



Home User Guide

Laney House

Kidbrooke Village Phase 2
West Greenwich

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Welcome to Laney House

Welcome to your new home! This guide includes key info to help you get started and keep things running smoothly.



Estate Management



Resident Support

The majority of the information you need about your building can be found through your MyPlace portal account, or your R&R Online Portal account, including service charge information, contact details for your property management team, useful documents, and updates on issues affecting you. Unsure of which portal applies at your development? Please use our look-up tool.

For anything else please see our Resident support FAQs page or alternatively contact us using the online form.

If you need assistance, please call our main contact number below where you'll be guided through the options to reach the right team:

020 7702 0701

Out Of Hours

If you need emergency assistance from a contractor outside of our normal office hours (9:00am-5:30pm Monday to Friday excluding public holidays) then please phone this number:

020 3764 5587

Post and Deliveries

Delivery drivers should try to deliver the parcel to the property address by calling your door number. Please note you will need to collect any parcels too large to fit into parcel lockers as we cannot physically hold onto them.

- The post boxes for standard mail for apartments are located in the Main Lobby.
- Royal mail postal service delivers once a day, Monday to Saturday excluding bank holidays.
- For grocery / takeaway deliveries you will need to meet the deliverer outside of the block as these orders cannot be stored in the lobby.
- For larger deliveries such as washing machines or sofas you will need to arrange to meet the deliverers outside of the block and provide escorted access to your property.

Useful Contact Details

Local Authority	Royal Borough of Greenwich
Address	The Woolwich Centre 35 Wellington Street London SE18 6HQ
Telephone Number	020 8854 8888
Website	www.greenwich.gov.uk

Refuse & Waste Collector	Royal Borough of Greenwich
Website	www.royalgreenwich.gov.uk/recycling-and-rubbish

Water Provider	Thames Water
Telephone Number	0800 3169800
Website	www.thameswater.co.uk

Electricity & Heat Provider	E.On
Telephone Number	0808 5015200
Website	www.eonnext.com

Estate Services

Parking

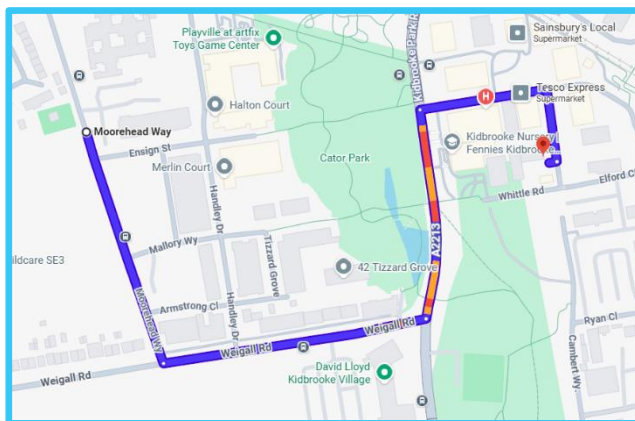
Many new developments in Royal Greenwich are car-free.

There is limited carparking available on site. Valid parking permits will need to be displayed at all times. This will provide you with a general right to park.

The surrounding roads are pay and display.

Pegler Square underground car park is open 24 hours a day and located about 5 minutes' drive (or a 10-minute walk) from the building.

Parking charges apply.



Cycle Storage

Cycle stores can be accessed on ground level, via the car park.

Three (3No) cycle stores are provided for residents' use. Bikes can be stored on cycle racks provided. The stores have capacity for approximately 70, 22 and 36 bikes

A small number (4No) bike stands are available outside the car park entrance for visitor use.

Please note that all cycles are stored at the owner's risk

Security/ Access (internal and shared areas)

The building is accessed via fobs that will be programmed and provided to each resident.

The access fob will permit you to enter your building and communal areas such as car park and podium garden. Cycle stores and bin stores can be accessed via fob.

You will not be permitted to access other areas of the block for security reasons.

Cleaning and Care

Communal and Window Cleaning

Cleaners managed by the Estate Management team will be responsible for the cleaning of the landscaped areas, shared surfaces and pedestrian routes as well as communal corridors / entrance lobbies and lifts.

As a resident, you are responsible for cleaning the windows that you can access (e.g. via your balcony).

Your external windows will be professionally cleaned by the managing agent using specialist contractors. You will be notified in advance of when these works will take place.

If you have any queries regarding this, please contact your estate management team.

Shared Areas

Lifts

There is 1 No lift in the lobby on the ground floor.

If a lift goes out of service, please notify estate management team or Kidbrooke Village concierge. Please note, a lift being out of service is not considered as an emergency.

An emergency is only considered when someone is trapped inside the lift. Lifts are fitted with appropriate Emergency Call button, for use in such emergency situations.

In the event of a fire, do not use the lifts. When the fire alarm is activated, the lifts will automatically return to the ground floor and anyone in the lifts can evacuate. Once the fire service arrives and get access to the firefighting lift, this lift will go up the floors for evacuation.

Refuse

Bin stores are located on ground floor level. These are accessed via car park and car park lobby.

If the bins are full, contact estate management team.

Please be considerate of your neighbours when using the refuse store by ensuring all waste is placed in the correct bins, recycling items are properly flattened, and the area is kept clean and tidy for everyone's use. Refuse must be put inside the refuse

bins located within the bin stores, not outside the bin store, bins or apartment front doors.

Please refer to the council website for the latest information relating to refuse and waste, and to arrange collection of large/bulky items -

www.royalgreenwich.gov.uk/recycling-and-rubbish

Your Place, Your Space

It is essential that estate regulations are set, implemented and appropriately managed in the event of non-compliance by any occupier.

A full copy of the estate regulations will be provided separately, however below are general principles intended to enhance the quiet enjoyment of your building for the benefit and convenience of all.

- Children must be accompanied and supervised at all times by a responsible adult when using and passing through the common areas of the building, and children cannot conduct any behaviour which may cause a nuisance or noise disturbance to other residents. This includes internal and external common parts of the building including the podium courtyard garden.
- Children are permitted to use the podium courtyard gardens but must be accompanied and supervised by a responsible adult at all times. Adults accompanying and supervising the children are reminded that these podium courtyard gardens are for peaceful purposes only and activities that could cause a nuisance or excessive noise disturbance to other residents are not permitted.
- Residents must ensure that any smoke / heat detectors within their property are regularly tested and batteries for the back-up supply are routinely replaced.
- Residents must not smoke anywhere in the building communal areas including the car park and podium areas.
- Refuse and recycling is to be disposed of in the proper manner using the relevant bins provided. Any mess caused by transporting such should be cleaned by the offending resident where appropriate or reported to the estate management team for assistance.
- Car parking is only in accordance with Estate Regulations.
- Ball games and other activities which cause excessive noise disturbance, are not permitted on the podium courtyard gardens.
- Pets on the podium courtyard gardens must be on a lead at all times and accompanied by the owner at all times. Persons in charge of a pet have a duty to remove any mess deposited by the pet.

The full estate regulations forms part of your leases and tenancy agreements.

Estate Management Portal

Kidbrooke Village is currently managed by Rendall & Rittner Property Management.

Scan the Resident Support page QR code to set up your resident's account.

The majority of the information you need about your building can be found through your MyPlace portal account, or your R&R Online portal account, including service charge information, contact details for your property management team, useful documents, and updates on issues affecting you.



NHG Online Portal – My Account

Welcome to NHG!

We're delighted to have you with us. You will need to register for **My Account**, where you can access information about your tenancy, raise home repairs, pay your rent, and find support to help you manage your home.

Any communal repairs should be reported to Rendall & Rittner directly via your MyPlace portal account or R&R Online portal. Alternatively, you can telephone 020 7702 0701 or email office@rendallandrittner.co.uk



Installing My account

Go to the following web page: www.nhg.org.uk/my-account/ or scan the QR code if you need help creating your account.

Service Charge

Please see your tenancy agreement or contact your property management officer for list of payable service charge details

Utilities & Appliances

Electricity Provider: E.ON

Location of Meter: Utility Cupboard

Location of Consumer Unit: Utility Cupboard

Please note:

- That you **will not** be able to change to a provider of your choice.
- If appliance instruction manuals are misplaced, copies can be found on the relevant manufacturer's website using the manufacturer and model details provided in this guide.

Electrical Appliances – Registration, Recalls and Safety Information

Your home is fitted with several in-built electrical appliances and white goods. This information is provided to help keep you and your home safe.

Registering your appliances

Residents are strongly encouraged to register all in-built electrical products and white goods with the relevant manufacturer as soon as possible after moving in.

Registering appliances helps to ensure that:

- residents receive important safety updates;
- residents are notified directly of product recalls or safety notices; and
- manufacturers can contact residents quickly if an issue is identified.

Manufacturer details and model information for all installed appliances are provided within this Home User Guide.

Product recalls

From time to time, manufacturers may issue safety notices or recalls for certain appliances. Residents are advised to register their appliances and to periodically check manufacturer websites for recall information relating to the products installed in their home.

If you are concerned about a recalled or unsafe appliance, stop using it and follow the manufacturer's guidance.

Lighting & Electrical Safety

Your home features energy-efficient light fittings, helping lower long-term electricity costs.

Electrical Safety

- Only a qualified electrician should alter light fixtures or fittings.
- Before fixing items to walls, ceilings, or floors, use a cable detector to avoid damaging concealed wires or pipes.
- Do not tamper with earth bonding cables connected to plumbing or electrical mains.
- For guidance on electrical safety, refer to Electrical Safety First.

Power Outages & Troubleshooting

- If you lose power, check if neighbours are also affected.
- If they are: call 105 (UK power outage emergency line).
- If only your home is affected: it may be a trip switch or faulty appliance.
- If your trip switch keeps resetting, unplug potential faulty devices and test again.
- Partial power loss could indicate wiring faults—call a qualified electrician.

Electronics

There is a power supply for a future alarm within the Utility Cupboard if required, however installation of a wireless intruder alarm is recommended.

Home Communications

Your TV setup is ready to work with your typical streaming-based services (Sky Q, Sky Glass) as long as you have your internet set up.

Mains Water / Drainage

Thames Water supply the incoming mains water to the building via an underground service pipe fitted with a stop valve at the boundary to the development for use by the water company in an emergency.

Water supply entering your home is controlled by the stopcock (**located in your utility cupboard**).

Mains water and drainage supplier: Thames Water

Website: www.thameswater.co.uk

Billing and account enquiries Telephone: 0800 980 880

Heating & Hot Water

Your home uses a **Heat Interface Unit (HIU)**—located in the Utility Cupboard—to deliver heating and hot water on demand. We strongly advise that residents DO NOT turn off the heat interface unit.

Residents will need to call E-ON to register their accounts when moving in.

Usage is measured via the heat interface **heat meter**, which is checked during your handover appointment.

The energy supply company (E.ON) manages your metering and billing.

Hot Water is supplied to your HIU from the site-wide District Heating Network. This means that there is no gas supply in your home. Your HIU is a packaged unit that generates heat then distributes this around the property to your radiators and hot water taps.

It is strongly recommended to keep the HIU on at all times. If the radiator is cold all the way along the top of the radiator, then it shows that the system has been shut off for a period of time and air is deeper in the system. Should this happen, it will be your responsibility as the resident to remove the air from the system; or instruct your own competent contractor to do this for you.

Should the pressure on the HIU drop below 1.5bars, it will be your responsibility to report this directly to E.ON.

There is no temperature cap on the radiators. However, they will not exceed the temperature set value by more than 2°C. Thermostats can be adjusted on radiators to suit comfort levels but the overall room temperature is dictated by the room thermostat.

Mechanical Ventilation

Each apartment is fitted with an MVHR (mechanical ventilation with heat recovery) system that provides ventilation and heat recovery.

The system extracts warm, damp air from inside and draws in fresh air from outside via ceiling-mounted terminals. Heat from the extracted air is recovered and transferred to the incoming fresh air without mixing the two.

In summer, the system activates a bypass mode to prevent overheating by avoiding heat recovery.

Ventilation is automatically boosted in bathrooms when lights are switched on, and in kitchens via a boost switch above the worktop.

The unit uses filters to protect the heat exchanger, which are accessible from the front for easy inspection and cleaning.

To keep your MVHR system running efficiently, inspect the filters every 6 months and replace them every 12 months (or sooner if needed). The unit control panel will also indicate when the filters need cleaning, this can be at varying intervals depending on external environmental factors.

To access the filters:

Pull open the filter door (normally located at the front of the MVHR

Pull on the tab of the filter to remove it

Inspect and either return or replace the filters as necessary.

Neglecting filter maintenance may reduce performance and energy efficiency.

Room Thermostat

Each dwelling is equipped with a thermostat for room temperature control.

The Room Thermostat includes built-in 7 day timer programming.

The thermostat is fitted conspicuously and allows occupants to set ON and OFF periods to suit.

For more information on this and how to set it up, please refer to the manufacturer's literature section of this manual.

Apartment Door Entry System

Each apartment is fitted with a door entry system, linked to the main entrance call panels.

Apartments that are designated as wheelchair adaptable have a phone system installed which allows users to speak to callers and open entrance doors.

For all other apartments, residents will communicate with callers via the Comelit phone system app. The Comelit App enables residents to manage their system safely and simply. The app can be downloaded for free via Google Play or App Store; to a suitable mobile device allowing users to answer visitor calls from any location.

Premier Guarantee Building Warranty

Your home benefits from a structural guarantee coverage under the Premier Guarantee warranty scheme.

This includes a warranty from the developer during the first year and the Premier Guarantee for up to 10 years following the property's practical completion. The developer is responsible for addressing defects in materials or workmanship in your new home.

Shared ownership / leaseholders will have received a copy of the guarantee and details of cover via appointed solicitors on legal completion of your home. Your home has been inspected in accordance with your building warranty guidelines, and to meet building control requirements. Your warranty provider will also offer a dispute resolution service, details of which can be found on their website.

Please ensure you read the Terms and Conditions, Your Home Initial Certificate, Your Certificate of Insurance, and any endorsements attached to them, to make sure you know what is covered by the Policy.

If you have any questions about the Policy, please telephone Premier Guarantee on 0800 107 8446 or the developer.

PREMIER website: <https://www.premierguarantee.com/>

If you wish to make a claim, you can find information on the claims process and what is covered in your policy documentation on their websites:

<https://www.premierguarantee.com/homeowners/make-a-claim/>

Defects

Defect Liability Period

Your home is covered under a 12-month defects warranty, known as a defect's liability period. This period started when Notting Hill Genesis took possession of your home from the contractor. Notting Hill Home Ownership will co-ordinate the rectification of defects and faults within your property, that occur during this period. All you need to do is report any genuine defects you find via your online MyAccount. A photo/video must be attached to the defect ticket, if at all possible.

Each defect must be raised as a separate ticket. Submitting multiple issues under one ticket makes it difficult to track and manage individual cases. This could result in issues being missed.

Once you have logged your potential defect ticket online you will receive a unique reference number which you can use to follow up with your allocated defect officer, if you need to. Once your allocated defect officer receives your ticket reference, they will review it. Your defect officer may contact you for more information or might ask an Aftercare officer to contact you as they may be able to resolve or guide you to resolving the issue yourself. If this is a defect the defect officer or aftercare officer will send your ticket and supporting evidence to the contractor who will then contact you directly to arrange a suitable appointment date and time. The response time will vary, depending on the urgency of the problem.

Any defects in the communal areas should be raised with and reported to the estate management team directly by yourself.

Defect response times

The defects team will take a decision as to whether the fault is a repair, a defect, or your responsibility. Please make sure that the information you provide to the property management officer is correct. **Incorrect information which results in a contractor attending your home will be charged to you.**

Defects categories

Emergency (Priority 1) – 24 hours:

- Gas leaks – to be telephoned immediately to the National Grid
- Dangerous electrical works
- Total failure of electrical lighting or power
- Failure of lighting to a communal staircase / corridor / lift to such degree as constitutes a health and safety risk

- Burst water pipes or other ingress of water (including roof repairs) that are causing damage to property and are not containable.
- No mains cold water supply to a property
- Total loss of central heating or hot water failure (between October and March only)
- Failure of front entrance doors to houses or flats (where property is left unsecure).
- Failure of lift – if someone is trapped inside the lift car
- Failure of communal gates or communal access doors
- Defective flooring or stair tread in communal areas, where this presents a health and safety risk.
- Temporary glazing repairs (permanent replacement classified as “Priority 3”)
- Defects that may render a dwelling unsecure – e.g. windows or doors not closing properly on ground floor properties
- Defects that may cause injury or are a danger to any person
- Defects that may cause significant damage to property if left unresolved

7 days (Priority 2):

- Minor plumbing repairs – equipment failure
- Defective front door lock
- Ease and adjust external door
- General electrical repairs – defective items other than dangerous electrical works classified as “Priority 1”
- General repairs to heating and hot water systems
- Loose or detached banister or handrail
- Defective flooring or stair tread in communal areas – other than a dangerous defect classified as “Priority 1”
- Individual door entry-phone not working
- Faults with television aerials and telephone connections
- Windows not closing property – other than where this is classified as “Priority 1”

28 days (Priority 3):

- Minor roof repairs – unless there is ingress of water which will be classified as “Priority 1”
- Defective kitchen or bathroom fan
- Repairs to leaking gutters and rainwater pipes
- Re-glazing windows or doors – where there is no security issue

- Minor carpentry repairs to windows and doors
- Non-urgent plumbing repairs
- Repairs to wooden floors and floor coverings
- Repairs to external render and air vents
- Repairs to internal plaster
- Re-decoration after other repairs have been carried out
- Repairs to garden fencing

Please note, if residents raise an emergency repair and on receipt it is reviewed by the Defect Officer and is not an emergency, it will be cancelled and re-raised to the relevant priority.

At the end of the defects liability period, a potential final joint inspection is carried out in each home and communal areas. The inspection party consists of the building contractor, the development project manager, Notting Hill Genesis' employer's agent, defects officer and property management officer. The purpose of the end of defects inspection is to check for any defects which need to be put right by the building contractor.

It is important that access is gained to all homes and the external and internal communal areas. This is the last opportunity to report defects for repair by the building contractor.

Following the inspection, the building contractor will arrange appointments directly with you to carry out final defect rectification works. You will be required to give access at this appointment time.

After the end of the defect's liability period, general defects inside the home are the responsibility of the homeowner or NHG. Communal areas will be the responsibility of NHG/managing agents. If a final inspection is not going to be carried out, alternative arrangements will be communicated to you, near to the end of defects period.

If a repair arises out of misuse of or damage to the property, then the cost of the repair will be borne by the resident.

Don't forget, the defects period starts from practical completion of the project, so will have already commenced at the date that you move in.

Household Pests

You are responsible for dealing with household pests such as ants, bees, bedbugs, wasps, cockroaches, rats and mice within your property. Contact the environmental health department at your local council for advice. Go to www.gov.uk/report-pest-problem for more information.

If you cannot deal with the pest issue, or if you have a pest problem in a communal area then contact your property management officer.

Looking After Your New Home

Lubrication	Lubricate window hinges and door mechanisms regularly to keep them working smoothly.
Door Seals	Check door seals every 6 months and replace with identical types if damaged, following manufacturer instructions.
Ironmongery	Clean stainless steel and chrome finishes every 6 months with a soft cloth and soapy water. Avoid abrasive cleaners. Dry with a clean cloth.
DIY	Use a cable/pipe detector before drilling into walls. Plasterboard can hold up to 10kg with suitable fixings. Avoid mounting heavy items like TVs unless provisions are in place.
Redecorating	Avoid DIY during the defects period, as it may void your warranty for that area. For example, if you change your sink tap and it breaks, we will not replace it.
Alterations	Structural or material alterations are not permitted. Contact your PMO for guidance.
Reducing Condensation	Condensation occurs when moisture meets cold surfaces: • Cover pans when cooking. • Dry clothes outside or use vented dryers. • Use extractor fans and keep doors closed when cooking or bathing. • Don't switch off bathroom/kitchen extractors. • Open windows regularly. • Maintain consistent heating, especially in cold weather. • Use thermostats instead of switching heating on/off.

Finishes

Living/Kitchen/Dining

Element	Finish
Walls	Painted Surface – Dulux Trade Vinyl Matt Pure Brilliant White
Floors	Laminate Flooring – Moduleo LayRed Midland Oak 22936
Ceiling	Painted Surface – Dulux Trade Vinyl Matt Pure Brilliant White
Joinery Doors & Frames	Vicaima White Timber Door
Joinery Skirtings & Architraves	MDF Dulux Satinwood finish
Window Boards	Painted Surface – Dulux Quick Dry Satinwood White
Entrance Door, Frame & Architrave	• Mundy Veneer full height bespoke door with veneer finish to door and architrave. • Inner Face: Dyed Eucalyptus Veneer Non Tabu • Outer Face: Black Ash Veneer Non Tabu & Dyed Eucalyptus Veneer Non Tabu Black stained grooves
Kitchen Units	M3 Design
Kitchen Worktops	Compac Quartz Plomo / Volcano light
Kitchen Hob Splashback	Glass splashback

Bedroom

Element	Finish
Flooring	Cormar Carpet – Zenith Callisto
Walls	Painted Surface – Dulux Trade Vinyl Matt Pure Brilliant White
Ceiling	Painted Surface – Dulux Trade Vinyl Matt Pure Brilliant White
Joinery Door & Frame	Vicaima White Timber Door
Joinery Skirtings & Architraves	MDF Dulux Satinwood finish
Window Boards	MDF painted surface – Dulux Quick Dry Satinwood White
Wardrobe (primary bedroom only)	Sliding Door Wardrobe with Mirrow Doors

En-suites & Shower Rooms

Element	Finish
Walls	Wall Tile – Minoli Nora Ivory Matt 600 x 300mm
Walls	Wall Paint – Dulux Trade Mouldshield Fungicidal Matt Pure Brilliant White
Floors	Floor Tile – Minoli Nora Ivory Matt 600 x 600mm
Ceiling	Painted Surface – Dulux Trade Mouldshield Fungicidal Matt Pure Brilliant White
Skirtings	White painted MDF (Satinwood finish)
Door	Solid core flush door, painted white
Frame and Architrave	White painted MDF (Satinwood finish)

General Fixtures & Equipment

Element	Finish
Radiators	MHS Decoral 97 Radiator
Room Thermostat	Danfoss BasicPlus ²
Smoke Detector	Deta Optical Smoke Alarm 1163
Heat Detector	Deta Heat Alarm 1165

Appliances

Appliance Instruction Manuals

For further information on your appliance, please refer to your appliance manuals. Should you misplace any of your appliance instruction manuals over time, you can refer to the manufacturer website.

Any issues experienced during the defect warranty period can be logged as a defect.

Product Description	Manufacturer	Model
Hob	Beko	Pro HII64201MT electric induction hob - black
Oven	Beko	BVM34400BC single oven - black
Cooker Hood	Elica	SKLOCK-S-60-2-0 integrated telescopic hot
Fridge-Freezer - Integrated	Bosch	KIV87NSE0G built in fridge freezer with freezer at bottom
Dishwasher - Integrated	Beko	DIN15320 60 cm fully integrated full-size dishwasher
Combination Microwave Oven (2 Bed+ Units Only)	Beko	BBCW12400X built-in oven with microwave
Washer/Dryer - Free Standing	Beko	B3D58545U Washer Dryer with ultrafast

Windows, Door & Internal Security

Your home has been fitted with Nordan. Operating and maintenance instructions are included separately.

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.

Fire Safety

Special provisions have been made to ensure that a fire is contained within the apartment of origin and that common escape routes and stairways remain relatively free from smoke and heat in the event of a fire within a dwelling.

Smoke vents in corridors help keep escape routes clear.

Your building follows a “stay put” evacuation strategy. If a fire occurs in an apartment, the occupants of that apartment evacuate, but occupants of all other dwellings should be able to safely remain in their homes unless directly affected by heat and smoke or instructed to leave by the fire and rescue service.

Your home is equipped with:

- Smoke alarms
- Sprinklers
- Fire-resistant walls, floor and doors

DO NOT alter any fire safety features (e.g. doors, alarms, walls) without professional advice and permission from estate management.

Fire notices are placed in various points around the building. In the event of a fire please notify the emergency services immediately.

Please familiarise yourself with the evacuation protocols for your building.

Amazon delivery parcels and the like are not to be left in communal areas as they may become a fire hazard. Residents must ensure they are at home to receive parcels or make alternate arrangements such as using an Amazon Drop Box/Collection Point/Hub Locker. (Your chosen delivery provider will usually highlight your nearest/most convenient collection point when you are ordering items).

Fire Alarm Operation

Your home is fitted with mains operated smoke and heat detectors which are installed at multiple locations within your home - with the exception of bathrooms. A battery backup facility is incorporated in each alarm in case of a failure of the main electrical supply.

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

- Weekly testing is required. Test alarm by pressing and holding the test button until it sounds. The alarm will sound 3 short beeps – 1.5 seconds pause and then repeat until the button is released.
- If multiple alarms are installed within the dwellings, test each alarm. Each alarm should trigger other alarms connected within 10 seconds.

Fire Doors

All doors should be deemed as fire doors and should therefore be kept shut when spaces are not in use. Your apartment entrance door is fire-rated with self-closing mechanism.

The stairs and corridors are fire-protected areas. Internal doors onto the stairs are fire rated.

DO NOT PROP OPEN COMMUNAL DOORS. Report any faults or damage to your estate management team.

Sprinkler System

Your home is provided with a number of sprinkler heads fitted into the ceiling. When a high temperature is detected by the sprinkler head, the sprinkler head will 'rapture', releasing water into the associated space. DO NOT COVER OR PAINT over sprinkler heads.

Any damage to the sprinkler head must be immediately reported to estate management to rectify.

Fire Safety Guide

Home Safety and Prevention in the Building	Home Safety and Prevention in the Home
◆ Good housekeeping and maintenance is essential in preventing fires. Remember to follow these steps: ◆ Fire doors are designed to withstand fire and the spread of smoke in a fire, for a minimum of 30minutes: ◆ Keep all fire doors closed when not in use – do not prop these open or obstruct them in any way. ◆ Keep lockable communal cupboard doors locked when not in use ◆ Report any damage to fire doors or door closers on them to your estate management team ◆ Keep corridors, hallways, stairwells, staircases, and meter & intake cupboards in communal areas clear of your possessions. ◆ Only dispose of rubbish in designated bin areas and do not dump bulky items - these can present a fire risk ◆ Read the fire safety information displayed in your building, and familiarise yourself with the escape routes for your building and where fire exits are	◆ Fire alarms: Test regularly, weekly is recommended. Change the battery if it starts to bleep every few seconds. Don't disconnect or take it down and report any faults to your estate management team ◆ Do not leave candles or cigarettes unattended or smoke in bed. Make sure cigarettes are fully put out and do not throw from a window or balcony. ◆ Electrical safety: Do not overload electrical sockets. Report any repairs to your estate management team. Do not use two prong plugs in UK sockets, always use an adaptor ◆ In the kitchen: If you have a cooking pan catch fire, do not throw water on it - turn off the heat if safe to do so, leave the room and call 999 ◆ At night: Check cooker and other electrical appliances not designed to be left on are turned off. Close doors to rooms as this helps prevent the spread of fire and smoke ◆ Electrical appliance safety: If using older appliances, check with the manufacturer for recalled products. If buying a second-hand appliance check with the seller that it has been electrical safety tested
Plan Your Escape	What to do in the Event of a Fire
◆ Know the best way to escape your home and your building – make sure everyone in your household knows ◆ Count how many doors you need to go through to reach the exit and know where the fire exits are ◆ Keep escape routes clear and close fire doors ◆ If you need to stay put, plan to all stay in the same room, put towels or sheets at the bottom of the door and open/break a window for air and attract attention	If there is a fire or smoke inside your home: ◆ Get everyone out, close the door and calmly leave the building – Do not use the lift ◆ Call 999, give your full address and where the fire is in the block and your home If there is a fire in another part of the block, but not in your home: ◆ Your building has a Stay Put Policy. This means your home is designed to give some protection from fire; floors, door and walls will hold back fire and smoke for minimum of 30 minutes ◆ You are usually safer to stay in your home unless heat or smoke is affecting you; call 999 and tell the fire brigade where you are and how to get to you When Evacuating: ◆ Get everyone out, close the door and calmly leave the building – Do not use the lift ◆ Call 999, give your full address and where the fire is in the block and your name

Emergency Services and Local Information

Always call 999 in an emergency.

Accident & Emergency	Queen Elizabeth Hospital	Stadium Road Woolwich SE18 4QH Tel: 0208 836 6000 www.lewishamandgreenwich.nhs.uk
Minor Injuries Unit	Queen Elizabeth Hospital	Stadium Road Woolwich SE18 4QH Tel: 0208 836 6000 www.lewishamandgreenwich.nhs.uk
Fire & Rescue	London Fire Brigade	Contact via their website: www.london-fire.gov.uk
Police	Metropolitan Police	Lewisham Police Station is the nearest 24 hour police station to Kidbrooke Village. 43 Lewisham High Street London SE13 5JZ Tel: (non-emergency): 101 www.met.police.uk
	A Community Police Hub has recently opened within the Kidbrooke Village development.	

Local Shops & Supermarkets

	Sainsbury's is located within a short walk: Sainsbury's Local 13 Pegler Square SE3 9FW The shop is open till 11pm. All opening hours can be found via website www.sainsburys.co.uk
	A new Tesco shop has recently opened and is located within a short walk: Tesco Village Express 5 Pegler Square SE3 9FW The shop is open till 11pm. All opening hours can be found via website www.tesco.com
	A convenience store is located close to Kidbrooke Station: 8 Plowden Road SE3 9JT The shop is open early in the morning until late in the evening.

Pharmacies

Chemcare Pharmacy offer a range of services including NHS and private prescriptions and walk-in clinic. 12 Pegler Square SE3 9GR Tel: 020 8856 0134	Kidbrooke Pharmacy is an independent pharmacy serving the local and surrounding communities. The pharmacy also operates the Electronic Prescription Service. 135 Rochester Way SE3 8AR Tel: 0208 3190115
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Details of other local pharmacies can be found by visiting the NHS website:
www.nhs.uk/services/pharmacies

Outdoor Parks

The local area includes beautifully-designed open spaces that appeal to people of all ages.

A new 'play space', Cator Park, has been constructed within the village.	
Cator Park also has a number of newly created 'wetlands', which encourage wildlife to the area.	

The 'Directory: Parks, Gardens & Open Spaces' page of the council website details the various green spaces within the wider borough, including:

- All Parks
- Guided Walks
- Parks - Awarded Green Flag Status
- Nature Reserves
- Parks with 'Friends Groups'
- Bowling Greens
- Outdoor Gyms

Schools

Schools and education services are provided by The Royal Borough of Greenwich.

The council website details the services provides along with the admission system and details of each school.

Please visit www.royalgreenwich.gov.uk for further information.

Contents Insurance

We strongly recommend that you take out a home contents insurance policy that covers your personal contents and belongings in your home against theft, fire, flood, accidental damage.

If your possessions get damaged for any reason, including as a result of works to your home, you must inform your insurance company immediately.

Manufacturer's Literature

Item	Manufacturer	Literature
Heat Alarm	Deta	Deta Heat Alarm Installation and User Instructions
Smoke Alarm	Deta	Deta Optical Smoke Alarm User and Installation Instruction Manual
Safety Alarms	Deta	Deta Safety Alarm Datasheet – contains item codes for reference
Room Thermostat	SAV Danfoss	Room Thermostats Installation Guide