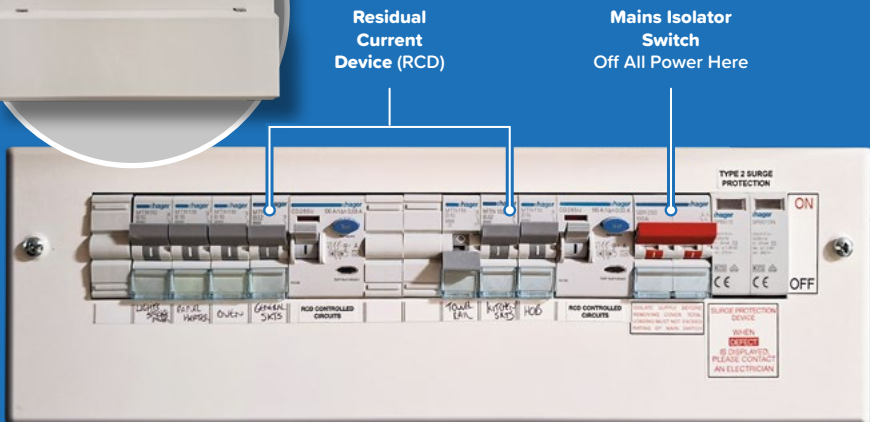
It's important that you know about the equipment that is in your studio and how it all works, to make sure you are safe, living an energy efficient lifestyle, and enjoy a comfortable stay at Westgate One.

ELECTRIC CONSUMER UNIT

This is your Electric Consumer Unit, located near to your front door. (See image below)



ELECTRIC CONSUMER UNIT





Electricity can be very dangerous. ALWAYS SWITCH OFF the appropriate circuit breaker before changing any lamps or doing any electrical work.

The Consumer Unit is a fire rated metal cabinet with a flip-up front cover, behind which are a number of circuit breakers.

Each circuit breaker is labelled to indicate which electrical circuit or unit it supplies in your apartment.

There is a MAIN switch which will isolate the entire studio if pushed down (see the RED switch in the photo).

Each circuit is protected by a Residual Current Breaker (RCD). These can be reset by flicking the switch back to the (ON) UP position.

Sometimes they may trip, which means they have been switched to the OFF position automatically for safety reasons, and your electricity would have turned off. If this happens, unplug the device or appliance you had just used, and turn the RCD switch back to ON.

IN THE EVENT OF A POWER CUT

If the power trips, there is a set procedure to get the power back on:

- Sometimes a bulb blowing can cause the circuit breaker to trip.
- If the circuit breaker trips it is due to a fault, firstly lift up the front panel on the consumer unit and look to see which switch has tripped. This is the faulty circuit and needs investigating.
- Try turning off items on the faulty circuit. If the breaker stays on, systematically turn on the items until the breaker trips and identifies the faulty item.
- The faulty appliances must not be used until professional advice has been sought and repairs carried out and the appliance has been re-tested for safety.

If the problem has not been resolved, please report this matter urgently to the Maintenance Team using your PropertyFile link.

Continues Overleaf >>



REMEMBER ELECTRICITY CAN KILL

USEFUL TIPS

- **Always keep a torch that works readily available.**
- **Food in the freezer should keep for about eight hours without power.** Do not open the freezer door unless you have to. If food has thawed do not re-freeze. You may be able to claim for any losses on the household contents section of your contents insurance policy. Check your policy to make sure.
- **Unplug all appliances**, particularly sensitive electronic equipment such as TVs, laptops and mobile phones because when restoring supplies momentary voltage fluctuations can occur which may damage such equipment.
- **Leave one light switched on.** This will let you know when the supply has been restored.
- **DO NOT** light candles at any time.

TOWEL RAIL

A silver electric heated towel rail is located on the wall in the bathroom.

While electric towel rails are generally safe to leave on continuously, it's not recommended due to increased energy usage and heating costs, as well as the possibility of creating an uncomfortable, stuffy bathroom environment.



When you want to use your heated towel rail, **find the switch (pictured left)**, usually located above your bathroom door or nearby and turn ON. Make sure you switch it back of again after use, to reduce your energy usage.

ELECTRIC HEATERS

The heating in your apartment is an electric panel heater, which has been pre-programmed for your comfort.



Your heater has a digital control panel which allows you to boost the heating in your apartment as required.

An 'open window detection' feature recognises a temperature drop when a window is opened. This smart function automatically turns the heater off to save energy. As soon as the window closes, the heater promptly resumes its warming function.



DO NOT cover the heater or hang clothes on it.

THERMALLY OPERATED CUT-OUT (TOC):

The appliance is fitted with a thermally operated cut-out safety device, which switches the heater off if, for any reason, the appliance overheats. The TOC can only be re-set after the appliance has cooled down. To re-set the TOC, proceed as follows:

- Switch off appliance and leave for approximately 10 minutes.
- Switch appliance back on and TOC will re-set.
- Ensure that the appliance is functioning correctly. If the TOC control operates again, the appliance should be checked by a competent electrician.

CLEANING:

Always disconnect the heater from the mains before cleaning. The heater should not require any maintenance, but it is strongly advised that it is kept clean. An occasional wipe over with a soft cloth is all that should be necessary.



Do NOT use metal or furniture polish on any part of the heater.



Do NOT touch the heater with wet hands or in any way bring water into contact with it.

IMPORTANT:

If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard. Report the issue immediately via your Property File link.

Continues Overleaf >>

MVHR

A mechanical ventilation and heat recovery system is installed, which supplies air to the bedroom/sitting area and extracts air from the kitchen and shower room.



The unit is on permanent trickle and will accelerate to a boost setting on either the activation of the shower room light switch, or via the switch marked "FAN" or "BOOST" located on the wall above the worktop in the kitchen. Please use the boost facility when cooking and showering.

When showering please also close the door. This will help stop steam from spreading into the apartment and creating condensation, which over time could lead to mould forming.

When you are finished cooking or showering, return the operation back to trickle mode by

turning the bathroom light switch or kitchen wall switch back to OFF.

Please note that your boost setting may have been commissioned with a run-on timer, which will result in the boost function running for a set period after it has turned off. This is to ensure the excess moisture is totally cleared.

The filters (located on the front of the unit) need to be cleaned or replaced, depending on the environment, every 12 months. This will be organised on your behalf by the landlord.

IMPORTANT:



The system is designed to run on trickle mode to provide continuous ventilation. IT SHOULD BE LEFT ON AT ALL TIMES. This will not only ensure that you benefit from good indoor air quality, but it will also protect the fabric of your home from condensation and mould, thus resulting in a healthier living environment.

PREVENTING CONDENSATION

Condensation can be a big problem in small properties, so we need to make sure that it is prevented as much as possible.

Here are some tips on how to manage your

property to avoid mould building up:

- ✓ Make sure vents remain uncovered and extractor fans are working
- ✓ Keep windows open when you can, to allow good ventilation
- ✓ Put the lid on pans when you're cooking to stop steam escaping
- ✓ Make sure your extractor fan above your hob is on when you're cooking
- ✗ Don't leave your kettle boiling continuously
- ✓ Keep the door closed when showering
- ✓ Use the Tumble Dryers provided in the laundry room to dry your clothes
- ✓ Keep the household heating on a timed, daily setting
- ✓ Wipe windows and windowsills with a dry cloth to remove sitting moisture
- ✓ Keep curtains open for at least 4 or 5 hours a day to allow moisture to get in through the vents.
- ✓ Do not place large items of furniture against walls as pockets of trapped air can lead to serious surface condensation on both the wall and the furniture.

If you do encounter mould, try using a proprietary fungicide solution to remove mould if surfaces are washable.

Please report larger areas of mould via your PropertyFile link, making sure you take plenty of photos.



HOW TO USE YOUR OVEN



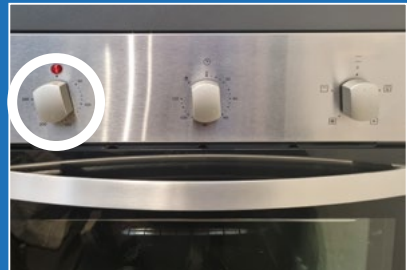
Step 1: Make sure the switch on the wall is on.



Step 2: Turn the timer to set the length of time you'd like to use the oven.



Step 3: Turn the function knob to the function you wish to use.



Step 4: Turn the temperature knob to the temperature needed.



Step 5: Cook your food.



Step 6: Make sure all knobs are off and the oven is switched off at the wall.

IF YOUR OVEN HAS A DIGITAL DISPLAY, YOU WILL NEED TO SET THE TIME BEFORE USING THE OVEN

OVEN

A full-sized electric oven is provided in the kitchen. When using the oven, you will need to set the cooking time otherwise the oven will not come on. Some ovens will have a timer knob, and others may have a digital display.

Please see the user instructions provided on the opposite page.

HOB SAFE TIMER

An electronic hob timer has been installed to reduce the risk of an accidental fire in the kitchen.

There are two modes of operation – fixed and ON/OFF.

When set to fixed mode the time run will start on a button press and will continue until the time run has elapsed. When set to ON/OFF mode the time run can be stopped at any point during the time run.

When the current time run is about to expire, the red hob active LED will flash to warn the timer is about to switch off, allowing the timer to be reset if necessary.

The timer has been set to 45 minutes.

To clean the Hobsafe use a clean cloth and a mild detergent to clean and degrease the timer.



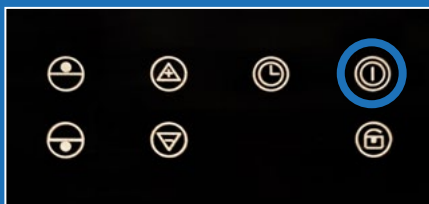
HOW TO USE YOUR HOB



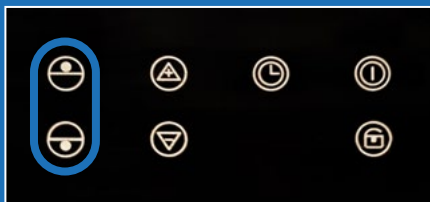
Step 1: Make sure the switch located on the wall is on.



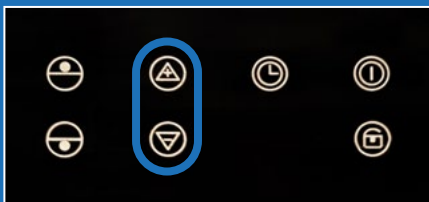
Step 2: Push the 'Hobsafe' button once to turn it on.



Step 3: Hold your finger on the hob power switch for a few seconds.



Step 4: Select the hob you would like to use.



Step 5: Adjust the temperature of the hob required.



Step 6: Once finished cooking, switch your 'Hobsafe' off.



Step 7: Turn the switch located on the wall off.

Only use a minimal amount of cleaning fluids, apply only to a soft cloth do not apply directly to the timer.

You will need to press the start button on the hobsafe to use your hob.

Please see the user instructions provided opposite.

MAINS COLD WATER

Your water stopcock is located behind access panel just in the corridor just outside the apartment.

If there is a leak you will need to report the issue via your Property File as soon as possible.

If the leak is outside of reception hours please contact the maintenance company who deal with out of hours emergencies:



WILSONS LTD
01227 719519



HOT WATER

Hot water is generated from MegaFlo 300I unvented water heaters which are linked

together to provide hot water throughout the block.

Please refer to section 4 regarding hot water timings.

DOOR ENTRY SYSTEM

Each apartment has its own door entry handset, located next to your front door.

Visitors use the numbered keypad at the St Peter's Street entrance outside the main reception to buzz up to your apartment.

Once you have identified who is calling you, you will need to meet your visitor at the St Peter's Street entrance and let them into the building.



In the interests of security only ever let your own visitors into the building. Please don't let anybody into the property you don't know – just ask to see their fob if you are unsure – and be mindful of people trying to follow you through the main door.

Continues Overleaf >>



DO NOT FLUSH OR WASH ANY OF THESE DOWN YOUR TOILET OR SINK

- × Fat & Oil
- × Food Waste / Debris
- × Wet Wipes
- × Tampons
- × Sanitary Towels
- × Nappies
- × Kitchen Roll
- × Food Waste
- × Colostomy Bags
- × Cotton Wool
- × Cotton Buds
- × Razor Blades
- × Tights
- × Plasters & Bandages
- × Condoms
- × Dental Floss
- × Medicines & Tablets
- × Engine Oil
- × Chemicals & Paints

AVOIDING BLOCKAGES

SINKS:

DO NOT pour oil or fat down the kitchen sink and DO NOT push washing-up debris down the plug-hole.

Blockages in the bathroom are normally caused by a build-up of hair and soap and become noticeable when water drains away more slowly.

If a blockage occurs in a sink when it is full of water, try to remove the blockage by using a suction cup plunger to force water up and down the waste pipe.

If the sink has an overflow, the suction cup will work better if the overflow is blocked with a damp rag.

If this does not work, empty the sink by hand and try using a proprietary sink unblocking product in accordance with the manufacturer's instructions and if necessary, use the suction cup again.

TOILETS:

DO NOT flush any large or non-degradable objects (such as face-wipes or sanitary towels) down the toilets, as these will cause a blockage in the pipe.

This could result in expensive repair work for which you may be charged.

If you have a blockage, which you cannot remove yourself, you need to report this via your PropertyFile link.

SHOWERS:

Lift off the drain cover, pull out the gully trap, gently clean to remove debris and then replace.



07

SAFETY
MATTERS

FIRE SAFETY AWARENESS

Fires in the home kill several hundred people in the UK every year.

Small fires are more common, often causing serious injuries and extensive damage to property and possessions.

By following a few simple steps and maintaining a basic level of awareness, you can considerably reduce the chances of a fire in your home:

- ✘ Do not store anything in exit routes including bikes, shoes, cardboard boxes, etc - especially anything that burns easily.
- ✔ A cooker extractor hood is provided. It is essential that the cooker hood filters are cleaned / replaced as described the manufacturer's instructions, as failure to do so could potentially create a fire hazard.

- ✘ Do not cover electric panel heaters with clothes
- ✘ Do not overload electrical sockets – use one plug for one socket
- ✘ Do not leave the TV or other electrical appliances on standby always switch off and unplug when not in use
- ✘ Do not use candles or incense

FIRE PREVENTION

Westgate One has been designed for your safety in the event of a fire. Every resident has a responsibility to ensure they familiarise themselves with the safety features.

All internal doors are Fire Doors and act as fire safety protection for at least 60 minutes.



Fire Doors Must Never Be Interfered With In Any Way

This includes using instruments to keep

them open, hanging things on them or drilling any kind of hole into the door. If you notice any faults at all with your fire door, this must be reported immediately via your PropertyFile portal.

FIRE ALARM TESTING

Metroline Fire & Security will carry out weekly fire alarm testing at Westgate One every Wednesday between 10:30 – 14:00.

During the test, you may hear the alarm numerous times.



Please ensure you read the Fire Evacuation Plan provided in your studio.

SMOKE & HEAT DETECTION

Each apartment has an Aico Ei3024 alarm located in the living / kitchen area.

The unit is a multi-sensor fire alarm with heat enhanced optical smoke sensor and automatic dust compensation. It detects both smoke and heat from a fire and is ideal for hallway, landing, living room and bedroom areas.

The unit is wired into the main electrical supply with a battery back-up in case of power cut. The batteries are lithium

rechargeable cells which will last the lifetime of the unit.

Please do not remove the batteries or swap them for batteries of a different type.



- To ensure the alarm is function correctly, the unit should be tested every month.
- Check that the green LED power indicator is on continuously.
- Check that there are no faults, eg no green, yellow or red LED flashing lights (if this is the case, please report this to the maintenance team using the PropertyFile link).
- To carry out a test, press the TEST/HUSH button for up to 10 seconds and ensure that the alarm sounds. The alarm will stop when the button is released.
- ✘ **Do not test with a flame.**

If the alarm sounds and there is no sign of smoke, heat or noise to indicate there is a fire, you should investigate thoroughly and if

you are sure that it is just a nuisance alarm, press the TEST/HUSH button briefly to silence the alarm for 10 minutes.

When the alarm is in “hush” mode the red LED will continue to flash. The alarm will reset to normal functionality at the end of the 10 minutes.



DO NOT paint over the alarm or attach items such as Christmas decorations to the unit.



DO NOT cover or remove the casing of the detectors for any reason, as this may trigger the alarm and you will be responsible for any costs associated with call-outs. Removing the outer casing or covering the detector will not stop the alarm sounding.

It's important to clean your alarm regularly

to remove dust. Use the narrow nozzle attachment of your vacuum cleaner to remove dust, insects and cobwebs from the sides and cover slots where the airflow enters. **(see diagram below)**

Clean the outside cover by occasionally wiping with a clean damp cloth then dry thoroughly with a lint free cloth. Do not use any cleaning agents, bleaches, detergents or polishes, including those in aerosol cans.



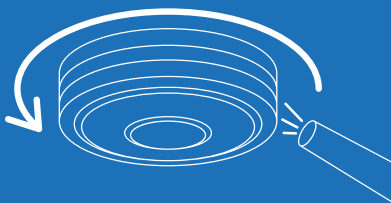
If you have any doubts that the units might not be working properly, you should report the matter immediately via your property file link.

FIRE ALARM SYSTEM

A heat detector is installed in the entrance hallway within your apartment which is linked

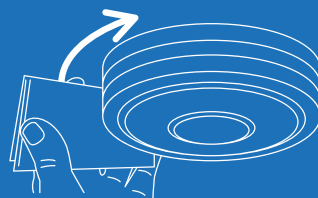
1. VACUUM

Vacuum around the side vents to clean.



2. WIPE

Use a clean damp cloth and dry thoroughly.



to the communal fire alarm system. A fire alarm sounder just inside the front door will alert residents to a fire or other emergencies.

A heat detector with a sounder base located in the entrance hallway within your apartment provides a fire safety measure where a heat-sensitive device triggers a local alarm and alerts the entire building's fire alarm system when a fire hazard is detected. This setup combines localised fire detection with the broader safety net of a communal alarm, ensuring prompt notification of potential fires to all building occupants. The fire alarm panel is located within the main entrance lobby of your block.



Please do not touch controls or equipment located in the communal areas.

SMOKE VENT SYSTEM

A smoke extraction system has been installed to the building comprising of automatic opening vents (AOVs) and smoke dampers.

When smoke is sensed in any corridor, the smoke dampers on the floor local to the sensor will activate and open the AOV.

This creates a route for smoke to be drawn from the affected floor direct to outside, without contaminating other floors.

SPRINKLER SYSTEM

A sprinkler system has been installed throughout the building. The system is fully charged with water at all times. Ceiling mounted sprinkler heads are located within each apartment.

FIRE ALARM



SOUNDER ALARM



COMMUNAL SYSTEM



In the event of a fire, the head of the sprinkler is activated. The immediate cooling of the heat source usually prevents other sprinkler heads from activating. Often, one or two sprinkler heads are enough to control a fire.

Please note the sprinkler heads are very sensitive, and care must be taken not to accidentally knock them.

Please do not paint over the sprinkler heads or hang items such as Christmas decorations from them.

KITCHEN FIRE BLANKET

Please familiarise yourself with how to use the fire blanket provided in the kitchen.

Pull the tapes downwards to release the fire blanket from its container.
Wrap the corners of the blanket around

your hands to protect them from the fire and place the blanket over the object that is on fire.

Leave the blanket in place until the fire is out and the object is cool.

If you use the blanket to extinguish a fire, please report it via your PropertyFile link immediately, so we can assess any fire damage and replace the blanket.



Do not remove the fire blanket from its bracket unless there is a fire.

ELECTRICAL SAFETY

Any electrical item that generates its own heat, e.g., curling iron, hair dryers, toasters, clothes irons, must be plugged directly into the wall socket.

SPRINKLER SYSTEM



FIRE BLANKET



It is important that you remember to switch the socket off or unplug the device or application immediately after use.

Never leave heat generating appliances unsupervised.

CCTV

All communal areas of Westgate One are covered by 24hr CCTV monitoring and a secure door entry system.

Any breach in security or report of anti-social behaviour is taken very seriously and CCTV footage will be reviewed and investigated. Monitoring our communal facilities ensure a safe and secure environment is provided for our tenants.

WINDOWS

Some windows are locked in a specific position, so that you will be able to open your window to the tilt position only.

Please do not force your window open, as this will damage the internal mechanism of the window lock and your window will not be secured.

The cost to repair any damage caused to the windows, following the mechanism being forced, may be recharged back to you.

BUILDING INSPECTIONS

Communal stairwells, corridors and entrances are inspected by the onsite team regularly to ensure there are no obstacles causing a Health & Safety risk. They also check the areas are clean and tenants aren't using the communal space in a way, which would be viewed as inappropriate, dangerous or antisocial.

08

WELFARE SERVICES

STUDENT WELLBEING SERVICE

At Westgate One, we are dedicated to offering a unique and exclusive Student Wellbeing Service only for our Westgate One tenants.

We understand the pressures on students and the importance of feeling supported and valued, so safeguarding your wellbeing and mental health, wherever we can, is our aim as a student landlord.

Here's what's included in the completely free Student Support Service, available to you, just for being a Westgate One tenant:

- **Events Calendar** – a huge range of year round free & subsidised events and trips.
- **Weekly Wellbeing Drop-In Sessions** – run by our qualified Mental Health Awareness coach.
- **Monthly Breakfast Club** – stay for a

chat while you enjoy your coffee and croissant or simply 'grab and go'

- **Themed & Seasonal Events** – past events include outings to London's Winter Wonderland, World Cup football screenings, Christmas films shows etc.
- **Welcome Gift Packs** – including vouchers for local bars, venues and services, branded gifts, exclusive discount codes.
- **Regular Newsletter** - keeping you updated on the latest Canterbury News and events pertinent to student life

FITNESS MEMBERSHIP

Exclusive to Westgate One tenants, we have teamed up with a local personal trainer and are proud to announce our Westgate One **Fitness Membership for a heavily subsidised monthly fee of just £12 per month.**

Here's what you'll get included in your Westgate One Fitness Membership:

- ✓ Health, Fitness & Wellbeing Assessment
- ✓ Gym induction
- ✓ Personalised Gym Programme
- ✓ Branded Westgate One drink bottle
- ✓ Access to Stretch classes
- ✓ Access to running club

For further information, please email the Westgate One team on the email below:

GENERAL ENQUIRIES
hello@westgateone.co.uk



HEALTH & WELFARE INFO

LATE NIGHT TRANSPORT:

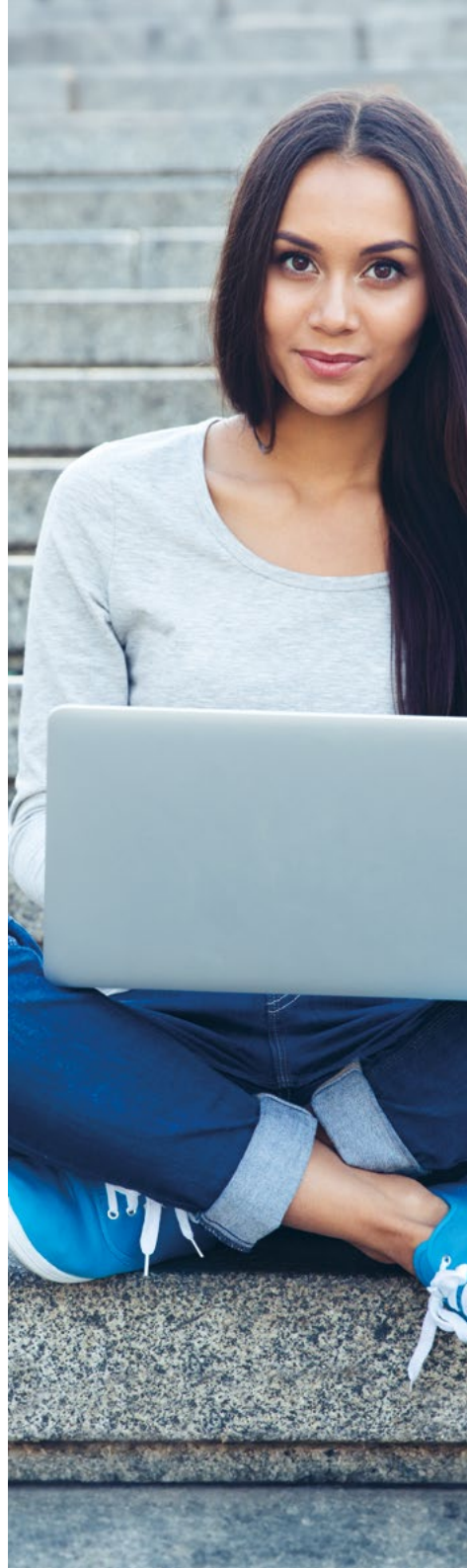
We have provided the number of a local, reputable taxi service on the pinboards in your room to help you get home safely if you're out late at night and miss the last bus. Try to plan ahead & avoid walking home late at night alone.



LONGLEYS TAXI
01227 710777



LONGLEYS TAXI
Download App





AKON SECURITY:

Akon operate at Westgate One by patrolling the site out of hours at random times for your safety. If you wish to arrange a callout to Akon for a personal security or welfare issue, please contact them on 07919 563614 and they will be able to assist you.



AKON SECURITY
07919 563614



DRUGS:



We have **ZERO TOLERANCE TO ILLEGAL SUBSTANCES** at Westgate One. Being in

possession of illegal substances is a crime, so please do not bring any contraband into Westgate One. For more information on the UK laws please visit:



TALK TO FRANK
talktofrank.com



REGISTERING WITH A LOCAL GP:

We recommend that you register with a local GP (doctor) whilst living at Westgate One. If you become unwell and require medical attention, you would need to have registered with a local surgery for them to be able to provide you with an appointment. You can find details of local GP's here:



NHS | FIND A GP
nhs.uk/service-search/find-a-gp



URGENT CARE

If you need urgent medical attention that is not life threatening, and you haven't managed to register with a GP, the nearest urgent care centre to Westgate One is:



Kent & Canterbury Hospital
Ethelbert Road, Canterbury
Kent. CT1 3NG

Please also refer to our Contacts Directory on pages 60-61 for further information on our local support services.

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FINANCIAL INFORMATION

Sometimes, things happen that cost money to put right. Here are some of the potential fees that you could incur as a tenant.

RENT ARREARS

You must make sure your rent is paid **on or before** the date it is due, according to your tenancy agreement. If, however, you are struggling to pay, please let our accounts team know as soon as possible. If you are late paying, then interest of 3% above the Bank of England's base rate may be payable on any rent which is more than 14 days overdue. The interest will be payable from the date the rent was due to the date it is paid.

It's important to keep in touch with accounts on any issues you may have regarding your rent, you can contact them on the email / link below:

ACCOUNTS QUERIES

accounts@westgateone.co.uk



ASSIGNMENT OR VARIATION OF THE TENANCY AGREEMENT

If you need to change anything on your tenancy once you've already signed it, then an administrative fee of £50 will be chargeable to you.

REPLACEMENT & DAMAGE COSTS

We know that sometimes accidents happen, and things get broken. It's important that you report any damage or breakages to the maintenance team ASAP by raising a new maintenance job via your PropertyFile portal, so we can ensure these are fixed or replaced.

Our **Cost Directory (see pages 58-59)** gives you a rough guide to the cost of replacing any items that may become damaged, so you have an idea of what you may be charged. This is a guide only; it may be that the items are more or less than the prices quoted.

If any damages happen that aren't on the list, they will be charged based on the quotation obtained.



MOVING OUT

It seems a long way off now, but when you come to leave Westgate One, it's important to know what to expect.

You need to email your Notice to Quit (NTQ) to hello@westgateone.co.uk as soon as you know when you wish to vacate Westgate One. The Notice to Quit needs to be provided in writing at least 2 months before you wish to vacate and must be in line with the date that you pay your rent (please refer to your Tenancy Agreement to confirm this monthly date). For example, if you pay your rent on the 10th of each month and you wish to vacate on 30th September, you need to provide your NTQ by 10th July at the latest. Failure to provide a clear 2 months' notice from your rent payment date may mean you end up paying more rent than you need to, so please check your Tenancy Agreement or contact hello@westgateone.co.uk for more information if you are unsure.

WE HAVE A FEW REQUIREMENTS;

- You must return your key fob to a member of staff or leave it in your studio when you vacate
- You must make sure your room is clear of all possessions
- Your room must be as clean as when you moved in, otherwise you will be charged for cleaning.

When your tenancy expires, we will carry out an inspection of the property once you have vacated.

A full Check-out Report is produced, including updated photos of the property, closing meter readings and any issues that arise noting whether you are responsible for the charge.

We will then let you know what, if any, charges are to be deducted from your deposit before instructing the scheme to release the deposit amount due back to you.

LOCAL TRAVEL INFORMATION

Here's some more information you may find useful regarding Canterbury's local transport routes:

BUS

Stagecoach operates most of the bus routes in Canterbury.

Downloading their app is the best way to get around by bus in Canterbury, as it has an abundance of useful tools on there, including a live bus tracker, so you can see where the bus is.

Just scan the relevant QR code below and you're all set:



Alternatively, you can find information on Canterbury's bus routes, timetables, and ticket process in the links below and attached route map towards the end of this Handbook.



STAGECOACH
Bus Routes



Take a look here for their student bus pass:



STAGECOACH
UniRider Student Bus Pass

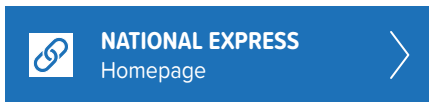


COACH

There are a couple of national coach companies who offer a reasonably priced service all across the country and have great connections to a number of major towns and cities, including Canterbury.

NATIONAL EXPRESS:

National Express have a stop at the Canterbury Bus Station. For more information, please go to their website on the link below:



Also, take a look at the links below to see how you can save money with National Express:



MEGABUS:

MegaBus also run a coach service into London from all over the country. Their information is available here and it's worth looking at the discount below too:



PLUSBUS:

If you're likely to need a combination of bus and train services getting to Westgate One, have you heard of PlusBus? Take a look here, for how to save money on your journey:



TRAIN

Canterbury has two train stations: **Canterbury East** and **Canterbury West**.

Westgate One is just a few minutes' walk from Canterbury West train station, which has regular links up to London and the coastal towns. We've enclosed information at the end of this pack on Canterbury West's train links.

The National Rail Enquiries app is useful for planning your journey and finding out train times, nearby train stations etc.

The Trainline app is useful for discounted train fares and pre-booking.

Just head to the **Apple App Store** or **Google Play Store**, search the apps and download directly to your phone.

There are lots of other railcards available, which may apply to you. Take a look below:



16-25 RAILCARD
[16-25railcard.co.uk](https://www.16-25railcard.co.uk)



NETWORK RAILCARD
[network-railcard.co.uk](https://www.network-railcard.co.uk)



DISABLED PERSON RAILCARD
[disabledpersons-railcard.co.uk](https://www.disabledpersons-railcard.co.uk)



FRIENDS & FAMILY RAILCARD
[familyandfriends-railcard.co.uk](https://www.familyandfriends-railcard.co.uk)



CAR

If you really must travel to Canterbury by car, we will confirm a 30-minute parking timeslot for you to use for unloading.



Please note this area is a drop-off zone only.

As part of your tenancy agreement, you are not permitted to bring a vehicle into the city for the duration of your tenancy at Westgate One.

There is no parking available on site and the council will not issue a permit to you at a Westgate One postcode.



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**COST
DIRECTORY***

Item	Charge £
Bathroom Door	£250
Bathroom Mirror	£50
Bathroom Sink	£95
Bed Frame	£450
Coat Hooks	£18
Desk Bin	£10
Desk Chair	£55
Door Closer	£95
Door Lock	£185
Door Peep Hole	£25
Door Stop	£10.50
Drain Cover (Shower)	£15
Dustpan & brush set	£10
Electrical Plug Or Usb Socket/Switch	£45
Extractor Hood	£285
Extractor Fan Clean	£15
Fire Action Signage	£15
Smoke Alarm	£45
Fire Blanket	£30
Fire Sensor	£45

Item	Charge £
Fire Door	£250
Fridge Freezer	£450
Full Studio Clean Basic	£85
Full Studio Clean Intermediate	£145
Full Studio Clean Advance	£225
Full Studio Redecoration (Variable)	£250 Max
Fuse Box	£125
Hob	£150
Kitchen Bin	£15
Mattress	£200
Microwave	£95
Oven	£325
Oven Shelves	£35
Oven Tray	£15
Oven Clean	£65
Rubbish Removal (Basic / Intermediate / Advance)	£30 / £90 / £150
Shower Head Holder	£45
Shower Head	£25
Sink Plug	£10
Spotlight	£65
Stool	£135
Toilet Basin	£185
Toilet Seat	£85
Toilet Roll Holder	£10
Unblock Drain, Sink or Shower	£55
Wall Heater	£195
Wardrobe Rail	£35
Window Mechanism Charge	£105
Window Replacement	£495

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CONTACTS DIRECTORY

WILSONS LTD

Out of hours property emergencies

 01227 719519



AKON SECURITY

Out of hours security emergencies

 07919 563614



LONGLEYS TAXI

 01227 710777




CRIME STOPPERS

To report crime anonymously, and in situations that aren't an emergency, call crime stoppers

 0800 555 111



VICTIM SUPPORT

 0845 30 30 900



CHRIST CHURCH UNIVERSITY

→ STUDENT WELFARE

 01227 922675



 studentwellbeing@canterbury.ac.uk



 mentalwellbeing@canterbury.ac.uk



→ DISABILITY HELPLINE

 disability@canterbury.ac.uk



→ STUDENT UNION ADVICE CENTRE

 01227 922272



→ CHAPLAINCY AND PASTORAL SERVICES

 01227 922358



→ STUDENT MONEY ADVICE

 finance@canterbury.ac.uk



UNIVERSITY OF KENT

→ STUDENT SUPPORT & WELLBEING

 01227 823158 >

 kentssw@kent.ac.uk >

→ KENT STUDENT UNION

 01227 824 200 >

 kentunion@kent.ac.uk >

→ CHAPLAINCY & LOCAL FAITH

 01227 827491 >

 s.c.e.laird@kent.ac.uk >

→ STUDENT FINANCE SERVICES

 advice@kent.ac.uk >

SAMARITANS

 0845 790 9090 >

 samaritans.org >

YOUNG MINDS

 Text YM to 85258 >

 youngminds.org.uk >

STUDENT LOANS COMPANY

 0300 555 0505 >

 slc.co.uk >

DEBTLINE

 0808 808 40 00 >

 nationaldebtline.org >

SEXUAL HEALTH

 0131 536 1070 >

 nhs.uk/live-well/sexual-health >

ALCOHOLICS ANONYMOUS

 0845 769 75 55 >

 alcoholics-anonymous.org.uk >

BRITISH PREGNANCY ADVISORY

 03457 30 40 30 >

 bpas.org >

DRUGS ADVICE & HELPLINE

 0800 77 66 00 >

 talktofrank.com >

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YOUR FEEDBACK

Your feedback is important to us

All complaints are acknowledged on the first working day of receipt and followed up within 5 working days. The processed is managed by the management team.

Complaints received are then logged on the Complaints Log. Details noted are the date of complaint, follow up contact details, responsibilities, actions to take and any action already taken.

The management team welcome comments, complaints and feedback and regard them as an opportunity to improve our services.

Please report any issues to via the below email link below:

GENERAL ENQUIRIES
hello@westgateone.co.uk



THE
ONE
FOR

ALL THE
ANSWERS
YOU NEED

WESTGATEONE.CO.UK

Paul Roberts

CANTERBURY

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1984-2024