

This is your Residents Pack

ThePinnacles
Sheffield



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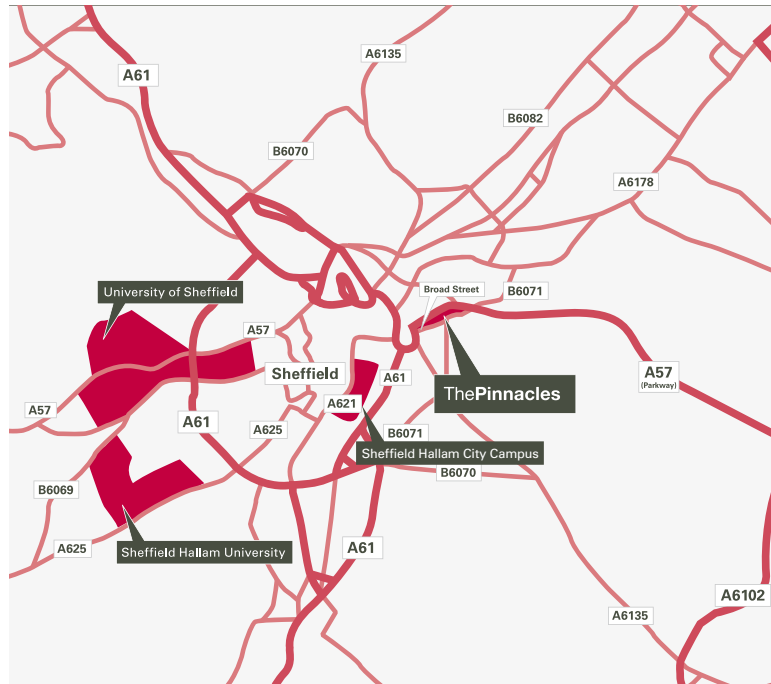
How to find us

Pinnacles Site

83 Broad Street
Sheffield
S2 5TL

By Road

Entering Sheffield via the Parkway (A57) take the first exit off the Parkway Roundabout onto Broad Street. The Pinnacles is on your left.





Arrival Information

Due to the high number of students arriving at Digs on check in weekend, we would be grateful if you would adhere to the arrival/registration schedule as highlighted below. On all arrivals, bring proof of ID & please follow the directions of the marshals who will direct you as appropriate

Arrival Times

10.00am – 5.30pm

Procedure: Report to reception on arrival.

Parking

Because of it's city location, parking is restricted outside of the property. There will be staff on-site during check in weekend to direct you to the nearest car parks. The nearest car parks are all less than half a mile away from the property:

- Victoria Quays S2 5SY
- Blonk Street S1 2AB
- Castlegate S1 2BQ
- Ponds Forge S1 2AT

Financial Information

Payment Advice & Payment of Residence

As an agent, South Street Asset Management Ltd's preferred method of receiving accommodation rental charges is by Direct Debit. If you have not done so already, please complete and return the Direct Debit mandate along with the Student Tenancy Agreement and your payment for the deposit / booking fee. If you have already completed and returned your booking forms and payment, you do not need to do this again. If Direct Debit does not suit your needs, the company will accept payment in full with cash, cheque or debit/ credit card. Please note that our accommodation does not allow for residents to claim housing benefits.

Deposits

If there is no dispute the Managing Agent will keep or repay the Deposit, according to the agreed deductions and the conditions of the Tenancy Agreement. Payment of the Deposit or any balance of it will be made within 10 working days of the Landlord and the Tenant agreeing the allocation of the Deposit. In line with the Government's Tenancy Deposit Protection Scheme.



Telephone & Internet Access

Broadband Internet is standard in each bedroom and is included in the services provided. Upgrade packages up to 50mb are available through Ask 4.

Although there are no pay phones or an internal phone system at this property the Reception area is open 24 hours in case of emergency.

An emergency telephone point is located in reception.

Postal Service

Correct Postal Address:

All mail addressed to you will be delivered directly to your letterbox by Royal Mail.

Name
Block Name, Flat Number, Room Number
The Pinnacles
83 Broad Street
Sheffield
S2 5TL

Forwarding

You are requested to arrange redirection of your post prior to the end of your period of residency. Post received after one week of your departure will be returned to the sender.



Village Amenities

Common Room with Projector, Big Screen and Pool Table

There is a large common room on-site for our residents to use. This communal lounge is a place where our residents can kick back and relax with a projector and large screen showing Sky Sports and Freeview. There are also vending machines and a pool table situated in the common room.

Shop

Next to the Main Office is a mini supermarket for your convenience. It hosts a wide variety of products to cover your every need from fresh provisions and groceries to newspapers, alcohol and stamps all at competitive prices.

ATM

We have installed an ATM machine within the shop enabling you to check your bank balance and withdraw cash as and when you require. (There is a charge for withdrawing cash).

Laundrette

The on-site, coin operated laundrette is fitted with washing machines and tumble dryers for your personal use at a reduced student rate.

Further Information

Privilege Card

All residents are provided with their very own Privilege card, which offers loads of discounts and special offers around the town – helping you save money on everything from gym membership to Chinese take-away.

Reception/Safety and Support

This is situated on the ground floor of Block C and is your first point of contact for general enquiries and reporting faults and/or damages. The opening hours are 9:00am - 6.00pm Monday to Friday. Outside of these hours Safety and Support/Security staff are available and safety concerns should be reported to this office immediately on 0114 275 4659.

Resident Event Coordinator

Resident Event Coordinators provide a host of events for Pinnacles residents throughout the year. You can find them on facebook at www.facebook.com/pinnaclesevents.

Estate & Facilities

Access and Keys

Your own specific room key also opens the bedroom and flat doors. In addition there is a block access fob. The access arrangements may vary by site. Remember always lock your room, apartment door and ground floor windows when you leave the flat. The loss of any keys/fobs must be reported immediately to Accommodation/ Safety & Support Staff in the Administration/Reception building. All keys must be returned at the end of your period of residency.

Security

In order to maintain security without compromise we require you to carry your student ID card at all times. At the request of any duly authorised official you will be required to present your student ID card. Failure to do so may lead to you being escorted off the premises.

Everyone has a role to play in keeping the villages safe and secure. Surveillance cameras cover the blocks from the Accommodation Office.

The 24-hour cover provided by the Safety and Support staff is for your benefit. If you have concerns or suspicions please contact them on their rounds or at the Safety and Support desk in the Accommodation office and can be contacted out of hours on 0114 275 4659.

All contractors who may seek access to your flat or room carry identification and require 24 hours notice (unless an emergency). Do not hesitate to ask for it before allowing them into your room.

Residents are reminded that it is a disciplinary offence to tamper with any safety or security device, since such an act may endanger others. Fines/disciplinary actions are enforceable for such acts.

Under the terms of agreement no long term visitors are allowed.

Disability

Accommodation is available at the property for students with disabilities. A wide range of services are provided. All areas of the site have disabled access and facilities. Prior to arrival students with disabilities are advised to contact the Accommodation Office to agree a disability living plan.

Inventory

You are requested to make a check in appointment with the facilities team on arrival to ensure that your room and communal areas have no prior damage. Any loss or damage must be reported within 48 hours to the reception desk in the Administration/ Reception building. Please note that kitchen cupboards are not lockable.



Estate & Facilities (Continued)

Bedding

Bedding is not provided but packages which include a 10.5 tog duvet, pillow and bed linen are available for purchase in advance or on site on the day of arrival. Alternatively you may bring your own. The packages provided for purchase comply with fire safety regulations. For your own safety, if you bring your own, the duvet and pillow must comply with the same regulations.

Cleaning

You, as the resident, are responsible for keeping your room, kitchen and all other communal areas in the flat clean and tidy. Residents are asked to wash up and clear away after themselves, clean spillages on surfaces and cooking equipment, and ensure that the area is left clean and tidy. Residents are responsible for keeping clean all white goods including cooker, hob, fridge and freezer etc and to ensure all refuse is removed and placed in the relevant waste bins provided, in accordance with the site recycling procedures. If these rules are not adhered to, a cleaning fee of up to £50 will be administered.

Waste Disposal – Recycling Policy

We have introduced recycling facilities within the villages. Residents are required to segregate waste and place in the relevant collection bins. We currently dispose of: Paper & Cardboard, All Glass and General Waste.

Estate & Facilities (Continued)

Energy

All mains services are included in the rent up to a limit of £350 per tenant. However, in the interests of conservation and economy, the consumption of water, gas and electricity supplied directly or indirectly to each flat/house is monitored and excessive use will be brought to the attention of residents. May we also remind you that residents are allowed to bring personal electrical appliances but not domestic appliances (see Student Accommodation Licence Agreement/Assured Short Hold Tenancy Agreement).

IMPORTANT TV LICENCE INFORMATION: The rent includes a TV Licence for the communal living rooms and studios. If you have a TV or watch any live broadcasts on your computer in your bedroom then you must purchase a TV Licence.

Smoking

Please note: The Pinnacles is a non-smoking site. If you are caught smoking a charge of £50 applies

Loss or Damage

Any accidental loss or damage is to be reported to Reception as soon as possible. In the event of loss or damage to the accommodation, its equipment or contents or in the event of additional cleaning considered to be beyond that due to normal wear and tear, the cost of the work required to rectify the situation and any additional charges may be charged to the resident(s).

All flats and houses have some shared facilities e.g. domestic appliances, fixtures and fittings, decorations and safety equipment. Everyone has an equal responsibility not to damage, remove or alter any item within the communal areas. Doing so may result in a communal fine/charge which will be levied equally amongst the residents for any such damage or loss.

Communal Living

Faults, Defects and Damage

All building related faults, defects or damage must be reported, in person, to Reception between 9am - 6pm Mon- Fri, and a damage/fault report completed. No telephone requests will be accepted. The Job Number is available on request. It may not be possible to follow through later queries if you cannot quote this Job Number.

Please note: It is our commitment to make your room/communal area safe within 24 hours

Emergency Repairs

For emergency repairs outside normal working hours, such as those listed below, please contact the Safety and Support Desk in the Administration/Reception building. The Staff responding to such calls are briefed to 'Make Safe' only and undertake a permanent repair later.

Typical Emergency Building Repairs include:

- Water leak
- Broken window
- No lights, no power
- Broken room or flat door lock
- No hot water/heat (winter only)

N.B The emergency facility is there for your benefit; do not abuse it with non-urgent requests.

Parking

Please note: The Pinnacles have parking available for disabled residents only.

If you are interested in booking a parking space at The Pinnacles please contact the office on 0114 275 4659.

Fire/Health & Safety Regulations

Procedures & Equipment

1. Fire, Safety, and Security Equipment

- (a) Interference with any fire, safety or security equipment including doors, notices, first-aid boxes, fixtures, extinguishers, fire detectors, fire alarms, locks, electronic devices and cameras is a disciplinary offence. It will be investigated and may be handled in terms of disciplinary procedures or prosecution. This could lead to expulsion from the University.
- (b) A charge of up to £100 or the actual costs or both will be levied for tampering with, or misuse of, such equipment. Please note that the Fire Service can also prosecute / fine for this.
- (c) If an individual cannot be identified then the charges levied in (b) will be apportioned as a communal damage.
- (d) An administration charge of £10.00 will be added to each bill raised as a consequence of damage or loss and the resultant levy of a charge.
- (e) Fire Alarms - to set off a fire alarm without good reason is a criminal offence. Such alarm calls are regarded as malicious and anyone found to have triggered an alarm in this way will be charged.
- (f) Residents must not obstruct any fire escape route.

2. Prevention of Fire

- (a) Each year a number of fire incidents occur in halls of residence. Prevention training is provided at the beginning of the year.

What To Do

If you discover a fire:

- Sound the alarm using the nearest alarm call point (break glass)
- Inform Safety & Support / Security: Pinnacles – 0114 275 4659
- Do not take any risks

On hearing an alarm:

- Switch off any appliances, if it can be done promptly
- Evacuate immediately
- Ensure doors close behind you
- Go to the designated assembly point
- Do not stop to collect personal belongings
- Do not re-enter to collect personal belongings
- Do not re-enter the building until instructed to do so by Safety & Support or the Senior Fire Officer in attendance

Failure to evacuate puts yourself and other people at serious risk of injury and will be dealt with under disciplinary procedures.

Fire/Health & Safety Regulations (Continued)

Fire Safety

The following information is provided for your own safety and the safety of others.

NOTE: It is a criminal offence to tamper with or misuse equipment provided for fire safety.

A minimum charge of £50 will be levied, by the company, for improper use of, or tampering with, fire doors (including propping open) fire fighting and fire detection equipment. The misuse of any fire equipment will not be tolerated and will be dealt with severely.

PLEASE NOTE : This information is provided for your own safety and the safety of others.

1. Fire Doors

- Bedroom, kitchen and corridor doors are classed as fire doors.
- Do NOT prop open.
- Keep closed at all times.

2. Door Closers And Window Catches

- Do NOT remove or disable.

3. Escape Routes

- Must be kept clear at all times,

4. Smoke Detectors

- Smoke detectors are installed in each room for your safety. Do NOT smoke directly beneath the detector or blow smoke into the detector. Do not cover the smoke detectors at any time.
- Do NOT use aerosols in the vicinity of the detector. Failure to observe these guidelines will trigger the alarm system. If the actions leading to triggering the fire alarm are deemed to be deliberate e.g. propping open fire doors, a disciplinary action or charge of up to £50 may be levied. Malicious activations of the fire alarms will incur a charge of £100 and £250 per fire service truck called.

5. Fire Alarm Testing

- The fire alarm system will be tested regularly. Residents will be informed as to the day and time of these tests. It is not necessary to evacuate the building during the test unless instructed to do so.

6. Candles/Oil Burners/Hookah Pipes/Incense Sticks/Portable Radiators/Portable Sunbeds/ Disposable Bbq's

- These are NOT allowed in any part of the accommodation. Fire alarms triggered by the use of such items will incur an automatic fine.

7. Cooking

- (i) Do not use cooking equipment in your room.
- (ii) Chip pans and deep fat fryers are prohibited for reasons of fire safety.
- (iii) Do not wedge open any fire doors, especially to kitchen areas, as most fires occur in kitchens. The fire doors are there to protect your lives. Charges/disciplinary action will be levied where fire alarms are triggered due to wedging open fire doors.

Fire/Health & Safety Regulations (Continued)

General Safety Precautions

Electrical Safety

- Do not tamper with electrical equipment. If you see or suspect a fault with any of the electrical equipment provided please report this to the Reception or Safety and Support staff using the appropriate form or by telephone if there is an immediate hazard.
- Residents are required to ensure that any electrical appliance brought in is safe and without risk to persons or the electrical supply arrangements and complies to the relevant British Standard (BS) or European Standard (EC).
- A visual inspection of plugs, cables and switches should be made prior to the connection of any electrical appliances.
- Extensions to the wiring system are forbidden.
- Electrical appliances, other than electric razors, must not be taken into the bathroom pod.

N.B. It is recommended that you purchase 'surge protection adaptors' for all electrical equipment, particularly your computer and gaming devices, as surges cannot be anticipated.

Ensuites

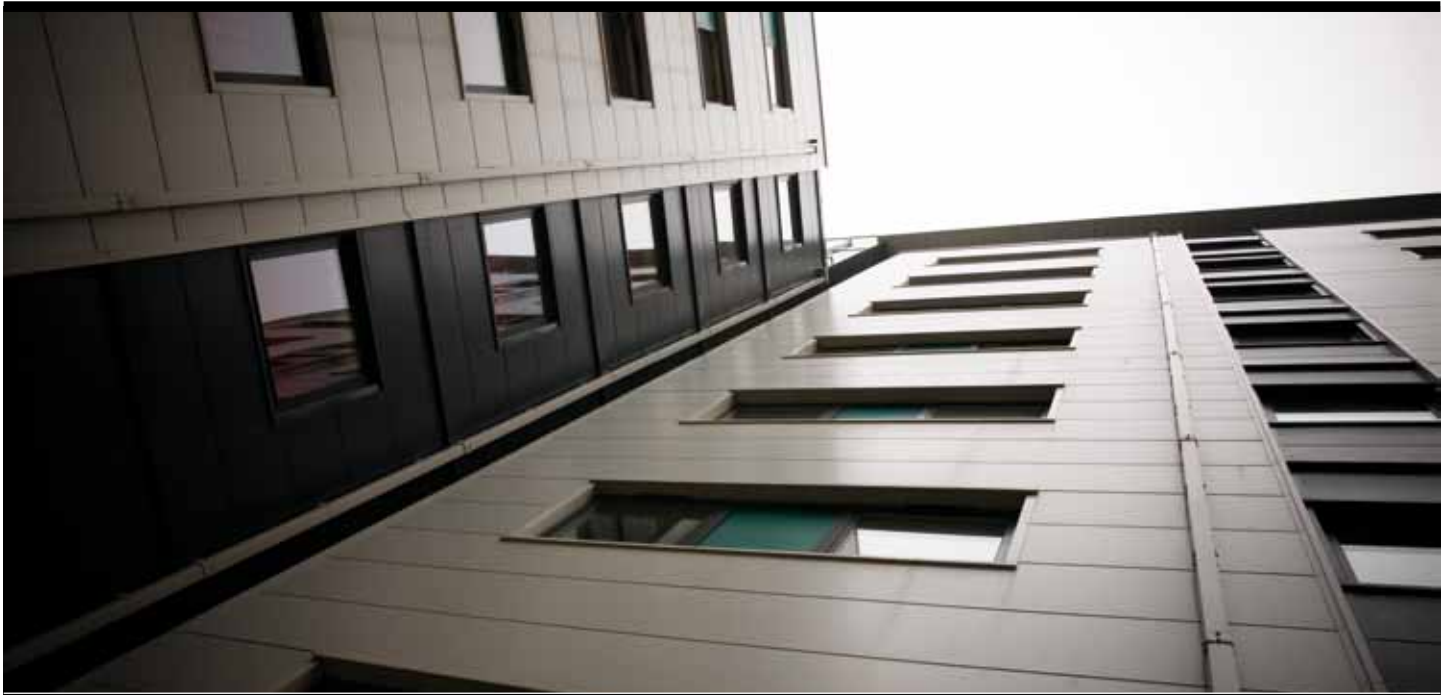
- Glass bottles and receptacles must not be taken into the ensuites.

Cooking

- Sensible use of cooking appliances is necessary if risks are to be minimized. Cooking appliances should never be left unsupervised. Follow the instructions on appliances carefully.
- Clean grill pan and cookers regularly to avoid build up of fats – a common cause of fire. Fines are enforceable.
- In the interest of hygiene the kitchen (especially food preparation surfaces) should be kept clean and food deposits must not be allowed to accumulate.
- Please ensure that all food waste is discarded into the bin(s) provided and not left to decompose on floors, work surfaces and kitchen utensils.
- Broken glass/crockery and cutlery should be disposed of directly into the metal "Glass Breakage" bins located in each kitchen. Where there is no special bin, broken glass and crockery should be wrapped in newspaper and placed in external bins provided, do not place directly into normal kitchen waste bin.
- Cooking is allowed only in kitchens using the appliances provided.
- Chip pans and deep fat fryers are prohibited.

Accident/Emergency Information

- In the event of an accident or other emergency requiring Fire, Police or Ambulance, The Pinnacles Telephone Safety & Support – 0114 275 4659 or Telephone Emergency Services – 999 and clearly describe the nature of the emergency and the location of the incident, together with a contact telephone number if requested.
- All incidents must be notified to Safety and Support including minor accidents, near misses, property damage and theft.
- An incident form must be completed for all Health and Safety related incidents. These are available from the Safety and Support Office.



Contact Details

Accommodation And Reception

Digs Accommodation

The Pinnacles
83 Broad Street
Sheffield
S2 5TL

Telephone:

+44 (0) 114 275 4659

Fax: 0114 270 9657

E-mail: mail@digpinnacles.co.uk

www.digpinnacles.co.uk