

Living at The Wharf



We're sure you've got lots of questions about what its like to live at The Wharf. Here's the answers to some of the most commonly asked.

How do I arrange a viewing?

Once you've found your perfect apartment give us a call 0114 399 0241, or email us at thewharf@thisisfresh.com and we'll arrange a viewing for you. Alternatively let us know your requirements and budget and we will let you know what's available.

We have videos available for most of our properties, can organise virtual viewings and of course you are welcome to come and have a look around the property.

What's included in the rent?

Your rent at this property does not include utilities or Council Tax – you will need to pay your water/ electric / broadband charges direct to your provider but it's up to you who you choose to go with, so you'll know you are getting the best deal! Our water provider is Yorkshire Water and the local authority for Council Tax is Tameside Metropolitan Borough Council.

Which Council Tax Band is the apartment in?

For more information on Council Tax charges please visit www.tameside.gov.uk/counciltax or www.gov.uk/council-tax-bands

Does the property have security?

When our Residents' Team finish work, our Out Of Hours Helpdesk take over so there is always someone available in the event of an emergency.

Is a Fresh team member based at the property?

The Wharf does not have a permanent on site presence but a team member can be contacted Monday – Friday 9am – 5.30pm. Outside of these times, our Out of Hours Helpdesk can be contacted in the event of an emergency.

How do I collect my parcels and post?

Letters will be delivered to the Resident post boxes in the entrance of their building.

We ask Residents to be available to accept parcels and provide couriers with alternate delivery information where this is not possible.

Will I be able to park my car?

Car parking is available [Please check our Fee Schedule for the charge]. Please let us know when you initially get in touch that you will need a space and our Residents' Team will do the rest to organise this for you. In the unlikely event of your vehicle being damaged whilst parked on our premises, we must make you aware that we do not accept liability and you should reassure yourself that your own insurance will cover this.

Can I bring my pet?

If you would like to bring your pet, please contact the Residents' Team to organise a 'Pet Interview'. This will involve a short meeting with you and your pet to assess if our property would be a suitable place for your furry friend to live. We also need to think about our other Residents so will need to ask you a few questions about your pet's day to day life! After the interview, if permission is given, a 'Pet Licence' will be issued and a monthly "pet rent" will apply [Please check our Fee Schedule for the charge].

Are there laundry facilities available?

We want to make life as easy as possible so your apartment has a washer dryer!

Are there any social events?

Our BE program focuses on the four Pillars:

#BeSupportive
#BeActive
#BeConnected
#BeSocial

So 'BE' ready for plenty of activities and events to join in with and get to know your new neighbours!

We know that living somewhere with a sense of community is important to our Residents so our events are designed with that in mind and we hope you will want to join in!

Our Residents' spaces are also available for you to use and hold your own social events so now is a great time to get planning!