Frequently Asked Questions,

Gateway Village by Winters PM

1. **Where are you located?**
   We are based in another student village office on the other side of IT Sligo Campus so we make ourselves available to meet students onsite rather than asking them to come across campus to meet us! To make an appointment please call 086 810 5696 / 071 910 1096 or email gateway@winterspm.com

2. **What are you hours?**
   Monday to Thursday 9am to 5pm
   Friday 9am to 4.30pm
   Closed Saturday and Sunday

3. **How do I book accommodation?**
   - Accommodation applications must be made Online through the Gateway Village website – https://winterspm.com/gateway/
   - The Online Application system 'TCAS' is best used through **Google Chrome Browser**.
   - You must have a valid email address at the time of application.
   - You must have a debit/credit card for the deposit payment.
   - You must have your parent/guarantor's phone number and e-mail address

4. **How do I pay?**
   Payments can be made online via your student portal

6. **Can I book for 1 semester?**
   Yes, we have limited one semester accommodation available

7. **I have made my booking online, but I haven't paid my deposit**
   If full payment is not made within 48 hours of being requested your application will be forfeit.

8. **How do I know if my application was successful?**
   You will be sent an automated email to confirm your application has been received. You will also receive your 10 digit TCAS reference number to allow you access your student Portal

9. **Can I share with my friends?**
   At time of booking please specify students with whom who would like to share. While we endeavour to meet all your requests, unfortunately, this is not always possible, so shouldn't be taken as a guarantee.

10. **Who will I be sharing with? How are housemates allocated?**
    If you wish to share with a friend, either in a room or just the same house, you must apply to do so through your Student Portal. Please note, the housemate you wish to share with must have applied through the online system already and should pass their TCAS Reference ID number to you so you can apply to share with them. Further details are available on this link.

11. What is my Student Portal?
Your student portal is your own personal account for your accommodation
- It gives full visibility of your Booking period & your personal profile
- Full visibility of your payments, charges & account balance
- Check your electricity charges and manage usage
- Download Lease Agreement
- It is the main tool for communication between you and Gateway by WPM
- Log Maintenance issues online and check the progress
- Contact office though contact manager
- View Notice Board

We strongly advise you check your student portal <u>daily</u> for information updates.

12. How do I change my password?
Once logged into your student portal, click on the "Resident Administrations", then change the password and fill out the requested details. Please ensure you save your new password

13. What is the next step in securing my Accommodation?
Once your Online Application is made and deposit payment successfully processed, we will then begin room allocations. The room type you may be offered will be dependent on availability.   Please note that the allocation process can take 2-4 weeks

14. When will I know what room/house I am in?
Once you have received an email confirming your room allocation you can see what room you have been assigned to under the booking info; you will also have access to your lease agreement here. Please note that changes may apply to your booking until the start of the lease date; this is out of our control and your house details may change.

15. Can I get a Statement of account?
All your financial information is available through your student portal under "Statement"

15. Can I book a Twin Room on my own and be allocated a roommate?
No, you can only book a twin space if you have someone to share with.

17. What happens if I've paid the deposit, but I haven't been offered a place in college?
Please refer to the cancellation policy in our Terms & Conditions document.

19. What must I have before check-in?
Your student portal will provide you with a check-list of items you must have done before key collection

20. Can I cancel the accommodation midway through my stay or leave early?
Please refer to the cancellation policy in our Terms & Conditions document.

21. How is electricity charged?
An electricity prepayment and bill fee of **€400.00** is made per applicant and is payable along with the 1st rental payment. Each house/apartment is metered for pre-pay electricity and is topped up over the course of the academic year. Our service provider is Pinergy.

The pre-pay meters allow students to monitor and have greater control over their electricity usage on a daily basis. In the unlikely event that a house/apt runs out of electricity credit between top-ups they simply report this to management/security who will provide them with a top-up card, allowing the students to purchase additional credit from a local Paypoint shop. At the end of the academic year if credit remains on the meter this will be reimbursed equally among all residents in the house/apt.

How will I know how much credit I have left?
To see your remaining credit in euro just press the **Electricity Icon** on the **Touch Screen Display** unit in your house. It will tell you exactly how much credit you have remaining on the left hand side of the screen and the history of the most recent Top-ups on the right.

What happens when my credit is running low?
When your credit reduces to €1.50 you'll hear an alarm that will sound for a few moments. Also a message will appear on screen prompting you to accept "emergency credit" This will allow you to use €10 "emergency credit" which will be taken from your next top-up.

How can I check what my electricity usage is in my house?
By pressing the Electricity Icon followed by the A/C icon at the bottom of the screen, this will tell you the cost of your electricity in Cents per/hour (this is live information) If you press €/h this will move to tell you your kWh Usage (units). This information will be on the left hand side of the screen. To compare your usage by day /month this can be found on the right hand side of the respective screen options.
If you feel the usage is quite high you will need to ensure that your heaters are set correctly and also that your immersion has been set correctly.
Electricity is managed internally so this is the responsibility of the occupants of the house to monitor what electricity is being used. Gateway by WPM have no way of monitoring this.

22. Can I bring my bike?
Yes

23. Can I bring my car and is there parking?
Yes, there is free car parking for residents only.

24. There's a problem in my apartment, what do I do?
While we endeavour to ensure everything will be perfect before your arrival, sometimes issues can crop up throughout the year. If you have a maintenance issue report it online via your student portal as soon as possible and it will be dealt with in a timely manner.
If you have an emergency maintenance situation in your apartment after office hours, please contact security on 086 803 7356. Call out charges may apply.

25. Can I get a post sent to The Village?
Yes, of course. Use your apartment and block number along with, Gateway Student Apartments, Ballinode, Sligo.

26. Can I get a spare key?
Unfortunately, this is not possible as we use a key card system and all keys must be electronically coded.

27. I've lost my key what do I do?
Please contact us during office hours to replace your key card on 086 180 5696 (€10 charge for replacement key during office hours) or security after office hours on 086 803 7356 (up to €25 call out charges will apply)

28. Can I stay in the accommodation for the weekend and over the college break
Yes

29. What happens if I get locked out over the weekend?
Please contact security on 086 803 7356 (call out charges will apply if a key is lost or mislaid)

30. I have only paid the €200 booking deposit, when is the balance due?
The first rental payment due date is listed on the Rates page. Keys will not be issued until payment in full is received.

31. Can I have Friends staying over?
Whilst the Covid 19 pandemic is ongoing we will be implementing a no over night guests and visitor policy.

32. Are there apartment checks?
Yes, details of which will be issued to you in advance

33. Can I obtain the apartment number details before Check-in?
No, the apartment details will be issued to you on arrival as they may be subject to change

34. Is insurance for my belongings provided by The Gateway Management?
No, you must take out your own cover for your possessions. We recommend having the family household policy extended to cover the personal effects away from home.

35. Is there an internet connection in the apartments?
Yes. Wi-Fi is provided and details will be issued on check in

36. Is there security on site?
Yes. Security will patrol the complex outside of office hours and are contactable on 086 803 7356
Security are there as a point of contact for Gateway and too monitor, deter and report back to the management & letting company. They are not the law and are not responsible for your personal safety. Residents are responsible for their own personal safety and the security of the property & its possessions.

37. There is noise disturbances outside my property, what do I do?
Please phone security to report this disturbance who will take the necessary action to rectify the noise disturbance. Do not investigate or take matters into your own hands, secure your property, ensure windows and doors are secured.

38 What do I do with my rubbish? / Recycling
There are several refuse bins onsite. Do not leave any rubbish in the hallways of the apartment blocks.

39. Are there laundry facilities on site?
Yes, all apartments come fitted out with washer/dryer machine