



Paul Roberts
WESTGATE

WESTGATE
ONE
WELCOME PACK

2024/25

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GETTING IN TOUCH

DURING THE DAY

Our on site team are based in the office just next to the front entrance door. Our opening hours are:

Monday to Friday: 8:30am - 4:30pm

Via Email and Text

General Enquiries
hello@westgateone.co.uk



Accounts Queries
accounts@westgateone.co.uk



 **Via WhatsApp or Text**
07902 375491



Reporting Maintenance

To report any maintenance issues, please raise a new job via your **PropertyFile** portal,

which would have been shared with you when you checked into Westgate One.

OUT OF HOURS

Property Emergencies

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

 **Wilson's Ltd**
01227 719519



Locked Out

If you've lost your keys or left them in your studio and locked yourself out, then contact:

 **Akon Security**
07919 563614



BEFORE YOU ARRIVE

PREPARING TO MOVE IN

Before your tenancy can begin, you will need to make sure you have signed your Tenancy Agreement and paid both your tenancy deposit and first month's rent. Once these have been paid, we can then arrange for you to move in and hand over your keys.

The amount of rent and deposit that you must pay can be found in your tenancy agreement, in the rent schedule section.

As your arrival date gets closer, we will be in touch with you to book in a date and time for when you'll be arriving. This is really important, as there is no key collection service once our office is closed, so you'll need to make sure you check in with us before you arrive.

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

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 TRC10 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.

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 a full-sized fridge/freezer 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

WHEN YOU ARRIVE

When you first arrive (at your specified check-in time*), make your way to our marketing suite on St Peter's Street, just outside Westgate One, 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 the following keys for your Westgate One apartment:

- **1 x Silver Front Door Key (per tenant)**
For the entrance door on St Peters St and the internal door from the post room.

- **1 x Electronic Fob (per tenant)**
To access the courtyard area, your block and your flat.
- **1 x Post Box Key (per apartment)**
For your letterbox, which is located in the main entrance area by St Peters St.

LOSS OF KEYS

If you lose your keys, there will be a £45 charge for a full replacement set. Please see the section about fees and charges later in the Welcome Pack.

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



FIRE SAFETY

Once you arrive at your apartment, please familiarise yourself with our fire safety plan and what you need to do in an emergency.

Your Fire Evacuation Plan will be waiting for you in your apartment when you move in. You must read and familiarise yourself with the procedure in the event of an emergency, sign the form and drop it back in to our office within 14 days of you moving in.

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



INGOING INVENTORY

Before you settle in and unpack your belongings, it's a good idea to go through the inventory, which the team issuing your key will explain to you.

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

FINDING YOUR FEET

HOME USER GUIDE

You will be provided with a Home User Guide, which you can access via the QR code which is pinned to your pin board.

This will provide you with all necessary information you will need to operate all appliances in your room, and all processes and services you will need to enjoy your home at Westgate One.

Please ensure you scan the QR code and familiarise yourself with the guide.

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.

GUESTS

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.

* Additional charges may apply when adding a second tenant.



WESTGATE
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SAFETY MATTERS

We are serious about keeping our tenants safe at Westgate One, so here are the ways in which we do that, through our regular maintenance and servicing:

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.

What you should do in the event of a fire is detailed in your Fire Evacuation which forms part of your tenancy agreement, and we will ask you to read this thoroughly, and sign a copy to say that you have received it and understood it.

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 30 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.

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.

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.

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.

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

Your 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.



LIVING @ WESTGATE ONE

GENERAL 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.

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LIVING @ WESTGATE ONE CONTINUED →

- **Bins** – always use bin liners in your kitchen bin. Make sure you change your bin regularly to avoid bacteria growing and bad smells. There are communal bins located in the courtyard.



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

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.

TAKING CARE OF YOUR BED

We understand how important a good nights' 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 heavily 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.
- ✓ **Coninues Overleaf >>**



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LIVING @ WESTGATE ONE CONTINUED →

- ✓ 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.

APARTMENT INSPECTIONS

Inspections will be carried out at your property every 3-4 months, starting from your tenancy start date. You will be given a minimum of 48 hours' notice.

DAMAGES

Although we appreciate that accidents do happen, please tell us ASAP so that we can get things fixed. Damage to our property will 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.

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.

Our team will take regular meter readings and notify you if your usage is high, so you can try to reduce it before the end of your tenancy. Otherwise, if you go over your allowances set in your FUP then we'll charge you the extra (at cost price) at the end of your tenancy.

- ✓ **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.

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.

TVS

A television is not included in your apartment; however, you are welcome to provide one yourself.

Should you wish to have the TV mounted, you will need to purchase the correct TV bracket for the size and weight of your TV and raise a new maintenance job via your PropertyFile portal, so that a member of our maintenance team can attend to fit the bracket for you. There will be a callout charge of £50 for this service, which covers their time to mount the bracket and also repair the wall once you've vacated the property at the end of your tenancy.



You are not permitted to mount the bracket yourself.

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LIVING @ WESTGATE ONE CONTINUED →

TELEVISION 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.



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.



Please note that Westgate One cannot be held responsible for any personal belongings that are lost, stolen or damaged in any way throughout your tenancy.

GOING AWAY?

If you are planning on leaving Westgate One for more than two weeks, please ensure that you tell the **'hello' Team at Westgate One** the dates you're planning on leaving and returning to your property.

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
- ✓ 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

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, but it will be at least 24 hours at the very least.

COOKING

In your studio, you'll have a full electric oven and ceramic hob to use, as well as a microwave.

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. You can also access these flow charts in your Home User Guide.

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 and switching the light and fan on.

WESTGATE ONE FACILITIES

STUDENT SERVICES

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 free and subsidised events and trips throughout the year

→ **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

LAUNDRY AND WASHING

There are two communal laundry rooms; one is located on the ground floor in Griffin (for our Griffin and Davey tenants) and the other is on the ground floor in Bedford (for our Bedford tenants) operated by Circuit.

Please download the Circuit Plus app to book and pay for use of one of their machines. 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.

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.

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.

PARCEL DELIVERIES

You will be allocated a postbox, which will fit large letters and small packages in.

At the moment, we do not have the facility to accept larger parcels, if they are delivered when you are not home, and strongly recommend that any deliveries arranged are sent to nearby collection points, so that you can collect at a time convenient to you.

Continues Overleaf >>

WESTGATE ONE FACILITIES CONTINUED →

Any deliveries received at Westgate One will most likely be left by delivery drivers in the communal post room (located in the main entrance by St Peters Street), which is not secure.

! Any deliveries that are left by Royal Mail or couriers that are delivered to Westgate One and are left in the post room area and are done so AT YOUR OWN RISK.

! The Westgate One team will not be liable for any missing post and will not be able to review the CCTV facility for missing post enquiries. The CCTV is there for your safety and protection only.

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.

YOUR NEAREST DELIVERY LOCATIONS ARE:

1  dpd

Military Food and Wine
Military Road - 12 min walk

2  PHL

Ryman | Canterbury
Burgate - 7 min walk

3  collect+

Canterbury Express
Opposite the Westgate One front door

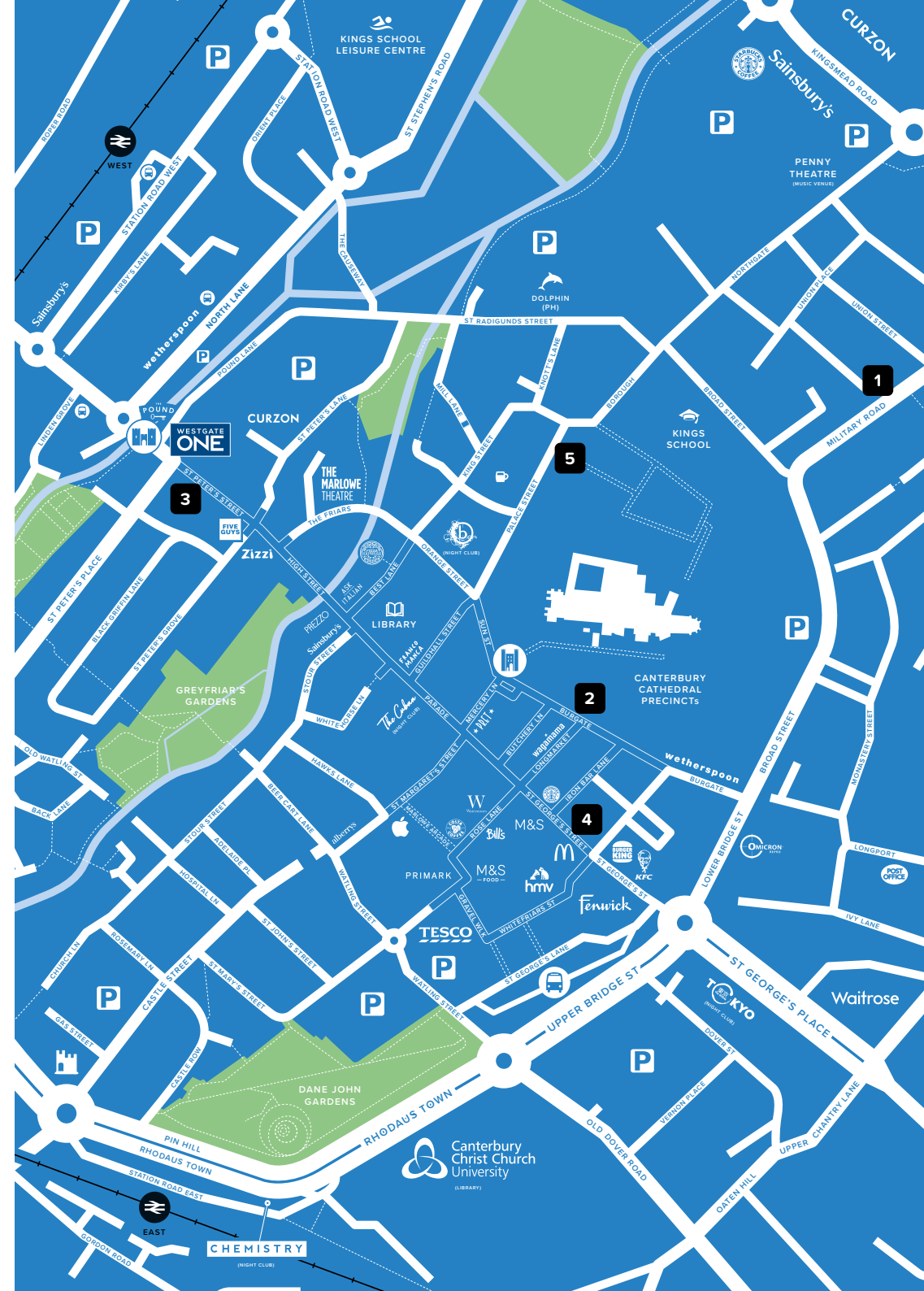
4  amazon

WH Smiths | Post Office
High street - 7 min walk

5  amazon

Kingsmile Express
Palace Street - 6 min walk

There are likely to be others dotted around the city centre as well, including up at the Universities, so please do check for others when selecting a delivery address.



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!

REFUSE

It is the responsibility of all residents to put household waste/rubbish in the bins provided. You are responsible for removing the rubbish from your room.

Individual bins are provided in your apartments for your personal refuse.

As required, please remove the refuse from your property and dispose of in the wheelie bins provided in the courtyard area, which are located in the grey housing in between Griffin and Davey blocks and outside the entrance of the Bedford block. These bins are emptied daily Monday to Friday by our cleaning team to ensure the area is kept clean and hygienic.

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 fined.

BULKY WASTE

Next to each bank of wheelie bins in the courtyard is an area designated for you to put any bulky waste items that don't fit in the bins. 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.

NOISE & ANTI-SOCIAL BEHAVIOUR

Creating a social environment whilst respecting those in surrounding areas is paramount and all tenants are reminded of acceptable behaviour in their tenancy agreement, which they agree to upon signing at the beginning of their tenancy.

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 landlord's office by other tenants at Westgate One or

reported to the landlord's office 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

Due to the size of the apartments and their close vicinity to one another, **UNDER NO CIRCUMSTANCES ARE PETS PERMITTED** at Westgate One.

COURTYARD RULES

We have a beautiful, landscaped courtyard 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

HEALTH & WELFARE

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. Always try to plan ahead and avoid walking home late at night alone.



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. Please note if it is not related to a property issue then their callout fee may be passed onto you.



DRUGS

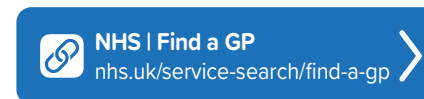


We have **ZERO TOLERANCE TO ILLEGAL SUBSTANCES** at Westgate One. Being in possession of illegal substances is a crime, so please do not bring any contraband into Westgate One. For more information on the UK laws please visit talktofrank.com

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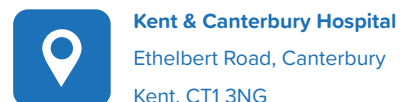
REGISTERING WITH A LOCAL GP

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:



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:



THE FINANCIAL BIT

Sometimes, things happen that cost money to put right. Here's a list of potential fees that you could incur as a tenant.

LATE PAYMENT OF RENT

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

REPLACEMENT KEY/FOB

If you lose your keys, there will be a charge for a replacement set. Here are the charges below:

| | |
|------------------------------|------------|
| Electronic fob | £25 |
| Silver front door key | £10 |
| Post box key | £10 |
| Total set replacement | £45 |

Lost Keys Out of Hours

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

Lost Keys During Office Hours

If it's during office hours, then please call our office on the number below:

Westgate One Team
07902 375491

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 £60 will be chargeable to you.

Change to Tenancy Admin Fee £60

REPLACEMENT & DAMAGE COSTS

Here at Westgate One, 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 Overleaf)** 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.

COST DIRECTORY*

| Item | Charge £ |
|--------------------------------------|----------|
| Bathroom Door | £250 |
| Bathroom Mirror | £50 |
| Bathroom Sink | £95 |
| Bed Frame | £450 |
| Cleaning → Full Studio At Checkout | £175 |
| Coat Hooks | £18 |
| Desk Bin | £7.50 |
| Door Closer | £95 |
| Door Lock | £185 |
| Door Peep Hole | £25 |
| Door Stop | £10.50 |
| Drain Cover (Shower) | £15 |
| Electrical Plug Or Usb Socket/Switch | £45 |
| Extractor Hood | £285 |
| Fire Action Signage | £15 |
| Smoke Alarm | £45 |
| Fire Blanket | £30 |

| Item | Charge £ |
|-------------------------------|----------|
| Fire Sensor | £45 |
| Fire Door | £250 |
| Fridge Freezer | £450 |
| Fuse Box | £125 |
| Hob | £150 |
| Kitchen Bin | £40 |
| Mattress | £200 |
| Microwave | £95 |
| Oven | £325 |
| Oven Shelves | £35 |
| Oven Tray | £15 |
| Rubbish Removal (Per Bag) | £10 |
| Shower Head Holder | £45 |
| Shower Head | £25 |
| Sink Plug | £10 |
| Spotlight | £65 |
| Stool | £135 |
| Toilet Basin | £185 |
| Toilet Seat | £85 |
| Unblock Drain, Sink or Shower | £55 |
| Wall Heater | £195 |
| Wardrobe Rail | £35 |
| Window Mechanism Charge | £105 |
| Window Replacement | £495 |

YOUR TENANCY

Your tenancy is an Assured Shorthold Tenancy (AST), which means you have the right to stay in your apartment until the end of the agreed period.

We cannot evict you before your tenancy ends unless you have breached your tenancy terms and conditions that you have signed, and we would need a court order to evict you. You have entered into a legally binding agreement with Westgate One and have accepted the responsibility that comes with it.

WE EXPECT RESIDENTS TO:

- A. Pay rent on the agreed date.
- B. Look after your apartment and keep it clean.
- C. Behave appropriately within Westgate One and the surrounding area.
- D. Report repairs as soon as you notice them.

- E. Be respectful of all neighbours within Westgate One and the surrounding area.
- F. Refrain from bringing any illegal substances into the Westgate One property. It is a criminal offence, and we have a zero tolerance to illegal substances.

WE WILL:

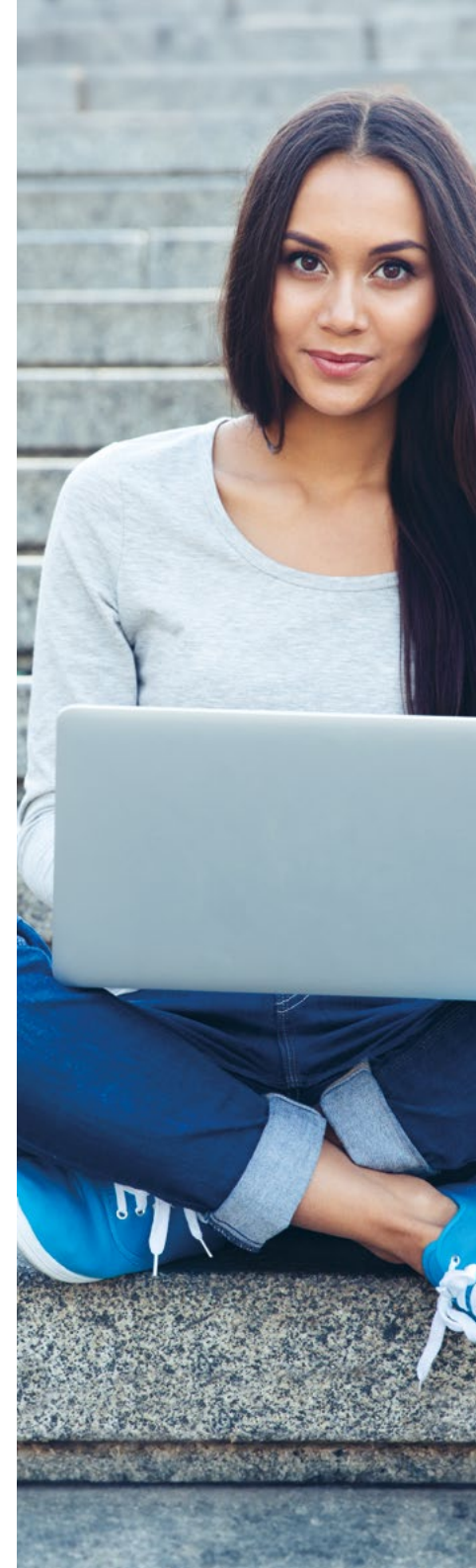
- A. Carry out repairs and ensure it is a safe and secure place to live.
- B. Keep the communal areas clean.
- C. Carry out regular health and safety checks on the building.

TERMINATION OF THE TENANCY AGREEMENT

As a tenant on a fixed term agreement, you do not have the right to end your tenancy early.

Westgate One can seek possession of your apartment should you fail to pay rent or breach the terms of your tenancy agreement. In the event of Westgate One seeking possession of your apartment, you will remain liable for the rent up until the date you vacate.

In some exceptional circumstances, Westgate One may agree to market the property on your behalf, if you need to exit your tenancy early, to try and secure another suitable tenant to take over your tenancy. If they are successful, then you will pay rent up until the new tenant takes occupation. You will remain responsible for the property and paying rent until a new tenant is found or your tenancy expires, whichever is soonest.



REPAIRS & MAINTENANCE

REPORTING REPAIRS

All repairs must be reported via your PropertyFile portal. You will be sent a link when you arrive at Westgate One, so you'll need to log into your PropertyFile account and raise a new job by following the simple steps on your screen.

We 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.

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:



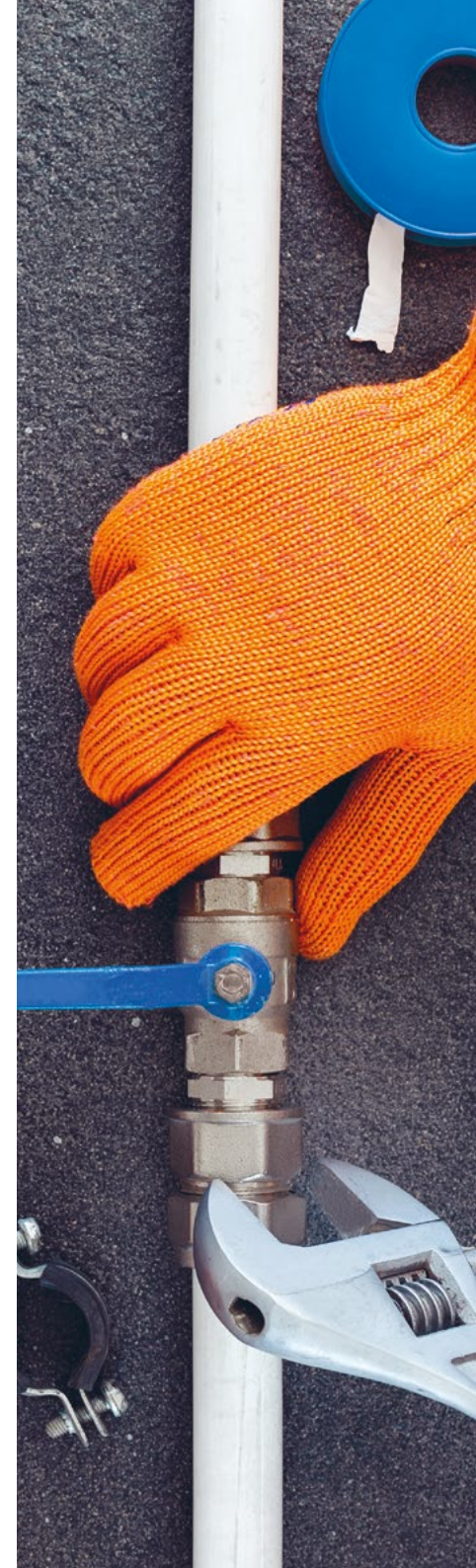
Wilsons Ltd
01227 719519



ELECTRICAL FAILURES

If you find yourself without electricity, it's worth checking if it is just your apartment, the whole building, or the street. If it is a power cut, it will affect the whole building or street. This would be something beyond our control but most power cuts only last around 2-6 hours.

If it is just in your apartment, please refer to your Home User Guide and following the instructions on how to resolve a tripped fuse.



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:

General Enquiries
hello@westgateone.co.uk



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.

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

WE HAVE A FEW REQUIREMENTS;

- You must return all keys and fobs to a member of staff
- 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.

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.



CONTACTS DIRECTORY

WILSONS LTD

Out of hours property emergencies

[01227 719519](tel:01227719519)

AKON SECURITY

Out of hours security emergencies

[07919 563614](tel:07919563614)

LONGLEYS TAXI

[01227 710777](tel:01227710777)

CRIME STOPPERS

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

[0800 555 111](tel:0800555111)

VICTIM SUPPORT

[0845 30 30 900](tel:08453030900)

CHRIST CHURCH UNIVERSITY

→ Student Welfare

[01227 922675](tel:01227922675)

studentwellbeing@canterbury.ac.uk

mentalwellbeing@canterbury.ac.uk

→ Disability Helpline

disability@canterbury.ac.uk

→ Student Union Advice Centre

[01227 922272](tel:01227922272)

→ Chaplaincy and Pastoral Services

[01227 922358](tel:01227922358)

→ Student Money Advice

finance@canterbury.ac.uk

UNIVERSITY OF KENT

→ Student Support and wellbeing

[01227 823158](tel:01227823158)

kentssw@kent.ac.uk

→ Kent Student Union

[01227 824 200](tel:01227824200)

kentunion@kent.ac.uk

→ Chaplaincy and Local Faith

[01227 827491](tel:01227827491)

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

→ Student finance services

advice@kent.ac.uk

SAMARITANS

[0845 790 9090](tel:08457909090)

samaritans.org

YOUNG MINDS

[Text YM to 85258](https://www.youngminds.org.uk)

youngminds.org.uk

STUDENT LOANS COMPANY

[0300 555 0505](tel:03005550505)

slc.co.uk

DEBTLINE

[0808 808 40 00](tel:08088084000)

nationaldebtline.org

SEXUAL HEALTH

[0131 536 1070](tel:01315361070)

nhs.uk/live-well/sexual-health

ALCOHOLICS ANONYMOUS

[0845 769 75 55](tel:08457697555)

alcoholics-anonymous.org.uk

BRITISH PREGNANCY ADVISORY

[03457 30 40 30](tel:03457304030)

bpas.org

DRUGS ADVICE & HELPLINE

[0800 77 66 00](tel:0800776600)

talktofrank.com

WESTGATE
ONE

Paul Roberts

C A N T E R B U R Y

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1984-2024

WESTGATEONE.CO.UK