



• LOXLEY HEIGHTS •

- Resident's Handbook -

Welcome Home

Hello, and a warm welcome to Loxley Heights!

We're excited to see that you've chosen to make Loxley Heights your new home. Of course, we know that finding the right place to live in and call home is an important decision, and we want you to know we're here to assist you every step of the way.

Rest assured, we are committed to ensuring your time with us is nothing short of exceptional.

If this is your first time staying with us, we know that there's a lot of information to absorb. We kindly request that you take some time to read carefully through this handbook, as it contains all the details about your new home and the services we offer.

If we forgot to mention something, please don't hesitate to get in touch with us via phone or email. We are more than happy to address any questions or concerns you may have.

Additionally, we recommend following us on our social media channels and downloading our Residents App, KLIQ to stay updated on the latest news and updates.



@Loxley_Heights



Getting Settled

Checking Your Inventory

Before you begin the unpacking process, please take a few minutes to review your Move-In Inventory. This should be completed within 14 days of your move-in date and serves as the official record of your apartment's condition at the time of your arrival. It's essential to document this accurately because it will be used as a reference when you move out.

Please assess the condition of every item in your apartment to note anything that may be missing or damaged. While we have conducted a thorough inspection, we acknowledge that oversights can occur, so this is the perfect opportunity for you to let us know.

If you don't return the inventory we'll assume that all items are present and your apartment is in perfect condition. Consequently, you may be charged for any missing or damaged items at the end of your lease.

If any items in your apartment are not functioning, kindly report them via the KLIQ app or by contacting our Residents' Team at 03301 626 556.





Getting Settled



Do I Require Contents Insurance?

We strongly recommend obtaining comprehensive contents insurance from a reputable provider to safeguard your personal belongings. This insurance should commence on your move-in day.

Additionally, you may wish to consider insurance that covers accidental damage to the Landlord's property or goods. Depending on the policy, it can provide coverage in situations where, for example, you stain or damage a carpet or accidentally break an item.

How Do I Register For Council Tax?

It's important to inform Sheffield City Council of your new address and move-in date so that they can send bills directly to you. While we update the council when residents move out, if you receive any bills addressed to previous occupants, please mark them as "Return to Sender" and return them via mail.

If you are a full-time student, obtain an exemption form from the council and submit it as soon as possible. They will advise you on any applicable charges during periods like summer holidays.

It is your responsibility to stay current with council tax payments.

Do I Need a TV Licence?

Yes, if you watch or record live broadcasts, use catch-up services like iPlayer, or view live TV online, you are required to have a TV licence.

This applies regardless of the provider or device you use, including TVs, desktop computers, laptops, mobile phones, tablets, game consoles, digital boxes, or DVD/VHS recorders. For more information, please visit <https://www.tvlicensing.co.uk/>.

Rent, Your Security Deposit, Appliances, & Utilities

Rent Payment

Your monthly rent is due on the 1st of each month. If you ever encounter difficulties making payments, please reach out to the General Manager as soon as possible.

Tenancy Deposit Scheme (Custodial)

Your tenancy deposit is fully refundable at the end of your lease, with deductions made only for damages or outstanding charges. It is securely held by the Tenancy Deposit Protection Scheme, and you can find more information on their website.

Where Can I Access Appliance Instructions?

You can find appliance instructions on our Residents' App. In case you can't locate the information you need, please inform us, as we also keep physical copies of the instructions at the Reception.

How Is My Electricity Usage Calculated?

Our Residents' Team will get in touch with you before your move-in date to explain how you can manage your utilities during your stay with us.

How Can I Check the Utility Meters?

During your move-in property tour, our Residents' Team will show you the location of your meters and guide you on how to read them.

How Do I Connect to the Broadband?

The most important question by far! Good news - you're already connected! We provide a standard 100Mbps broadband connection and up to 100Mbps wireless service throughout the building. If you require speed upgrades or additional services, they are available for an extra fee.

Our internet services are supplied by our partner, Glide. If you're struggling to connect for the first time, here's their own useful guide to how to do it.

For any inquiries or issues, please contact the Glide support team at 0333 666 5555 or via email at glide@glide.co.uk.

Fire Safety

Where is the designated Evacuation Assembly Point situated?

The designated Evacuation Assembly Point is positioned at the corner of Trippet Lane and Bailey Lane, in the direction of West Street.

What Do I Do If I Discover a Fire

If you discover a fire, please take the following steps:

1. Dial 999 and request the Fire Service.
2. Immediately exit the building through the nearest available exit. Do not make any detours to collect personal items.
3. Proceed to the assembly point and await further instructions.

Personal Emergency Evacuation Plan (PEEPs)

Residents who anticipate needing assistance for a safe and swift evacuation during an emergency should notify the Residents' Team at the start of their tenancy. Appropriate arrangements can be made based on individual needs. The PEEP will be discussed and established within two weeks of your arrival. For additional details, please contact the Residents' Team.

Fire Prevention Measures

Our building is designed with your safety in mind in the event of a fire. Every resident is responsible for familiarising themselves with the building's safety features, exits, and evacuation procedures as soon as possible after moving in.

You can also contribute to fire prevention by following these simple guidelines:



Avoid allowing rubbish build up in your apartment.



Refrain from obstructing corridor areas with personal belongings.



Do not use heaters for drying items.



Never leave cooking unattended.



Avoid overloading electrical plug sockets.



Do not place any BBQ equipment on your balcony.

Fire Safety

Please ensure that fire doors remain closed at any time, and promptly report any concerns to the General Manager.

We take fire safety seriously, and any actions that appear to be criminal offenses will be reported to the Police.

Deliberate activation of alarms or tampering with fire equipment may result in financial charges imposed by the Fire Service.

Reporting Fire Safety Concerns

If you have any serious fire safety concerns within the building, please raise them with the General Manager as soon as possible.

Fire Door Maintenance

To maintain fire safety and personal security, please refrain from attaching any items to doors, such as over-the-door hangers, as it may compromise their fire resistance. Ensure your front door remains closed at all times. Any faults with this door or any other fire door within the building should be brought to the attention of the General Manager.

Fire Alarm Testing Schedule

The fire alarm system undergoes testing every Tuesday from 13:30 to 14:30. The test is recognizable as a brief burst of the fire alarm sirens. If the alarm sounds at any other time, please follow the established evacuation procedure.



Our Facilities

Where Can I Find Parking?

In line with our commitment to working collaboratively with local authorities and preserving the environment, we do not offer on-site parking at the property. The closest parking facility available is Q Parks on Rockingham Street. Our residents do get a preferential rate - just ask Reception for more information.

Visitor Parking

For your visitors, we recommend utilizing Q Parks on Rockingham Street.

Respect for Shared Spaces

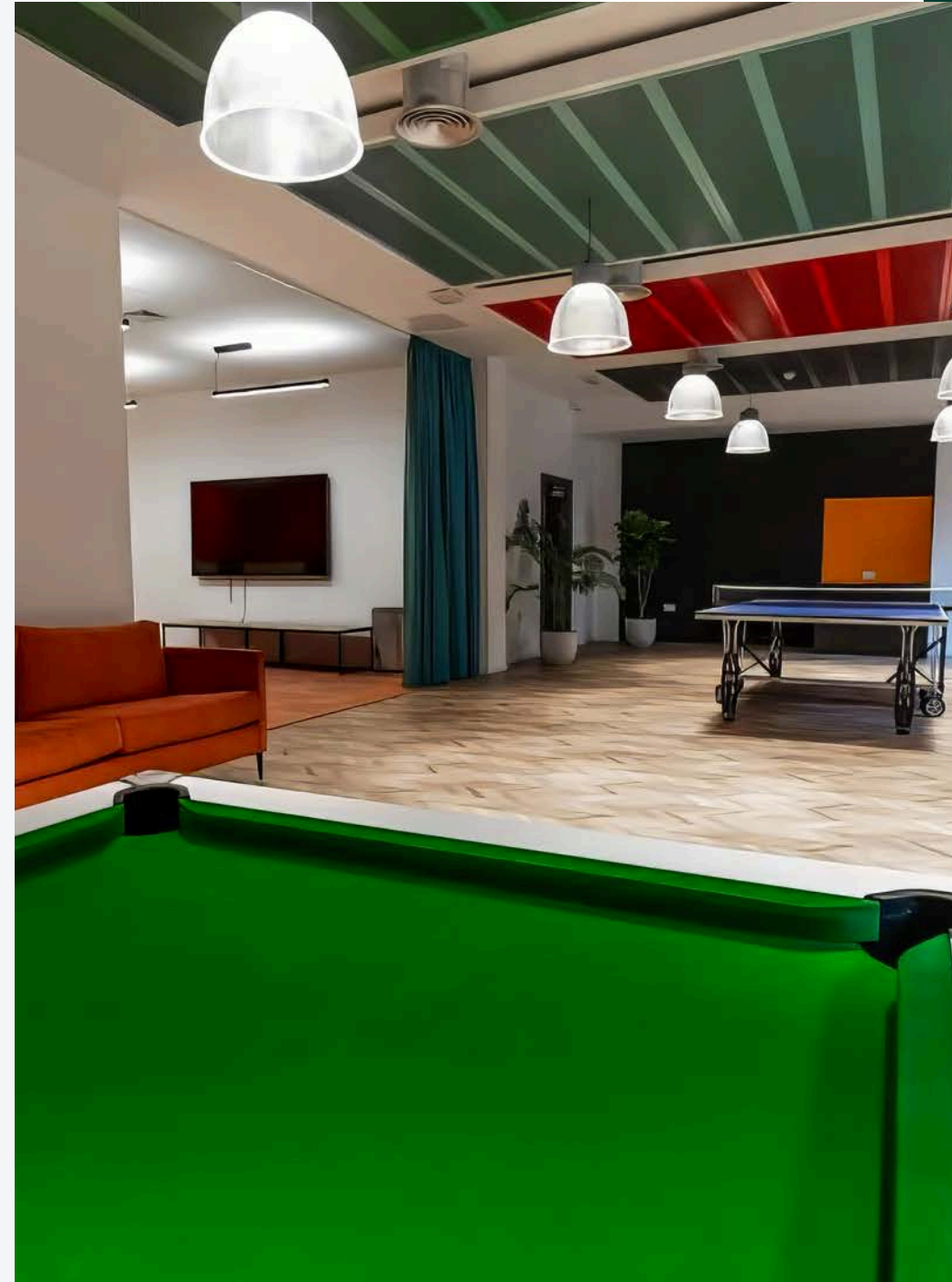
Our amenities and shared areas are intended for the enjoyment of all residents. We kindly request your assistance in maintaining their cleanliness and tidiness, and we ask that you do not remove any items from these communal spaces.

Booking Communal Spaces for Private Events

The communal areas can be reserved for private events by accessing our social events Google spreadsheet, which will be provided upon your move-in.

Want to make it even easier? You can book our social space using the KLIQ app.

For more details, please consult with the Residents' Team.



Our Facilities

Bicycle Storage

An indoor bicycle storage facility is situated on the lower ground floor of Block E, next to the fire exit. Additionally, an outdoor storage area can be found near Block F. To gain complimentary access, please contact the Residents' Team to reprogram your key fob.

Please ensure you have a lock or suitable method to secure your bicycle to the provided rack. Bicycles are stored at the owner's risk, and we cannot assume responsibility for any loss or damage.

Note: Bicycles are not allowed to be stored within your residence or in communal hallways. Any bicycles found in these areas will be removed.

Rubbish Disposal and Recycling

The bin store is situated on the Lower Ground of Block E. Prior to disposal, please bag and securely tie your rubbish.

The Refuse and Recycling Area offers separate bins for general refuse and recycling. We kindly request that you do not leave rubbish in hallways or other common areas, as this not only detracts from the overall appearance but also poses a health risk and can additionally be a fire hazard.

We strongly encourage recycling and provide dedicated bins for glass, paper, cardboard, cans, and general waste. To provide everyone with the chance to make use of the available bin space, please remember to break down cardboard boxes before placing them in the recycling bins.

Disposing of Bulky Waste, Such as Old Furniture

If you have large or bulky items that cannot fit in the general bins, please contact Sheffield City Council at 0114 273 4567 to arrange for their removal. These items must be stored within your apartment until collection can be arranged.



Our Gym



Our state-of-the-art Gym operates 24 hours a day and is conveniently situated on Level G of Block A Steelworks, just behind the elevator lobby and to the left of the restroom facilities.

For your initial visit to the gym, we kindly request that you complete a 'Pre Activity Readiness Questionnaire.'

Additionally, we highly recommend watching our online safety induction. We want to ensure your safety and prevent any potential injuries, so taking the time to view this video is highly beneficial.

While utilizing the gym, we expect all residents to assume responsibility for their overall health and physical condition. Residents are required to use the equipment for its intended purpose, and their conduct in the gym should not pose a security or safety risk to themselves or others present.

As a standard practice, we kindly ask that you wear suitable clothing and footwear when using the gym. During equipment use, please use a towel to cover it, and afterward, make sure to wipe down the equipment. In the event that any equipment is damaged as a result of your usage, you will be responsible for covering the costs of repair or replacement.

Our aim is to create an enjoyable gym experience for all residents, and to achieve this, we request that you tidy up and store away any equipment you use during your session, leaving the gym area neat and organised.

Make yourself at home

Creating a Comfortable Living Environment

Where Can I Smoke?

Smoking is strictly prohibited within all of our building premises and garden areas. The designated smoking area is located in the courtyard, overlooking Blocks E and F, and this is the sole location where smoking is allowed.

This ban encompasses all substances that can be smoked, including cigarettes, E-Cigarettes, roll-ups, pipes, hookahs/shisha pipes, and cigars.

Can I Have Visitors?

Certainly, you are more than welcome to have visitors! We kindly request that you assume responsibility for your visitors while they are in the building, ensuring that they show respect for other residents and the property itself.

Can I Remove Any Furniture or Bring My Own?

We completely understand that you may want to bring your own furniture. You are permitted to remove the furniture/mattress we have provided and store it elsewhere at your expense.

However, at the conclusion of your tenancy, you will be required to return all provided items. If any item is missing or damaged, replacement charges will apply. Please inform the management team if you intend to make such changes, as storage space is limited.

Can I Bring My Pet?

If you currently have or are considering getting a pet, please reach out to the Residents' Team to arrange a 'Pet Interview.' This brief meeting will involve an assessment of your pet's suitability for our building and its impact on other residents. We will also ask a few questions about your furry friend's daily routine. Following our chat, if approval is granted, a 'Pet License' will be issued, and a monthly 'pet rent' will be applicable. You can find details about this charge in our Fee Schedule.

Permission is granted on an individual basis, but please note that rats, mice, and any dog listed under the Dangerous Dogs Act 1991 will not be allowed.

Depending on your apartment size, a maximum of two pets may be permitted.

Sub-Letting Reminder

Residents should be aware that, as outlined in the Tenancy Agreement, sub-letting of your apartment is not permitted without prior written consent from the Landlord. If you are considering sub-letting, please contact the General Manager to discuss this further.

Repairs & Maintenance

In your property, City Living takes responsibility for the following:

- Repair and maintenance of pipework and wiring that supply water or electricity.
- Sanitaryware, including basins, sinks, showers, baths, toilet bowls, and cisterns.
- The structural elements of the property, such as walls, roof, windows, and doors.
- Electrical wiring, including sockets and switches.
- Water heaters, fitted wall heaters, and central heating systems.
- The safety of gas and electrical appliances.

How Can I Report a Maintenance Issue?

Reporting a repair or maintenance issue is straightforward—simply log into Main Manager, our maintenance portal which is accessible 24/7. You can access it at any time through your Resident app, KLIQ.

Response Times for Maintenance Issues

Emergency Issues - Within 24 Hours

We class this as any repair which is required to avoid danger to health, is a risk to the safety of Residents or may result in significant damage to the building or belongings. Eg:

- Gas leak
- Serious Water Leak e.g. water systems, roofs
- Serious Electrical Failure
- Serious heating and hot water failure
- Serious drainage issues



Medium Urgency Issues - Within 7 Days

These are repairs which may affect the comfort or convenience of our Residents, EG:

- Minor water leaks
- Intermittent/minor heating/water failures
- Minor drainage issues
- Minor electrical issues

Low Urgency Issues - Within 28 Days

Any repairs which do not fall into the above categories, but may cause discomfort.

As a Resident, you are responsible for:

- Ensuring no one interferes with equipment that is designed to protect your safety such as fire doors, smoke alarms or carbon monoxide detection.
- Carrying out minor repairs, eg changing fuses and light bulbs.
- Keeping all drains, sinks, toilet bowls, cisterns, basins, baths, showers and water pipes free from blockages.
- Ensuring that showerheads and taps are clean and free from dirt and scale build up – this is important to prevent Legionella
- Handling minor repairs, such as changing fuses and light bulbs.
- Keeping drains, sinks, toilet bowls, cisterns, basins, baths, showers, and water pipes clear of blockages.
- Ensuring that showerheads and taps are regularly cleaned and free from dirt and scale buildup, which is crucial for preventing Legionella.

How Can I Help Prevent Condensation?

We kindly request that Residents take reasonable steps to heat and ventilate their apartments to prevent condensation. If condensation does occur, please promptly wipe it down and clean any surfaces as needed to prevent the development of mold or damage to the property and its fixtures and fittings.

Do I Have to Pay for Repairs?

You will be responsible for covering the expenses associated with clearing any blockages in sinks, toilet bowls, or other fixtures, if those blockages result from actions on your part, such as disposing of cleaning wipes or sanitary products in the toilet or pouring grease down the kitchen sink.

Additionally, if there is a blockage in the shower drain due to a buildup of hair in the shower trap, you will also be accountable for the associated costs.

Please notify us promptly if your home sustains any damage. Charges will only be imposed if the repair is necessary due to your negligence or improper use.

You must not tamper or interfere with electrical or plumbing systems and fixtures. In case of an issue, kindly inform the Residents' Team immediately and do not attempt to resolve the problem on your own.

What to Do in Case of an Emergency When Reception Is Closed?

In the event of an emergency outside of our regular working hours, we offer access to an Emergency Helpdesk service.

Our 24-hour contact number is: 07879 848 053.

Further details outlining what constitutes an emergency and what does not can be found below.

The Helpdesk will provide assistance based on the situation.

If the reported issue is not categorized as an emergency, you will be requested to contact the Residents' Team during regular working hours or report the issue via the Residents Portal.

Emergency situations include:

- Fire
- Significant leaks and floods
- Blocked drains leading to flooding
- Faults in the security system that allow non-residents access or prevent Residents from entering the building
- Complete power outage in the building
- Heating system failure

How Much Notice Will I Receive if Repairs Are Necessary in My Apartment?

We typically provide a minimum of 24 hours' notice if we need access to your apartment to carry out a repair.

Please be aware that in the case of an emergency, immediate access may be required, such as in the event of a fire or flood.

Living with us

How Will I Receive My Mail?

Mail is directly delivered to your building and will be placed in the mailboxes designated for each studio/apartment. If you receive a parcel that doesn't fit through your letterbox, we'll gladly accept it on your behalf and notify you via our KLIQ app.

To collect your parcel, please visit Reception during our operating hours, and be ready to show your parcel collection code.

We will hold parcels for a period of 30 days, after which they will be returned to the sender. If you anticipate not being able to collect your parcel within this timeframe, please inform us in advance. For important deliveries, it's advisable to coordinate with the courier to receive them promptly.

Whilst we are willing to accept items on your behalf, we cannot assume responsibility for any losses.

Before concluding your tenancy, please provide us with a forwarding address so that we can forward any received mail to you.

How Often Will My Property Be Inspected?

We conduct property inspections twice a year to assess the apartment's cleanliness, identify damage, and address maintenance issues. You will receive prior notice of the inspection, and your presence is encouraged during this visit, as we welcome your feedback.

Can You Accept Food Deliveries for Me?

Though we love helping our residents, we currently lack the facilities to ensure proper temperature control, and we wouldn't want you to return home to soggy frozen items! Therefore, Residents expecting food deliveries should be present at the time of delivery and provide the delivery person with your contact details.

How Can I Stay Informed About Social Events?

Have you downloaded our community app - KLIQ?

Yes, we have mentioned it a few times in this handbook, and we're not ashamed to mention it again.

KLIQ will keep you informed about all the exciting events happening in the property, so you can meet some like-minded people and really feel the sense of community we're so proud of. You can RSVP to our events and give us feedback after as well - helping us really tailor your experience to YOU.

You can also use the app to book our Residents' spaces for your own social events - and wow your friends.

So, are you ready to join the clique?

Living with us

Being a Considerate Neighbour

We aim to create a happy and comfortable environment for all our Residents. Building positive relationships with your neighbors is crucial, and there are simple steps you can take to foster a harmonious atmosphere.

Please always show respect to your neighbors and avoid engaging in activities within your home or the building that could cause a disturbance or annoyance to others.

What Are the Rules on Noise?

We request that all Residents keep noise to a minimum, particularly during our designated "quiet times" from 11 pm to 8 am. During these hours, noise should not be audible from outside the apartment where it's occurring. Outside of these times, we ask that noise levels be kept at a reasonable level.

If you experience noise disturbances, you can contact our 24-hour mobile number at 07879 848 053.

What Can I Do About Anti-Social Behaviour

If you encounter minor issues with the behaviour of other Residents, we encourage you to attempt resolution on your own. Often, problems arise from misunderstandings, so it's best to approach the Resident in a relaxed manner to discuss the matter. This approach often leads to immediate solutions and fosters new relationships. If this doesn't resolve the issue, you can also reach out to the Residents' Team.

For more serious instances of anti-social behaviour, please contact the Residents' Team.



Living with us

What Should I Do If I Suspect Drug Use in the Building?

The use of illegal substances is strictly prohibited within the property and its surrounding areas. If you suspect someone is using or distributing illegal substances, please report it to the police.

If we have evidence of such activity, we will cooperate with the police and support any proposed actions. We do not endorse the use of legal highs, and action will be taken if Resident behavior is deemed inappropriate or anti-social as a result.

The production, distribution, sale, and supply of legal highs are offenses punishable by up to seven years in prison under the Psychoactive Substances Act 2016.

Can I Place Items on My Balcony or in My Windows?

We kindly request that you refrain from placing any signs, posters, advertisements, or flags that can be seen from the outside in the windows of your apartment.

Clothing items should not be hung outside the windows or on the balconies where they can be visible from the building's exterior.

Additionally, please avoid shaking rugs from windows or balconies and refrain from discarding rubbish from them.

How Can I Contribute to Sustainable Living?

We are committed to making a positive social and environmental impact, and we can achieve this with your help.

All Residents can play their part in sustainable living. Check out our Go Greener guide.



Personal Safety & Security

How Can I Contribute to the Property's Security?

Ensuring the safety and security of Loxley Heights is a shared responsibility for all residents. Here are several ways you can help maintain a secure environment and safeguard your belongings:

- Always lock your door, especially when leaving the building; you are responsible for your apartment's overall security.
- If you reside on the ground floor, please close windows before leaving your apartment and avoid leaving valuable items like laptops and mobile phones in plain sight.
- Do not grant access to the building to strangers or allow them to enter following you.
- Never lend your key or fob to others.

CCTV

The property is equipped with CCTV for your safety and peace of mind. Access to the footage is restricted to trained and authorised personnel.

What Should I Do If I Lose My Keys or Fob?

In the event of key or fob loss or damage, you will be responsible for covering the replacement costs, including locks, new keys, and/or fob replacements as necessary. If your fob or key is lost or stolen, please promptly inform the General Manager to prevent unauthorized access to the building and your apartment.

I Will Be Away – What Are the Next Steps?

If you plan to leave your apartment unoccupied for more than 28 consecutive days, please notify us in writing. When you return, it's important to flush the water systems (taps, showers, etc.) to reduce the risk of legionella bacteria.

If your absence will extend beyond 14 days, kindly isolate the water supply. If you require assistance or advice, please contact our Residents' Team, who can also arrange for the flushing of your water systems during prolonged absences.

Can I Utilize Extension Cables?

Please use only surge-protected electrical adapters or extension cables and ensure that sockets are never overloaded. All electrical equipment must bear the CE mark.

Can I Remove My Window Restrictors?

Window restrictors have been installed for your safety. It is strictly prohibited to tamper with or remove these restrictors at any time.

COVID-19

We anticipate the continued presence of the Covid-19 virus for the foreseeable future. We will consistently implement appropriate measures to prioritize the health, safety, and well-being of all residents and staff.

These measures will align with government guidance and aim to enhance your living experience with us.

For the most current information related to Covid-19, please visit <https://www.gov.uk/coronavirus>

Remember: Please maintain 'Covid courtesy' at all times.

Feedback

How Can I Provide Feedback?

We always welcome feedback from our Residents because we believe it's the best way we can enhance our service.

Our commitment to you includes the following:

- We aim to consistently deliver a high level of service, although we acknowledge that there may be instances where we fall short.
- We approach complaints with a positive mindset, seeing them as an opportunity to gather insights about our services.
- We make every effort to promptly address complaints.
- We respond to all queries and complaints in a professional and courteous manner.
- We strive to reach a mutually satisfactory resolution for all parties involved.
- We continuously evaluate our service based on the feedback we receive and make necessary changes and improvements.
- You can access our Complaints procedure on the FAQ page of our website for more information.



End of Tenancy

All good things must come to an end... well, we say, not always!

How Can I Extend My Tenancy?

We will reach out to you 11 weeks before your tenancy's expiration date to present you with renewal options and discuss them with you. As a valued Resident, you will receive an exclusive two-week booking period to secure your home before we open up applications and advertise the apartment to others.

How Can I Terminate My Tenancy?

Our 3-year Tenancy Agreement includes a break clause that allows you to end the tenancy at a time convenient for you.

We request that you provide us with a 3-month notice, which can be given after the initial 3 months of your tenancy. This means you can leave anytime after the first 6 months of residing with us.

We only ask that the notice be provided in writing (email is perfectly acceptable) and that you adhere to the required 3-month notice period.

How Can I Prepare for the Move-Out Inspection?

If you require guidance on preparing for your move-out inspection, please inform our Residents' Team, and they will provide you with our 'Cleaning Guidance for Residents.' In essence, we expect the property to be in the same condition as when you first moved in, accounting for reasonable wear and tear during your stay.

Please remember to remove all personal rubbish and any furniture you brought with you.

What Happens During the Move-Out Inspection?

Once you notify us of your departure, our Residents' Team will get in touch to schedule a date and time for your move-out inspection.

This inspection will take place just before you hand the keys back to us. We recommend your presence during the inspection. However, if you choose not to be present, we will assume your agreement to any deductions from your Tenancy Deposit related to damages or cleaning issues.

If you are present, deductions will be discussed during the inspection, and your Deposit Release form will be completed. We will also record and agree upon final meter readings.

When Will My Tenancy Deposit Be Refunded?

Please keep an eye on your email inbox as the Tenancy Deposit Scheme (TDS) will directly email you with instructions on the next steps for deposit return.

After any deductions are agreed upon, TDS typically returns your deposit within 5 working days.

If you move out before your tenancy's end date, please be aware that your deposit will not be returned until after the end of your tenancy.

Are There Any Other Tasks I Need to Complete?

Once your final rent payment has been settled, please remember to cancel your monthly payment.

Do not adjust your last payment to account for your Tenancy Deposit, as the deposit is held separately by the Tenancy Deposit Scheme and not by us.

Additionally, contact the Council Tax authority to notify them of your departure and new address. Inform any service providers that have been servicing the property, such as utility providers, BT, Virgin Media, Sky etc., of your move-out plans.

Where Can I Access the Privacy Policy?

You can review our Privacy Policy at <http://wearecityliving.co.uk/privacy-policy>

Thank you once again for choosing to stay with us.

Enjoy your new home, and remember, we are here to assist you, so please don't hesitate to reach out if you have any needs or questions!

LOXLEY HEIGHTS