



**ROYAL WHARF**

**LONDON**

**Mercier Court**



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# WELCOME TO ROYAL WHARF

In this homeowner manual you will find useful information to help you get settled at Royal Wharf. The purpose of this guide is to help you familiarise yourself with your home and Royal Wharf in general. It is important that you review the contents of this manual to ensure that the features installed within your home are utilised fully.

## AFTERCARE

We are committed to building a quality product upheld by an aftercare approach which guarantees that if any defects are experienced they are inspected and advised upon. Should you have any problems which require our attention, contact your Concierge Team with all estate and communal enquiries and your Aftercare Team with all defect repair enquires.

Aftercare are obliged to remedy genuine defects within the warranty period. General wear and tear, decoration and normal routine maintenance are excluded from the cover under the warranty.

You can also refer to the link below which will help guide you to the NHBC website; <http://www.nhbc.co.uk/Builders/ProductsandServices/TechZone/nhbcstandards/standards2018/> or consult the handover guide provided to you during the handover of your property.

The Aftercare helpdesk is open from 8am – 6pm, Monday to Friday, and during these hours, please feel free to contact us via telephone or email and we will be happy to assist you. We have a designated email address and one telephone number which you can use to contact us to raise any defects which you feel you may have. Both are regularly monitored within the above-mentioned hours.

Please bear in mind if your property is rented you will need to contact your Managing Agent or Landlord as a first point of contact to report any defects. They will be able to confirm if the issue will be covered within the Developer's Defect Liability Period and will request for Aftercare to attend.

### **Aftercare**

Email: [aftercare@royalwharf.com](mailto:aftercare@royalwharf.com)

Telephone: 0207 118 0106

## WHAT IS CONSIDERED AN EMERGENCY?

- Failure of the central heating system (this does not include general maintenance such as bleeding radiators)
- No hot water
- A water leak – that cannot be contained, is causing damage, or is penetrating an electrical fitting
- Lack of power to the complete circuit. If the loss is partial it will only be considered an emergency where there is potential hazard

- WC not flushing or blocked where there is only one WC in the property (this does not apply if the blockage is caused by the resident)
- Faulty lock to a window or door effecting loss of security

Note, the above refers to genuine failure due to defects and not damage or lack of maintenance by residents.

**Out of Hours Helpline**

Email: [concierge@royalwharfe16.net](mailto:concierge@royalwharfe16.net)

Telephone: 0203 434 0880

In the case of an emergency you can contact the Concierge between 5.30pm and 8.30am, Monday to Friday, or at any time at weekends.

**For non-urgent defect repairs, please do not contact the Concierge.**







# ESTATE MANAGEMENT

The Managing Agent for Royal Wharf is Ballymore Asset Management Ltd. Ballymore Asset Management Ltd endorses, accepts and undertakes to comply with the Code of Practice relating to service charges published by the Royal Institution of Chartered Surveyors and as approved by the Secretaries of State for England and Wales under the terms of Section 87 of the Leasehold Reform, Housing and Urban Development Act 1993.

We look to maintain appropriate professional indemnity insurance; sustain adequate accounts and records to safeguard our clients' money and ensure regular financial review thereof; and adhere to strict health and safety policies.

Please note that Ballymore Asset Management Ltd can be contacted in relation to any service charge or ground rent queries.

Telephone: 020 7510 8377

Email: [baml@ballymoregroup.com](mailto:baml@ballymoregroup.com)

Website: [www.ballymoregroup.com](http://www.ballymoregroup.com)

Address: Ballymore Asset Management Ltd, 161 Marsh Wall, London, E14 9SJ

## CONCIERGE & GENERAL MANAGER'S OFFICE

Your concierge service is based on the ground level of Commodore House.

Onsite security is provided and available 24 hours a day - you can find contact information by visiting the Concierge Office. Ballymore Asset Management Ltd will provide building management services from the Management Office.

The core objective of the concierge and managing service relates to the security and upkeep of the development. The duties of the management team include:

- General maintenance
- Handling complaints and emergencies
- Carrying out health and safety risk assessment throughout the communal areas
- Property key release management system
- Site security, fire alarm tests and access control
- Waste management



## CONCIERGE SERVICES

Telephone: 0203 434 0880

Email: [concierge@royalwharfe16.net](mailto:concierge@royalwharfe16.net)

Address: 17 Royal Wharf Crescent, E16 2PG

The Concierge Office is the first point of contact for residents and their guests. You will need to register with the Concierge Team as soon as your property has completed.

Concierge will provide a Welcome Pack as part of the registration process, and registration forms will be included.

## POST & DELIVERIES

Email: [postroom@royalwharfe16.net](mailto:postroom@royalwharfe16.net)

The Royal Mail postal service delivers once a day, Monday to Saturday, excluding bank holidays.

The post boxes for apartments will be at the ground floor level of each apartment building.

Postal packages and courier deliveries will be held at the post room, located next to the Concierge. Notification of delivery is received via email or a parcel slip into your letter box.

On receipt of notification, packages and special deliveries will be available for collection from the Concierge Office. Please note ID will be required in order for you to receive your items.

## REFUSE DISPOSAL

We ask that residents kindly remove any household waste and dispose of it in their designated bin store.

The refuse store for each apartment is located at ground or basement level in each apartment building. These stores will require fob access and you will be shown how to access your refuse store at your home demonstration or property handover.

Townhouses have been provided with their own individual bins located outside the property in a refuse store.

For further information please visit the London Borough of Newham website;

<https://www.newham.gov.uk/Pages/Category/Recycling-rubbish-and-waste.aspx>

When recycling, please ensure you follow the guidelines below:

- Cardboard - please flatten or tear into smaller pieces - card sleeves, cereal boxes, egg boxes, cards, etc.
- Mixed paper
- Plastic Bottles - empty, rinsed and squashed
- Tins and Cans - empty and rinsed

Do not put black sacks into the recycling bin as these cannot be recycled.

## LIFTS

At Royal Wharf, there are high specification lifts serving all dwellings and car park areas. In the event of a fire, do not use the lifts. When the fire alarm is activated, the lift will automatically return to the ground floor.

## LANDSCAPED AREAS

There are communal landscaped areas at Royal Wharf for residents' enjoyment. Please note these areas are for all residents to share and therefore the following rules must be adhered to:

- Do not leave children unattended
- Do not play ball games
- Do not use a barbecue or host parties
- Please take all rubbish with you
- No dogs allowed

## CYCLE STORAGE

Cycle racks will be provided across the development. If you wish to store a bicycle you will need to register with the Concierge who will allow access to the bicycle stores which are located in various places around the estate. It is the responsibility of the owner to ensure their bicycle is properly secured.



## WINDOW CLEANING

Please note that external window cleaning and internal window cleaning to the communal areas is carried out periodically. It is the responsibility of the resident to clean the surfaces of the windows/doors within their home, along with exterior surfaces of any balconies or terrace doors on a regular basis.

Special care should be taken whilst cleaning clear glass, using only clean warm water and mild detergent. A soft cloth or sponge should be used. The glass should be dried using a cloth, and all water should be removed from any glazing compound. Do not use tools such as scrapers and blades to assist the removal of stubborn coatings or marks. In addition, do not use strong chemicals or spirit-based cleaners to clean glass or glazed installation.

## PARKING

Residents with parking enquiries may contact the Management Office by email: [concierge@royalwharfe16.net](mailto:concierge@royalwharfe16.net)

Please note that all vehicles must be registered with the Management Office before a parking permit can be issued. All parking permits are required to be placed in the front windscreen of the vehicle and visible.

Temporary visitor parking at Royal Wharf is limited and controlled by the Concierge Team to assist with initial moving in arrangements. Please contact the Concierge Team to arrange temporary visitor parking.

Any residents using the external Royal Wharf parking facilities are required to adhere to the following rules:

- Familiarising and following road signage
- Keeping within the speed limit
- Ensuring the safety of passengers and pedestrians
- Vehicles to be parked in designated areas only (display valid permits)
- All drivers must have valid and legal driving license, car insurance, etc.

## CAR CHARGING

Car charging points is available at Royal Wharf and your Concierge Team can assist you to confirm the location of these areas.

## ACCESS

At your property handover, you will receive all of the property keys, post box keys and electronic fobs. The electronic fobs will give you access to all communal areas, main entrance, refuse store and car park, as applicable. In order to access these areas, hold your fob against the reader to release the electric latch in order to open the door or gate.

## FURNITURE REMOVALS & OTHER DELIVERIES

If you use the services of a removal company or delivery company, you must book a time slot with the Residential Occupancy Team, providing at least 48 hours' notice. A time slot of 3 hours will be allocated for vehicles to unload in the loading area. Once these 3 hours have expired, the vehicle must vacate the loading area.

To book this in, please visit <https://royalwharfmovingin.10to8.com/>

On arrival, the vehicle will be greeted by security personnel. Security will check if the vehicle has been booked in and grant access, directing the vehicle to the area designated for parking. Space is restricted, so early booking is advisable.

Prior to large items or furniture being taken into the building, protective covering must be installed in the lifts. Please advise the Concierge, who will arrange this for you. An indemnity form must be completed prior to any items being taken into the building. This is in case of any damage. Once the removal or delivery vehicle is completed, the indemnity form will need to be signed off by a member of the onsite team.







# ESTATE SECURITY

## CCTV

Security cameras are placed in strategic locations throughout the development, including car parks. For the benefit and security of all residents, the advanced camera-monitoring system is centralised at the Management Office allowing the security team to monitor, record and control 24/7.

## SECURITY

Royal Wharf common areas are patrolled and protected by security officers and 24/7 monitored CCTV. While these security measures have been implemented we also recommend the following security precautions:

- Check that all windows and doors are locked before going to bed, leaving home or spending time in communal areas
- Keep your valuables in a safe place out of sight
- Take photos of your valuables and security mark them with your postcode and house number. This can deter thieves and help the police to recover stolen items
- Set a timer to switch your lights on and off at varying intervals when you're out to make it look like someone is at home
- Do report any suspicious behaviour to onsite personnel
- Do not allow entry to anyone that you do not recognise
- Do not allow people to 'tail gate' through the door/gates
- Make sure that the contents of your home are fully insured against fire and theft

## ACCESS

Your electronic fobs will be programmed to allow you to access the communal areas, including your block main entrance. To operate, hold the fob against the reader panel and the electronic latch will be released and the reader panel will countdown in seconds how long the door will remain open. Repeat this process once inside your block lobby area, which will take you to the communal lift area.

## DOOR ENTRY SYSTEM

A door entry system has also been installed to your home.

1. When called, the handset will give a distinctive call tone. Lift the handpiece to speak with the caller. The video monitor will display for the length of the call (if the call is not answered, the system will reset to allow other visitors to make a call)
2. To let the caller in, press the 'Door Open' button



3. When the call is completed, replace the handpiece to reset the system
4. If you don't wish to be disturbed, press the 'Privacy' button. The 'Privacy' button will illuminate, and the call is muted when in the privacy mode. Press the 'Privacy' button again to cancel the privacy mode. There is a built-in timer that automatically cancels the privacy mode.
5. The call tone volume can be adjusted using the 3 positions slide switch on the bottom of the handset

## YOUR FRONT DOOR

Your home front door does not lock by itself. To lock it from the outside, turn the key anti-clockwise. To lock it from the inside, turn the thumb lock anti-clockwise.

## LIFT OPERATION

Where lifts have access control, there are a number of different scenarios depending on where the lift is being called from and who is calling it.

**Ground level up:** Show fob to reader in door entry panel mounted adjacent the lift doors. In the lift, authorised floor button will light up. Once in lift, press lit button and lift will take you to your floor.

**Basement level up:** Access lift lobby using fob. Call lift. Once in lift, show fob to reader and authorised floor button will light up. Press lit button and lift will take you to your floor.

**Any level down to ground level:** Call lift. Once in lift, press ground floor button and lift will take you to the ground floor.

**Any level down to basement level:** Call lift. Once in lift, show fob to reader. In the lift, the basement button will light up. Press lit basement button and the lift will take you to basement level.

**Ground level up for visitor to resident:** Visitor calls you using intercom outside main entrance door. You can grant access by pressing the door open/unlock button on the video handset in your apartment. Door will unlock and visitor can enter the building and go to the lift lobby.

Adjacent to the lift doors there is an intercom. Visitor calls you again and you can answer and press the same door open/unlock button on the video handset in your apartment. In the lift, the authorised floor button will light up. Visitor presses the lit button and lift will take them to your floor.



## THE CLUBHOUSE

The Clubhouse is a key part of Royal Wharf, offering state-of-the-art training facilities and more than 40 classes per week. Lose yourself in 17,000 square feet and 2 floors of world class training space.

We know you will be excited to meet the team and that you will be extremely happy with the diverse range of skillsets each of them is bringing to the table such as yoga, mindfulness, CrossFit, gymnastics, etc. The trainers are all highly educated in their area and we have spent time ensuring we have the *creme de la creme* for you all. To help support the team the facilities we have on hand are something else.

Some of the fantastic things to look out for:

- The Training Rig
- Swimming
- Elite Cardio Area
- Resistance Training
- Cycle Studio
- Mind and Body

You will need to register to use The Clubhouse and our opening hours are:

Mon-Thurs: 06.00 to 23.00

Fri: 06.00 to 21.00

Sat – Sun: 08.00 to 21.30

If you have any questions for the team, please email them on: [fitnessmanager@royalwharfe16.net](mailto:fitnessmanager@royalwharfe16.net).







# **BUILDING WARRANTY, INSURANCE & DEFECTS**

## **NHBC**

Should any defects in materials or workmanship become apparent in your new home, cover is provided under the NHBC Buildmark Warranty Scheme. Specific responsibilities remain with Oxley during the first two years and with NHBC from thereon until year ten.

You will have been provided with your warranty policy details by your solicitor. We recommend that you save your warranty policy certificate.

It is advisable that you read the NHBC manual 'Guide to Your New Home. This can be found on the NHBC website.

### **NHBC Advice Centre**

Telephone: 0844 633 1000

Email: [www.nhbc.co.uk](http://www.nhbc.co.uk)

## **BUILDING INSURANCE**

The Landlord is responsible for arranging and maintaining adequate building insurance cover. The insurance premium is covered by the lessees and collected by the Managing Agent in the service charge.

Any queries regarding your building insurance renewal can be directed to Ballymore Asset Management Limited (BAML) by email: [BAML@ballymoregroup.com](mailto:BAML@ballymoregroup.com)

Please be aware of any actions or negligence in your home which may render any insurance for the building or the estate or any parts thereof (including the property itself) void or voidable or to cause the rate of premium on any such insurance to be increased.

## **CONTENTS INSURANCE**

Each resident is responsible for obtaining and maintaining insurance cover for their personal property (e.g., clothing, furnishing, carpets, appliances, etc.).

Vehicles and bicycles kept within the estate are the owner's responsibility to insure.

# YOUR LEASE

## WHAT ARE LEASEHOLDS?

A leasehold property is owned by one party, the lessor, who then legally grants another party, the lessee, the right to use the property for a period of time. The lease contract sets down the legal rights and responsibilities between the landlord, their managing agent and the lessee.

## OWNERSHIP

The common areas are owned by the freeholder of the building, but the home owners must have specific rights over those areas in order to live comfortably in, and access, their homes.

As the home owners cannot own the common areas, they need to be owned and managed by someone else on their behalf. This means there needs to be a legal structure in place so that the living space within the individual properties are exclusively owned, whilst each home owner has shared rights as to how they use them and pay for their upkeep. This system is the leasehold system. The key defining feature of the leasehold system is that ownership of the land on which the building is built, the common areas of the property and the grounds, can lie with a person or organisation completely outside the property.

## THE NATURE OF LEASES

A lease agreement is simply a contract between the lessor (Landlord) and the lessee (the purchaser of the property) that states the fixed period of ownership. The lease contract also outlines and details the obligations and responsibilities of the two parties.

The lease contract will clearly state the following conditions:

- Service charges and ground rent
- The use and occupation of the property
- Landlord responsibilities (communal repairs, general cleaning, managing agent and general security and maintenance of the building)
- Your responsibilities as a resident

## GROUND RENT

Home Ground collect your ground rent.

Email: [enquiries@homegroundonline.com](mailto:enquiries@homegroundonline.com)

Website: [www.homegroundonline.com](http://www.homegroundonline.com)

## SERVICE CHARGES

Ballymore Asset Management Ltd have been appointed as the Managing Agent for Royal Wharf thus carrying out specific duties on behalf of the landlord such as collecting the service charges. The Managing Agent will charge a management fee, which, by law, must be reasonable.

Service charges are levied by the lessor in order to recover the costs they incur in providing services and general maintenance of the building. The charge normally covers the cost of such matters as general maintenance and repairs, insurance of the building and where the services are provided, lifts and cleaning communal areas. The charges may also include the cost of management and employment of the estate staff.

Service charges can be split into three sections:

- Repairs to shared areas and the outside of the building such as roof, drains etc.
- Lessors' administration or management charges
- Building insurance

The following points below are covered by the service charge for Royal Wharf:

- Works of improvement, repairs and communal grounds maintenance
- Management costs and legal costs
- CCTV/ security system and fire equipment
- The cost of management and employment of the estate staff
- Lift maintenance and insurance



# LIVING AT ROYAL WHARF

## SUMMARY OF LEGAL COVENANTS & RESTRICTIONS

Within your lease you will find legal covenants and restrictions in regard to your home and the Royal Wharf communal areas. These common restrictive covenants are generally imposed to ensure that the property remains in good repair, and to ensure that all residents can live together as safely and harmoniously as practicable.

Restrictive Covenants include the following:

- Each property should be used for residential purposes only; residents will not conduct any business in or from their property, except working from home
- Residents should not do anything or keep anything in or about the premises that in any way will increase the risk of fire
- Residents shall respect the rights of all occupants of the building and not cause any nuisance or disturbance to them
- Residents must not erect or permit to be erected any external aerial or satellite dish
- Residents must not underlet the property without the prior written consent of the landlord
- Residents must not fly any banners or erect any signage on the property

## LEASE COVENANTS & SITE RULES

Areas of the lease to be particularly aware of include:

### NOISE

Please do not create or exceed noise levels within your home which may be or become a nuisance or annoyance to other residents. Any musical instrument, television, music, etc., should not be audible outside the property between the hours of 10pm and 8am.

### REPAIRS

Maintenance and repairs to the building and common parts will be carried out by the Landlord. However, residents are reminded that the maintenance to the interior areas of the property is the responsibility of the property owner under the lease. Owners are required to arrange works to their property during reasonable times and ensure they are conducted in a professional manner, causing the minimum amount of disturbance to neighbours.

## WINDOWS

Please note that your lease places restrictions on the type of window dressing you use. Window dressings must have white or cream lining set 160mm back from the glazing. You are not permitted to hang the following from windows or balconies; flags, net curtains, clothes, signage or any other item. You will be required to remove any items that do not comply with these rules. If in doubt, please contact the General Manager.

## BALCONIES

Please do not use balconies in a manner that could cause or increase health and safety risks, thus it is not permitted to use your balcony for storage. Barbecues and patio heaters are not permitted on your balcony.

## GUESTS

Please ensure that all guests and other invitees conform to the regulations contained and referenced in the lease.

## COMMON AREAS

Please do not obstruct common areas (internal or external) with bicycles, pushchairs, or any other items.

## LANDLORD'S RIGHT OF ACCESS

The landlord or their agent has a legal right to enter the property at reasonable times of the day to carry out the repairs for which they are responsible and to inspect the condition and state of repair of the property. The managing agent should give at least 48 hours' written notice and then the lessee must arrange access.

## LEGAL CORRESPONDENCE

In order to keep you up-to-date with any changes in regard to your home, services charge, ground rent and any other onsite developments, we will require the following information:

**Name**

**Address for correspondence (England or Wales addresses only)**

**Phone number**

**Email address**

Residents are required to submit these details in writing by email to:

**[baml@ballymoregroup.com](mailto:baml@ballymoregroup.com)**

This needs to be completed by all purchasers, including owner occupiers.

If you do not live in England or Wales, a nominated England or Wales correspondence address will need to be provided. It is the responsibility of the owner to provide this information and to advise Ballymore Asset Management Ltd of any changes to the above given email address.







# SUSTAINABILITY

## ACCLIMATISATION: MOVEMENT, SHRINKAGE & MOISTURE

Your newly constructed home needs to be acclimatised gently for the first 12 months so that it can dry out gradually. When you move into your new home there is moisture present that was absorbed by the building materials during construction. To ensure the materials used in constructing your home dry out gradually, try and keep an even temperature throughout your home. If you move in during the winter months, try to avoid increasing the central heating up to the highest setting. This will accelerate the drying out period and may create shrinkage. At the same time the evaporating moisture needs to be ventilated away in order to avoid problems with dampness and condensation. Assist this drying out process by leaving windows and vents open whenever possible.

During this process, small hairline shrinkage cracks may appear in the plaster; this is considered normal and not a cause for concern. At the end of the first 12 months these cracks can be filled prior to any redecoration and will be the responsibility of the leaseholder. Condensation is steam or water vapour that reverts to water on contact with a cold surface. If allowed to persist, condensation can damage clothes, bedding, floor coverings, decorations and the home itself. Next to shrinkage, condensation is the most common problem in new homes.

Leaving your windows and trickle ventilation open, along with ensuring you use the ventilation in the bathroom and kitchen, will help to ventilate your home and allow moisture to evaporate more naturally. The following guidelines will diminish these risks, particularly during the drying out period:

- Open windows or window vents to allow trapped moisture to escape
- If a mechanical ventilation or heat recovery (MVHR) system has been installed in your home, ensure that you familiarise yourself with the manual and manufacturer's guidance. It is important to understand how these systems work
- Cover pans when cooking to reduce steam and use the extractor fan where possible
- Always use the extractor fan when bathing or taking a shower
- Stop moist air spreading around your home by keeping doors closed when cooking or bathing
- Avoid drying clothes indoors, especially on radiators
- Heat your home evenly and consistently. Ideally, you shouldn't leave your heating off all day, as when you return home in the evening and start cooking or washing, moist warm air will be created, which will settle on the cold surfaces and create condensation. Program your central heating to come on shortly before you return

## ENERGY SAVING HINTS & TIPS

Turn off lights and sockets when not being used. Use energy saving light bulbs. Keep radiators/ heating at a comfortable level.

## WATER SAVING HINTS & TIPS

- Don't leave water running, use a plug
- Take a shower instead of a bath
- Wait until you have a full load in your dishwasher/ washing machine

## ENERGY CONSUMPTION & CONSERVATION

### EU ENERGY LABELLING

Refrigeration products, light bulbs, electric ovens, washing machines and tumble dryers that display the energy saving recommended logo meet or exceed specified energy efficiency requirements and are backed by the Government. This is a guarantee that the product will save energy, cost less to run and help the environment.

The EU energy labelling system rates products from A++ (the most efficient/least energy using) down to G (the least efficient/most energy using). By law, the label must be shown on all refrigeration and laundry appliances, dishwashers, electric ovens and light bulb packaging. The most efficient products also carry the energy saving recommended logo.

For more information on where to buy Energy Rated Appliances visit the Energy Saving Trust website or phone their helpline on 0300 123 1234.

Website: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)



# LOOKING AFTER YOUR NEW HOME

## LUBRICATION

There are many areas within your new property that will benefit from regular lubrication. In particular, we recommend that window hinges and door mechanisms are regularly lubricated to keep them in good working order.

## DOOR SEALS

The condition of all door seals should be examined at six-monthly intervals. If the seal is missing, in part or completely, it should be replaced immediately. It is necessary to replace like with like and the use of any seal, other than that originally installed, may jeopardise the performance of the door. Seals should be fitted in accordance with the manufacturer's instructions.

## IRONMONGERY

Stainless steel and chrome finishes should be cleaned at least every six months with a dry cloth or duster and washed periodically with a soft cloth and soapy water and dried with a clean cloth. Do not use abrasive materials for regular cleaning. Acetones or solvents can be used to remove grease marks or paint from stainless steel finishes if needed. There are also special products available for removing scratches or rust from stainless steel. Always follow the manufacturer's instructions when using cleaning products.

## DIY

When hanging pictures care must be taken to not disturb or damage any pipes or electric cabling that may lie beneath the surface of the wall. It is strongly recommended that you use a cable/pipe detector, which can be bought from most major DIY stores.

Plasterboard should be able to take a weight of approximately 10kg using appropriate plasterboard fixings.

Due to this weight limitation it is not advised that you fix heavy objects to plasterboard walls (such as a flat screen TV) unless the relevant provisions have been allowed for. Pattress supports have been placed behind plasterboard in some locations to assist with fixing heavy items.

## REDECORATING

If you plan to redecorate your home, we recommend that you wait until the drying out process is complete, which usually takes between 6 and 18 months. Paint that is applied too soon may crack as

the moisture in the construction evaporates. Unfortunately, the developer cannot be held responsible for damage to decorations that have been applied too soon. We recommend using emulsion paint to assist in the drying out process.

## ALTERATIONS

Please note that structural or material alterations are not permitted. Please contact your estate management team for further guidance.





# BATHROOM & KITCHEN CARE

## SANITARYWARE

To prevent a build-up of dirt and limescale, acrylic and ceramic sanitaryware should be wiped down immediately after use with a soft cloth and thoroughly cleaned with warm soapy water, a cream cleaner or multi-purpose surface cleaner on a weekly basis.

Many household chemicals such as paint stripper, nail varnish remover, household bleach, abrasive cleaning agents, perfume, aftershave or strong disinfectants can cause damage and should not be allowed to come into contact with your sanitaryware.

If such chemicals do accidentally come into contact with your sanitaryware then it is advised that you rinse the affected area with sufficient water to completely remove the chemical.

In hard water areas mild lime-scale remover may be used from time to time.

Never leave strong bleach or cleaners in the WC bowl for extended periods of time or overnight. Never mix different cleaners in the WC bowl as this may give off poisonous or volatile gases.

To avoid damaging internal fittings do not put bleach products in the cistern.

When cleaning your sanitaryware the manufacturer's instructions take precedent over the above recommendations and should be followed at all times. The item should be rinsed and dried with a soft cloth after cleaning to provide the best finish.

## KITCHEN SINK

Your stainless-steel kitchen sink is generally resistant to most household items and is very hard wearing, however the following substances should not be allowed to come into contact with the stainless-steel surface; mortar, cement, plaster, concrete, tile cement, grout, undiluted bleach, acids, silver dip.

Daily cleaning of your sink should be carried out using cream-based cleaners on a soft cloth. This should be adequate to remove such marks as tea stains and grease. More abrasive cleaners such as scouring powders should not be used. The everyday film of limescale, which in hard-water areas can be quickly removed using a standard cream cleaner but, should a thicker limescale layer form, then this will require treatment with a proprietary limescale remover and a soft brush.

It is likely that during its use the stainless-steel surface will scratch. You can reduce the appearance of scratches by using a stainless-steel cleaner.

## UNITS & DOORS

It is important that you treat all cupboards with care in order to maintain their appearance and functionality. Units and doors can be cleaned by using a soft damp cloth with warm water and a mild detergent. Wipe excess water off immediately to ensure water is not left 'standing' on the surfaces.

## WORKTOPS

Your kitchen worktop has a Silestone® finish.

Silestone® is a low porous surface and therefore highly resistant to everyday domestic stains. For regular cleaning of Silestone® surfaces, Cosentino S.A. recommends that you use Q-Action\*. If Q-Action\* is not available, water and mild/neutral soap is the best alternative for regular cleaning.

For difficult stains, pour Q-Action\* (or CIF EasyLift Actifizz Spray) onto the affected area and leave it to act for 2 minutes. Next, gently scrub with a soft scouring pad (for ceramic hobs) and rinse with plenty of water and dry.

One of the characteristics that makes these surfaces stand out is their high resistance to knocks. However, avoid striking areas of the surface that due to the fabrication of design may be slightly weaker (pointed corners, fine edges, etc.).

# FINISHES

Location	Material	Product Reference	Colour	Supplier
Apartment - front door	Paint	Internal side - Oil Eggshell	Memoir	Johnstones
	Paint	External side - Water Based Satin	NTB30 (bespoke)	Johnstones
Apartment - front door to atrium	Paint	Internal side - Trade Eggshell	Memoir	Johnstones
	Paint	External side - Quick Dry Exterior Weathershield	RAL 5008	Dulux
Apartment - internal walls/ceilings	Paint	Cover Plus	Memoir	Johnstones
Apartment - woodwork - doors/frames/skirting	Paint	Oil Eggshell	Memoir	Johnstones
Townhouse - front door	Paint	Internal side - Trade Eggshell	White	Dulux
	Paint	External side - Exterior Gloss	White	Dulux
Townhouse - internal walls/ceilings	Paint	Vinyl Matt Emulsion	Chiffon 04	Dulux
Townhouse - woodwork - doors/frames/skirting	Paint	Trade Eggshell	Chiffon 04	Dulux
Kitchen walls	Tile	DCP02 200x100mm	Grey Mix	Copley Ltd
Bathroom/en-suite walls	Tile	MW301 300x100mm	Matt White	Copley Ltd
	Tile	DCP01 200x100mm	Black Mix	Copley Ltd
Bathroom floor	Tile	CALGRN30 Grigio	Natura	Copley Ltd
Timber flooring (where applicable)	Timber	European Oak - Oak Banyan		Vudex Hardwoods
Bedroom flooring	Carpet	Santorini Range - Eaton Square Indulgence 288	Stone	Eaton Square
	Tile	L4401/1C	Smooth Beige R10	Copley Ltd
Townhouse entrance hallway flooring	Tile	L4416/1C	Smooth White R10	Copley Ltd
	Tile	L4430/1C	Smooth Dark Grey R10	Copley Ltd
Townhouse stair	Carpet	Rome Range - Eaton Square Rome 128	Canyon Stone	Eaton Square
Townhouse landing	Carpet	Rome Range - Eaton Square Rome 128	Canyon Stone	Eaton Square
	Carpet	Calibra Range - 3045 border	Canyon Stone	Eaton Square

## SUPPLIER CONTACT DETAILS

### FLOORING

#### VUDEX

Telephone: 0207 419 5926

Website: [www.vudexhardwoods.com/home.aspx](http://www.vudexhardwoods.com/home.aspx)

### KITCHENS

#### FLAWLESS KITCHENS LTD.

Telephone: 01403 253 350

Website: [www.flawlesskitchens.com](http://www.flawlesskitchens.com)

### TILES

#### COPLEY LTD

Telephone: 020 8303 4653

Website: [www.copleyltd.co.uk](http://www.copleyltd.co.uk)

### CARPETS

#### EATON SQUARE

Telephone: 020 3006 0040

Website: [www.eatonsquare.co.uk](http://www.eatonsquare.co.uk)



# APPLIANCES

## APPLIANCE INSTRUCTION MANUALS & WARRANTIES

For further information on your appliance, please refer to your appliance manuals which can be found in your kitchen pack identified during your home demonstration. Should you misplace any of your appliance instruction manuals over time, you can refer to the manufacturer website and download a PDF version of your appliance by providing the model number. The location of model number will vary depending on your appliance. Please refer to your appliance instruction manual if you have difficulty finding it.

You are responsible for registering your appliances in order for them to be covered under the manufacturer's warranty. Should you experience a problem with any of the white goods installed in your property during the first two years following legal completion, you should contact the manufacturers directly.

## REGISTERING YOUR APPLIANCE WARRANTY

All appliances have a 2-year warranty from the date of your legal completion. It is your responsibility to register your appliances with the correct manufacturer in order to validate your guarantee for each individual appliance within your home.

Please register your warranty by phone or you can register online.

## SUPPLIERS' CONTACT DETAILS

### **SIEMENS**

Telephone: 0800 519 2119

Warranty Website Link: [http://www.siemens-home.bsh-group.com/uk/2\\_year\\_guarantee\\_registration](http://www.siemens-home.bsh-group.com/uk/2_year_guarantee_registration)

Website: [www.siemens-home.bsh-group.com/uk/](http://www.siemens-home.bsh-group.com/uk/)

### **BEKO**

Telephone: 0333 207 9710

Warranty Website Link: <https://www.beko.co.uk/register>

Website: [www.beko.co.uk](http://www.beko.co.uk)

### **HOTPOINT**

Telephone: 03448 244 244

Website: [www.hotpoint.co.uk](http://www.hotpoint.co.uk)

Please provide the date of legal completion advising that the appliance is included in the sale of a new build specification.

## APPLIANCE CLEANING & MAINTENANCE

To reduce the risk of damaging the finishes irreparably please follow these guidelines:

- Use a soft cloth slightly dampened with water and a mild detergent solution
- Buff dry with either a soft lint free cloth or paper towel ensuring all excess moisture is removed

Do not use the following on kitchen appliances, cupboards and worktops:

- Scouring pads or similar products
- Abrasive or harsh cleaning agents
- High pressure cleaners

PRODUCT DESCRIPTION	CARE & MAINTENANCE
WASHER – DRYER	The outer parts and rubber components of the appliance can be cleaned using a soft cloth soaked in lukewarm soapy water.
DETERGENT DISPENSER DRAWER	Remove the dispenser by raising it and pulling it out. Wash it under running water; this operation should be repeated frequently.
HOB	Always clean the hob after cooking to prevent a build-up of dirt. Clean the hob with a damp dish cloth and dry it with a cloth or towel to prevent limescale buildup. Only clean the hob once the heat indicator has gone out. Stubborn dirt is best removed with a glass scraper.
FRIDGE/ FREEZER	Remove the layer of frost regularly. Never clean the shelves or containers in the dishwasher. Wipe door seal with clear water and dry thoroughly with a cloth. Clean the appliance with a soft cloth, lukewarm water and a little pH neutral washing up liquid.
EXTRACTOR HOOD	Clean the metal filter after 8 to 10 weeks. This can be cleaned in a dishwasher. This can cause slight discoloration. Clean off any grease from all accessible parts of the housing. This reduces fire hazards. Clean the extractor hood with a hot detergent solution or a mild window cleaning agent.
DISHWASHER	Fill detergent dispenser with detergent. Start appliance without utensils in and use the program with the highest rinsing temperature.

# ELECTRICAL SUPPLY & ISOLATION POINTS

The consumer unit is located within the utility cupboard and contains the main on/off switch along with a number of switches which protect individual circuits in much the same way as a fuse by “breaking” the circuit and shutting off the electrical supply in the event of a fault.

Written below each switch is a description of the circuit it protects – power, lighting, kitchen, etc. If you require the electrical supply to your entire house to be shut off, flip the main switch to the “OFF” position.

If you require the electrical supply to be shut off to specific areas of your home only, flip the relevant switch on the consumer unit to the “OFF” position. To restore power to the house/circuit flip the switch(es) on the consumer unit back to the “ON” position.



Utility Cupboard Consumer Unit

## POWER CIRCUIT

This is sometimes also referred to as the “ring main” and provides power to the wall socket outlets and fixed appliances (electric oven, hob, cooker hood, extractor fan, etc.). You will have one or more circuits depending on the size of your home.

## LIGHTING CIRCUIT

This provides power to the fixed lights (portable lights can be plugged into wall sockets). You will have one or more circuits depending on the size of your home.

## ELECTRICAL FAULT OR FAILURE

It is recommended that you keep a torch within easy reach of the electrical consumer unit in the event of a power failure.

In the event of a loss of power to the entire house, first check that the main switch on the consumer unit is not in the “OFF” position.

If this is the case, then flipping it back to the “ON” position should restore power to the house. If this is not the case, or if the above does not restore power to the house, then please contact the Building Managing Agent. If they are unable to assist you then contact the electricity service provider.

## BRITISH GAS

Customer Service: 0800 048 0202

Technical Support: 0800 048 0505

Emergency: 0800 111 999

## LOSS OF POWER TO INDIVIDUAL CIRCUITS

Disconnect, rather than just switch off, any appliance connected to the circuit on which the fault has occurred. The affected switches within the consumer unit will be in the “OFF” position. Switching the switches to the “ON” position should restore power to the affected circuit.

Do not keep switching the MCB if it does not restore power to the circuit or will not stay in the “ON” position.

To identify the faulty appliance, reconnect and switch on each appliance in turn. If the cause of the fault cannot be identified, or the power to the affected circuit cannot be restored, then follow the instructions below.

If you have purchased your property please contact a qualified electrician, as you may, for example, have a fault within a fitted socket or switch.



# LIGHTING & SYSTEMS

## Lights don't work. What should I do?

If all your lights don't work at all, please go to your utility cupboard and check the consumer unit and the positions of the switches inside of it. Position UP is on, position DOWN is off. All switches are labelled. If light switches are in the OFF (position DOWN), please turn them on (flick it to the UP position). Lights should work now.

If only one (or a few) lights are not working, it is likely you need to change the LED light. Please do not forget, safety first!

Please note all downlights in the living room, kitchen, bedrooms and bathrooms are LED lights, type Orilight GU10.

## How do I change my lamp bulb?

### Step 1: Turn the power off

Before you start to process any changes, please make sure the power to the lights within your home is switched off. The safest thing to do is to isolate the power by turning it off at the source. Turn off the isolator switch prior to commencing work by flicking the MCB on the breaker/fuse box within the HIU cupboard to its off position.



### Step 2: Allow the lamp to cool down

Allow enough time for the lamp to cool down if necessary before attempting to touch and separate the housing or to change the bulb.

### Step 3: Separate the light housing

- Using your index finger and thumb, gently separate the magnetic inner fitting (ceiling light housing) from the downlight (lamp housing) by pulling it in a downward motion. This will

release the magnetic mechanism within the housing and separate the housing of the light fitting (ceiling housing from the lamp housing)

- Continue this motion of moving the two housings away from each other and allow the cable to extend through the light's ceiling housing in your home

#### **Step 4: Remove the Lamp**

- Holding the lamp housing in one hand and the spring, which holds the lamp holder in place, in your other hand, gently remove the spring from the lamp holder. Repeat this process on the second lamp holder spring
- Separate the lamp and lamp holder from downlight (lamp housing)
- Hold lamp holder with a firm grip and simultaneously clasping the lamp in a light but firm grip, turn the bulb in an anti-clockwise quarter turn, to release the lamp from the lamp holder fitting

#### **Step 5: Replace the Lamp**

- With a new lamp in your hand prepared in advance, insert the replacement lamp into the lamp holder. Twist the bulb in a clockwise quarter turn
- Replace the lamp and lamp holder into the downlight (lamp housing)
- Holding the lamp housing in one hand and the spring, which holds the lamp holder in place, in your other hand, gently replace the spring into the lamp holder fitting. Repeat this process on the second lamp holder spring
- Now you can begin to move the inner fitting (lamp housing) into the downlight fitting (ceiling light housing). As you move these two fixtures together, guide the electrical wire into the ceiling crevice. Once the fixtures touch each other, it should stick together in a fixed position magnetically

#### **Step 6: Turn the power on**

- Now that the new lamp has been fitted and you feel as though you have safely carried out the replacement procedure, switch the MCB up to turn the power on to the lights within your home
- Please dispose of the old lamp in a secure and safe manner

# TELEPHONE, INTERNET & TELEVISION

## TELEPHONE & INTERNET

### **BT**

Telephone: 0800 800 150

Website: [www.hyperoptic.com](http://www.hyperoptic.com)

### **HYPEROPTIC**

Telephone: 0333 332 1111

Website: [www.hyperoptic.com](http://www.hyperoptic.com)

Your home is cabled ready for high speed internet broadband connection from BT or Hyperoptic. It is important to note that this is not an operational data system and you will need to contact your chosen supplier to assist in the arrangement of the data/phone lines for your home.

## TELEVISION

### **SKY**

Telephone: 0844 241 1653

Website: [www.sky.com](http://www.sky.com)

An IRS (integrated reception system), using a communal satellite dish, is connected to the living room and master bedroom within each property.

### **VIRGIN**

Website: [www.virginmedia.com](http://www.virginmedia.com)

## TV LICENSING

Telephone: 0300 790 6165

Website: [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

If you would like to watch television as it is being broadcast, you will need to purchase a television license. Please note, your television license does not automatically move with you; you will need to notify TV Licensing, so they can update your details to ensure you are correctly licensed at your new address.

# YOUR UTILITY COMPANIES

## SERVICE SUPPLIERS

Your services are currently supplied by the following companies, to whom queries with regard to supply or tariffs should be addressed.

The meter readings, recorded on the handover certificate on the day you completed the purchase of your new home, are the base readings from which your consumption will be measured, and bills calculated.

## ELECTRICITY

Power for lighting and plug sockets is supplied by British Gas (unless you have changed your provider following completion).

Website: [www.britishgas.co.uk](http://www.britishgas.co.uk)

Account enquiries: 0333 202 9802

## BRITISH GAS SMART ELECTRICITY MONITORS

In most homes, Smart Electricity monitors have been provided by British Gas. These electricity monitors can track your electric energy use by day, week, month and year. You will be able to see how much you are likely to spend on energy for things like cooking the Sunday Roast.

For more information on this, you can contact; <https://www.britishgas.co.uk/smart-home/smart-meters.html>

## HEATING & HOT WATER

The heating and hot water supply is metered individually for each property. Contact SW Energy for information on billing:

Website: [www.swenergy.eu](http://www.swenergy.eu)

Email: [directdebit@swenergy.eu](mailto:directdebit@swenergy.eu)

Telephone: 0330 088 3607

## WATER

Website: [www.thameswater.co.uk](http://www.thameswater.co.uk)

Queries telephone: 0800 980 8800

Water supply telephone: 0800 316 9800



# HEATING & HOT WATER

Heating and hot water is distributed in your home via the heat interface unit (HIU), which is located in your storage cupboard or kitchen cupboard.

Hot water is produced by the HIU on demand. The heating temperature can be controlled by the thermostat located in your living area.

Heating and hot water consumption is metered by a heat meter, which is visible on your HIU and is read during your handover appointment with your customer liaison. Any queries with regard to meters and billing for heating and hot water should be addressed to your supplier, SW Energy.

In line with the terms of the lease, the servicing of HIU and fan coils are the responsibility of the leaseholder. The leaseholder must only use BAML approved contractors for servicing, repairs and replacements. BAML will provide leaseholders with a choice of approved contractors. All costs in relation to periodic servicing, repairs or replacements are payable by the Leaseholder to the contractor.

## THERMOSTATIC PROGRAMMER

A programmable room controller has been installed within your home. This is a Heatmiser Programmable Thermostat. For further information on how to control the heating, a user guide has been provided.



# FIRE SAFETY

Alterations or modifications to any part of your home could affect its ability to stop a fire spreading. Therefore, before any such work is carried out, we strongly advise that you seek professional advice and the permission of the Freeholder via the managing agent.

## FIRE ALARM OPERATION

Do not paint your alarm, or allow water or dust to contaminate your alarm:

- Regularly check that the green mains indicator light on the cover is on
- Test weekly – press and hold the Test/Hush button on the alarm for 10 seconds. The alarm will sound loudly and the red light on the cover should flash rapidly
- If the alarm beeps and the red light flashes at the same time, the battery is depleted – ensure the green mains power light is on
- Check the red light on the cover flashes every 40 seconds to ensure that the detector has performed an automatic self-test
- The red indicator will flash rapidly to show an alarm condition for the smoke detector
- In 'Test' mode the alarm will perform a self-test and emit the alarm sound
- When in 'hush' mode the alarm enters a ten-minute period instead of the normal 40 seconds to indicate the sensitivity is reduced, and will then automatically reset itself
- When interconnected to other mains powered alarms, an alarm on one detector will trigger all other interconnected alarms within one second (only the triggered alarm will flash a red indicator)
- Aim to replace the batteries once a year to avoid them going flat

## FIRE DOORS

The front doors to the apartments throughout the development are fire rated. However, the front doors to the duplexes are not fire rated where they go straight to the outside. Duplex doors to standard corridors are fire rated. Instead, the stairs are a protected area and internal doors onto the stairs are fire rated.

## SPRINKLER SYSTEM

A sprinkler system has been installed within each dwelling. Each dwelling shall accommodate a sprinkler system for fire safety. When a sprinkler head is activated (by a high temperature) the sprinkler will activate and water will begin to flow.

The sprinkler system is maintained by the General Manager's Office. Any damage to the sprinkler head must be immediately reported to the building management team. Do not decorate over the sprinkler head.

## FIRE PREVENTION

Fires can start suddenly and spread quickly, damaging your home and putting lives in danger. They are caused in a variety of ways, but there are precautions that can be followed which can reduce the risk of causing or being injured in a fire:

- Test your smoke/heat alarms regularly
- Do not overload extension leads or adaptor plugs
- Make sure escape routes are kept free of obstruction and flammable items. All furniture must meet fire resistance requirements
- Familiarise yourself with escape routes and make sure everyone in your household knows how to get out in a fire
- Take extra care in the kitchen and never leave cooking unattended
- Use the heating system installed in your home. Do not use radiant heaters with a flame, such as gas or paraffin, or electric bar heaters
- Avoid storing items in the cupboard that houses the electrical distribution board, as doing so could cause an obstruction and potentially a fire

If fire breaks out in your home:

- If you are in the room where the fire is, leave straight away, together with any occupants, then close the door
- Do not stay behind to try and put the fire out yourself
- Tell everyone else in your home about the fire and get them all to leave the building
- Do not use the lift, where there is one (disabled persons use fire fighting lifts)
- Do not block the walkways as they are part of the escape route from the building
- CALL THE FIRE BRIGADE!
- Inform the Concierge

If fire breaks out elsewhere:

- It will be safest to stay in your own home unless it is affected by smoke or heat
- You must leave your home if smoke or heat affects it. If possible, close all doors and windows to limit the spread of fire
- Do not try to put the fire out yourself
- Do not use the lift where there is one
- Do not block the walkways as they are part of the escape route from the building
- CALL THE FIRE BRIGADE!
- Inform the Concierge



### Calling the Fire Brigade:

- The Fire Brigade should always be called to a fire, however small, immediately on discovery. To call the Fire Brigade: Dial 999
- When the operator answers, give the telephone number you are calling from and ask for FIRE
- When the Fire Brigade reply, tell them clearly the address where the fire is and provide helpful instructions if your address can be difficult to find/access. Do not terminate the call until the fire brigade has repeated the address to you and you are sure they have got it right. The fire brigade may be delayed if they do not have the full address

# LOCAL INFORMATION

## FINDING YOUR FEET

We are progressing some exciting residential facilities and commercial opportunities at Royal Wharf. Until the facilities at Royal Wharf become available, there are local facilities that can meet your everyday needs.

There are plenty of things to do and see around this cosmopolitan area of London including many upmarket restaurants, bars, hotels and shopping centres nestled around the numerous riverside walks and marinas, as well as cinemas and theatres.

We have listed some suggestions to help you find your feet in your new home.

<http://www.londonsroyaldocks.com/exploring-londons-royal-docks/>

## LOCAL SHOPPING AND EATING

There is a local convenience store in Waterside Park:

North Woolwich Road  
London, E16 2AB

### GALLIONS REACH SHOPPING CENTRE

<http://gallions-reach.co.uk/centre-info/centre-map>

### SAINSBURY'S

11 Royal Crest Avenue, E162PG

### DRY CLEANERS

Waterside Park  
North Woolwich Road, E16 2AB

### PAVILLION CAFÉ

- Café opening hours 10-6 mon to Friday and 9.30-7.30 Sat-Sun
- Thames Barrier Park, North Woolwich Rd, London E16 2HP

<http://www.standard.co.uk/goingout/restaurants/the-best-london-park-restaurants-6817884.html>

## **STARBUCKS**

Unit 6.01 Starboard Way  
E16 2SB

## **ROYAL DOCKS DINING**

<http://www.londonsroyaldocks.com/food-drink-londons-royal-docks/>

## **GREEN SPACES**

There are several parks with play areas for children and plenty of green spaces a short distance away.

### **GREENWICH PARK**

Easily accessible from the DLR, Greenwich Park, one of the 8 Royal Parks in London, boasts 180 acres of space filled with activities to suit everyone, and nearby Victoria Park, one of London's oldest and most historical parks, is visited by millions of visitors each year to enjoy the sports, play and relaxation offered.

### **THAMES BARRIER PARK**

The beautiful Thames Barrier Park can be found nestled along Royal Wharf and the Pontoon Dock DLR station. In 2001, it was London's first new park for half a century. It has a lush sunken garden of waggly hedges and offers perhaps the best views from land of the fabulously sculptural Thames Barrier. The park features a children's play area, a fountain plaza where kids can splash about and a five-a-side football/basketball court.

The Thames Barrier Information and Learning Centre lies at the opposite end of the barrier on the south side of the river.

<http://www.timeout.com/london/outdoor/thames-barrier-park>

## **TAKE A DAY TO EXPLORE**

### **LONDON EXCEL**

DLR: Prince Regent and Custom House  
<http://excel.london/visitor/food-drink>

**ROYAL DOCKS**

<http://www.londonsroyaldocks.com/>

**SUNBORN**

<http://www.londonsroyaldocks.com/sunborn-london/>



# TRAVEL & TRANSPORT

## LONDON UNDERGROUND STATIONS

Your nearest DLR station is West Silvertown & Pontoon Dock

The station lies in Travel Zone 3.

## BUS STOPS

Your nearest bus stop is located on North Woolwich Road.

The following buses stop on this road:

473, 474, 177, 161

You can find out more about the bus routes by visiting:

<https://tfl.gov.uk/modes/buses/>



## CYCLING

Ballymore has provided a number of bicycle storage racks located around Royal Wharf to which all residents will have access. If you would like to make use of this facility, you can request a Bicycle Registration Form from Concierge and once completed, return to the Concierge. It is the responsibility of the owner to ensure their bicycle is secured properly.

You can find lots of useful information such as an interactive map, routes and guides on the Transport for London website [tfl.gov.uk](https://tfl.gov.uk). You can also obtain free maps by filling out the online order form or calling the 24-hour travel information service on 0843 222 1234. Local cycling guides can also be found from bike retailers and leisure centres.

## LOCAL OFF-SITE CAR PARKING

Royal Wharf is currently surrounded by some of the best public amenities in London, however if you require the need to travel within the borough by car, information on council owned on-street car parks and privately-owned car parks can be found on their websites. You can also find information and advice, including how to find car parks, how to apply for disability/blue badges, and parking permits for controlled parking zones.

**[www.newham.gov.uk](https://www.newham.gov.uk)**

## LONDON LIFT SHARE

A car sharing system can provide many benefits to you as the driver or even as a passenger sharing a lift. Saving money on petrol is the most obvious reason to use the car sharing system. The whole concept behind car sharing is that as the driver with a car you can find individuals who travel to geographically similar areas and offer a lift for a split of the petrol cost.

As well as saving money there are many other beneficial factors, such as:

- Reduce fuel costs and parking fees
- Reduce your carbon footprint
- Help to reduce traffic congestion which results in shorter journeys due to fewer cars on the road
- Gives more transport options
- Reduce the need for a private car
- Meeting new people

For further information, visit: <https://london/liftshare.com>

# USEFUL CONTACTS

<b>HEATING &amp; HOT WATER</b>	SW ENERGY 0330 088 3607 <a href="http://www.swenergy.eu">www.swenergy.eu</a>
<b>ELECTRICITY</b>	BRITISH GAS Account queries: 0800 048 0202 <a href="http://www.britishgas.co.uk">www.britishgas.co.uk</a>
<b>WATER</b>	THAMES WATER - 24- HOUR EMERGENCY 0800 526 337 <a href="http://www.thameswater.co.uk">www.thameswater.co.uk</a>
<b>HOSPITAL</b>	NEWHAM UNIVERSITY HOSPITAL 020 7476 4000 <a href="http://www.bartshealth.nhs.uk">www.bartshealth.nhs.uk</a>
<b>COUNCIL</b>	NEWHAM COUNCIL 020 7364 5020 <a href="http://www.newham.gov.uk">www.newham.gov.uk</a>
<b>POLICE</b>	POLICE/ FIRE BRIGADE/ AMBULANCE 999 POLICE LINE: 101
<b>ESTATE MANAGEMENT</b>	BALLYMORE ASSET MANAGEMENT LTD (BAML) 161 MARSH WALL LONDON E14 9SJ 020 7510 8377 <a href="mailto:BAML@ballymoregroup.com">BAML@ballymoregroup.com</a>
<b>CONCIERGE TEAM</b>	Email Addresses: <a href="mailto:Concierge@royalwharfe16.net">Concierge@royalwharfe16.net</a> <a href="mailto:dutymanager@royalwharfe16.net">dutymanager@royalwharfe16.net</a> 0203 434 0880

ballymore. *Oxley*