



## New Era Living FAQ

### Who can book a room at New Era Living?

If you are a registered student at an educational institution in Sheffield and are/will be over the age of 18 when you move in, you can book a room at New Era Living.

### When can I book a room?

Our bookings for the 2023-24 academic year are currently open!

### How do I book a room?

To book a room, please contact the Lettings Team directly via email ([lettings@nelstudents.com](mailto:lettings@nelstudents.com)), telephone (0114 276 2188) or WeChat (Scan the QR Code)



### Can I still live at New Era Living if I'm currently doing an internship or work placement?

Yes, provided that you are registered as a student and this placement is part of your degree, you can still live at New Era Living.



### **Are short term lets available?**

We may have some rooms available on shorter contracts (under 40 weeks) at New Era Living. For more information, please contact the Lettings Team and they will try and find a suitable room for you.

### **Can I extend my tenancy?**

Yes, if you would like to extend your tenancy for your room, please notify the Lettings Team as soon as possible so that the room will not be let to another prospective tenant during the booking period for the next academic year. If your room has already been let, the Lettings Team will try and find you an alternative room in New Era Living if possible.

### **How much is the deposit and where is it stored during my tenancy?**

The deposit depends on your room type: for en-suite rooms it is £250, for studios it is £350, for one-bedroom apartments it is £450 and for two-bedroom apartments it is £600. During your tenancy, your deposit is safeguarded by DPS and will be returned to you after your tenancy has ended and check out inspection has been conducted.

### **Can I pay my rent in instalments?**

If you have a UK based guarantor, you may pay your rent in instalments. However, if you do not, you will have to pay your full rent in advance.

### **Can guests stay over?**

Guests can stay overnight for up to two nights in a row. When doing so, they'll need to sign in at reception and will not be permitted to have their own key fob



### **Is dual occupancy permitted?**

At New Era Living, dual occupancy is permitted in all studios for an additional 20% of weekly rent to cover extra bills. The tenant shall not permit anyone other than the Lawful Occupiers to occupy the building and/or the Property without the prior written consent of the Landlord (such consent not to be unreasonably withheld).

Our One-Bedroom apartments support dual occupancy free of charge. However, dual occupancy is not permitted in our en-suite rooms.

### **Are all bills included in my rent?**

Yes, your rent covers your electricity, water, and Internet bills.

### **Do I need to pay council tax?**

If you are a full-time registered student, you are exempt from paying council tax.

### **Do I need to pay for a TV licence?**

You are responsible for purchasing a TV license if you plan on watching or recording live TV programmes or using BBC iPlayer. If you do not want to purchase a TV license you can fill out a TV license exemption form here - <https://www.tvlicensing.co.uk/cs/no-licence-needed/about.app>

### **How do you support students who have additional needs?**

At New Era Living, we have step-free access to all blocks, accessible-friendly toilets in common areas, as well as a variety of accessible-friendly Premier studios and en-suite rooms. Our premier studios are all located nearest the lift in each block to provide the most convenience for tenants with additional needs.

### **Do I need to buy my own kitchen utensils and bedding?**

Yes, there are a wide range of shops located near New Era Living to choose your own bedding and kitchenware to suit your style.



### **What common room facilities do you have?**

We have a common room with pool tables, table football and air hockey table, communal kitchen, cinema room, mahjong room, study room and a 24-hour gym!

### **Do you provide cleaning?**

You are responsible for cleaning your room as well as communal areas of your flat.

### **Is there a laundry room?**

Yes, the laundry room is found in Block B on Floor 1, next to the common room.

### **Is there a car park?**

Yes, a car park is located in New Era Square and operated by APCOA. For more information, please have a look at their website. <https://citycentre.apcoa.co.uk/carpark/sheffield/new-era-square/3600>

### **Can I have an individual washing machine installed in my apartment?**

In many of our rooms there is a standalone washing machine that can be used for an additional cost. If you need an individual washing machine, you could let the Lettings Team know your preference and we can arrange a suitable room for you. Our en-suite apartments come included with a washing machine installed in the kitchen/living room.

### **Can I pay rent from overseas?**

Yes, both your deposit and rent can be paid via international bank transfer.

### **When is the check-in period?**

The check-in dates are usually in September, at the start of the academic year. However, we can be flexible to suit your needs. For more details, contact the Lettings Team on [lettings@nelstudents.com](mailto:lettings@nelstudents.com)



### **Can I move in early?**

This depends on the availability of the room you have booked. If you would like to arrive earlier than your tenancy start date, please contact the Lettings Team and they will assist you and see if this is possible. Please note that moving in early will incur additional charges.

### **What do I do if I lose my keys?**

If you lose your key fob or mailbox key, please contact reception for assistance. Your key fob and mailbox key can be replaced for a fee, once this has been paid, we can cut you new keys. This can be done during office hours Mon-Fri 9am-5pm.

### **Can I smoke in my room?**

No, smoking in your room or anywhere indoors in New Era Living is prohibited.

### **How do I report the maintenance issue?**

You can scan the QR code on the back of your apartment door and report your issue online.

### **Is security provided?**

Living at New Era Living is very safe. All doors require a key fob to enter, we have CCTV and have reception staff on duty during the day and a security guard for night shift.

### **Who can I contact in an emergency?**

If you have any issues, contact our reception on 0114 276 2188. If you encounter a more serious and urgent issue, call 999.

### **What items do I need to bring when I check-in?**

When checking in, you must bring a valid passport, visa, and original and photocopied versions of your official university admission letter.



### **Can I move or upgrade my room?**

To see if this is possible, please contact the Lettings Team.

### **What's my bed size?**

Our en-suite rooms are furnished with small double beds (1.9mx1.22m) and our studios and One/Two-bedroom apartments are furnished double beds (1.9mx1.35m).

### **How do I get to university?**

At New Era Living, we provide a free shuttle bus service for all residents during term time on weekdays. Its route runs between New Era Square, the Moor, Sheffield Hallam University, Sheffield Cathedral, The University of Sheffield International College, The Diamond, The University of Sheffield Student Union, University of Sheffield Management School.

### **What is your cancellation policy?**

Tenants can cancel or withdraw their application at any point before they sign their tenancy agreement. After they sign the tenancy agreement, tenants will be bound by the contract until it ends. If a tenant has already signed the tenancy agreement, and they want to cancel their contract before the check-in date, the following procedure will be followed:

1. The original tenant must find a suitable replacement tenant for their apartment before their cancellation can come into effect.
2. The original tenant will remain liable to pay their rent until a suitable replacement tenant has been found.
3. After the replacement tenant has signed a tenancy agreement and paid the rent, New Era Living will refund to the original tenant the appropriate proportion of the rent.
4. You will be charged an additional cancellation fee of £200 to cover the cost of the extra administration and resources required to process the cancellation.
5. If you want to cancel your tenancy after the check-in date has passed, please get in touch in the Lettings Team.



## **What happens if I don't get a place at my university?**

At New Era Living we have a No Place No Pay policy:

If you are a prospective international student and your offer of a place at your preferred University/Higher Education Institution is withdrawn by the University/Higher Education Institution due to you not achieving the required entry grades, you may be eligible to be released from this agreement. To apply to be released from this agreement if you are in this position, you will need to provide us with a copy of:

a written rejection letter from your chosen university/college or UCAS or a screenshot of your UCAS status which confirms that the required results were not achieved and official proof of not meeting the entry requirements for your GPA and English level

We must receive these document(s) within **7 calendar days** from the date your results are published. Please email the documents to [lettings@nelstudents.com](mailto:lettings@nelstudents.com). Upon receiving the necessary documentation, it will be verified and, provided we are satisfied, we will cancel your agreement and refund any deposit or advance rent paid in full.

NOTE 1: The "No Place No Pay" policy is only applicable before 1st August 2023, otherwise, you must find someone to replace your tenancy as you will NOT be eligible to cancel your agreement and receive a refund.

NOTE 2: If the Tenancy comes to an end other than by the expiry of the Term, the Tenant shall pay the Landlord the Administration Fee of £200 and (if applicable) a sum equivalent to the free gift and Value. All above mentioned fee to be deducted from their tenancy deposit/rental fee by the Landlord before the remaining amount is returned to the Tenant(s).

## **Can I sublet my room?**

If you want to sublet your room, you must find a replacement tenant to take over your contract and pay an administration fee of £200 and (if applicable) a sum equivalent to the free gift and value. If you want to sublet, you must contact the Lettings Team and obtain permission from the Landlord, failure to do so will mean that you have breached the terms of your tenancy agreement.