



LONDON

CITY ISLAND



HOMEOWNER
MANUAL

BALLYMORE AT LONDON CITY ISLAND

This Homeowner Manual has been prepared to provide you with all the information you should need about your home and the facilities and services at your disposal.

Please take a little time now to read through the most important sections of this manual for your safety and comfort, and refer to it for more detailed information whenever queries arise.

Within this manual you will find details of your home, advice on how best to maintain it and relevant instruction manuals for your appliances.

Please refer to this manual in the first instance, but feel free to contact us if your queries remain unanswered.

ADDRESS

Your new address is:

*Apartment 108
Java House
15 Botanic Square
London
E14 0LG*



Disclaimer

Statements contained within this manual are provided for general guidance only and are accurate to the best of our knowledge at the time of printing. Any images shown within this manual are for illustrative purposes only.

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TABLE OF CONTENTS

5 AFTERCARE

<i>What is Considered a Defect?</i>	5
<i>Guarantees</i>	5
<i>Out of Hours Helpline</i>	5
<i>NHBC</i>	6

7 USEFUL CONTACT INFORMATION

8 ESTATE MANAGEMENT

<i>Managing Agent</i>	8
<i>Estate Management Office</i>	8

9 LIVING ON LONDON CITY ISLAND

<i>Concierge Services</i>	10
<i>Key Release Management System</i>	10
<i>Post & Deliveries</i>	10
<i>Refuse Disposal</i>	10
<i>Lifts</i>	11
<i>Landscaped Areas</i>	11
<i>Cycle Storage</i>	11
<i>Window Cleaning</i>	11
<i>Parking</i>	11
<i>Concierge</i>	12
<i>The Clubhouse</i>	12
<i>The Grocer</i>	12
<i>Pool & Spa</i>	12
<i>Gymnasium</i>	12

13 ACCESS & SECURITY

<i>Access</i>	13
<i>Furniture Removals & Deliveries</i>	14
<i>CCTV System</i>	14
<i>Security</i>	14

15 YOUR UTILITY COMPANIES

<i>Service Suppliers</i>	15
--------------------------	----

16 HOT WATER, HEATING & VENTILATION SYSTEMS

<i>Heating & Hot Water</i>	16
<i>Ventilation</i>	18

19 LIGHTING & POWER SUPPLIES

<i>Electricity</i>	19
<i>Lighting</i>	20
<i>Electrical Installation Certificate</i>	20
<i>Appliances</i>	21

22 WATER SUPPLY

<i>Waste Plumbing</i>	22
-----------------------	----

23 TELEPHONE, INTERNET & TELEVISION

<i>Telephone & Internet</i>	23
<i>Television</i>	23

TABLE OF CONTENTS

25 RUNNING-IN YOUR NEW HOME

<i>How Do I Successfully Run-In My New Home?</i>	25
<i>Mechanical Ventilation System</i>	26

27 MATERIALS & FINISHES

<i>Details of Construction</i>	27
<i>Insulation</i>	27
<i>External</i>	27
<i>Internal</i>	27
<i>Suppliers' Contact Details</i>	30

31 LOOKING AFTER YOUR NEW APARTMENT

<i>Lubrication</i>	31
<i>Door Seals</i>	31
<i>Ironmongery</i>	31
<i>DIY</i>	31
<i>Floor Coverings</i>	32
<i>Tiling</i>	32
<i>Bathroom</i>	33
<i>Kitchen</i>	33
<i>Windows</i>	34

35 WHITE GOODS

36 SAFETY

<i>Fire Safety</i>	36
<i>Fire Alarms</i>	36
<i>Smoke & Heat Detectors</i>	36
<i>Fire Doors</i>	36
<i>AOVs (Automatic Opening Vents)</i>	36
<i>Fire Precautions</i>	37
<i>Emergency Procedures</i>	37
<i>Electrical Safety</i>	38
<i>Site Safety</i>	38

39 UNDERSTANDING LEASEHOLD

<i>What Are Leaseholds?</i>	39
<i>Ownership</i>	39
<i>The Nature of Leases</i>	39
<i>Tenants of Leaseholds</i>	39
<i>Insurance</i>	40
<i>Service Charges</i>	41
<i>Ground Rent</i>	42
<i>Annual Reconciliation</i>	42
<i>Questions & Answers</i>	42

43 LEGAL COVENANTS & RESTRICTIONS

<i>Lease Covenants & Site Rules</i>	43
<i>Legal Correspondence</i>	44
<i>Sale of Your Apartment</i>	44

45 LOCAL AMENITIES

49 YOUR SUSTAINABLE HOME

<i>Energy Efficiency</i>	49
<i>Saving Energy</i>	49
<i>Saving Water</i>	50
<i>Energy Performance certificate</i>	50
<i>Refuse & Recycling</i>	51
<i>Responsible Travel</i>	52

AFTERCARE

At Ballymore, we are committed to building a quality product, supported by an aftercare policy that ensures if any problems are encountered, they are remedied promptly. The Concierge will be based in the Kent Building. You can contact them in person, or using the details on page 7.

Once any issue has been reported via the Concierge, the Aftercare team will arrange an appointment to view any items that are causing you concern and coordinate any necessary works. Our dedicated technicians will attend to items of repair during work hours (8.30am – 5.30pm).

aftercare@londoncityisland.net

WHAT IS CONSIDERED A DEFECT?

A defect is a fault that occurs due to failure of workmanship within the first two years. Please note that this period commences from the date of completion of your purchase and not from the date that the apartment is first occupied.

Any repair not related to defective workmanship or materials will not be covered by the defect liability period. Damage due to wear and tear, misuse or incorrect operation or maintenance of components are the responsibility of the homeowner/resident.

We recommend that you take time to read this manual to familiarise yourself with the workings of your apartment to reduce the risk of misuse.

Important guidance on running-in your new home can be found on page 25 and will assist in highlighting what to do to allow the materials used in the construction to stabilise in their new environment. Following this advice will allow your home to dry out as slowly as possible, minimising any cracking and movement to finishes.

GUARANTEES

It is the responsibility of the owner/occupier to register the warranty for appliances and white goods, as their cover is not included within your two year defect warranty period. The warranty forms can be found in the appendices of this manual.

OUT OF HOURS HELPLINE

LONDON CITY ISLAND CONCIERGE

concierge@londoncityisland.net

If an emergency occurs between 5.30pm and 8.30am, Monday to Friday, or at any time at weekends, please contact the Concierge.

WHAT IS CONSIDERED AN EMERGENCY?

- Failure of the central heating system
- 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 a potential hazard
- Blocked foul water drains causing flooding or overflowing internally or externally
- 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

AFTERCARE

NHBC

Your home has the benefit of cover under the NHBC Buildmark warranty scheme. This is a warranty under which Ballymore, during the first two years, and NHBC during years three to ten following legal completion, have defined responsibilities with regard to defects in materials or workmanship in your new home.

Your warranty policy details will be forwarded to you by your solicitor; please file the certificate in the appendices at the back of this manual.

Further information on the Buildmark warranty protection for your new home, including what Ballymore's responsibilities are within the first two years defect warranty period, and from years three to ten of the cover, can be found at www.nhbc.co.uk/warrantiesandcover

**Your home's NHBC certificate number is
AO051430**

NHBC ADVICE CENTRE

0800 035 6422
www.nhbc.co.uk



USEFUL CONTACT INFORMATION

AFTERCARE

020 7118 0321
aftercare@londoncityisland.net

CONCIERGE

020 7118 0511
concierge@londoncityisland.net

MANAGING AGENT

Ballymore Asset Management Ltd
Scandinavian Centre
161 Marsh Wall
London E14 9SQ

020 7510 8377
baml@ballymoregroup.com
www.ballymoregroup.com

NHBC

0800 035 6422
www.nhbc.co.uk

GAS EMERGENCY

If you smell gas please call the free National Grid 24 hour emergency line immediately on 0800 111 999.

- Extinguish all naked flames, don't smoke or strike matches
- Don't use light switches or do anything to create a flame or spark

LOCAL HOSPITAL (A & E) DEPARTMENT

Newham University Hospital
Glen Road
London E13 8SL

020 7476 4000/999
www.bartshealth.nhs.uk

LOCAL MINOR INJURIES CLINIC

St Andrews Health Centre
2 Hannaford Walk
London E3 3FF

020 8980 1888
www.standrewshealthcentre.nhs.uk

POLICE

Limehouse Police Station
27 West India Dock Road
London E14 8EZ

101/999
www.met.police.uk

FIRE

Poplar Fire Station
168 East India Dock Road
London E14 0BP

020 8555 1200 ext 35721/999
www.london-fire.gov.uk

ESTATE MANAGEMENT

MANAGING AGENT

The managing agent for London City Island is Ballymore Asset Management Ltd, a subsidiary of Ballymore Group.

*Ballymore Asset Management Ltd
Scandinavian Centre
161 Marsh Wall
London E14 9SQ*

*020 7510 8377
baml@ballymoregroup.com
www.ballymoregroup.com*

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 insurances, sustain adequate accounts and records to safeguard our clients' money and ensure regular financial review thereof, and adhere to strict health and safety policies.

ESTATE MANAGEMENT OFFICE

The estate management office, where the Concierge, Duty Manager and General Manager will be based, is temporarily located on the ground floor of The Kent Building. The Duty Manager is available all day, every day.

*concierge@londoncityisland.net
dutymanager@londoncityisland.net
security@londoncityisland.net
generalmanager@londoncityisland.net
aftercare@londoncityisland.net*

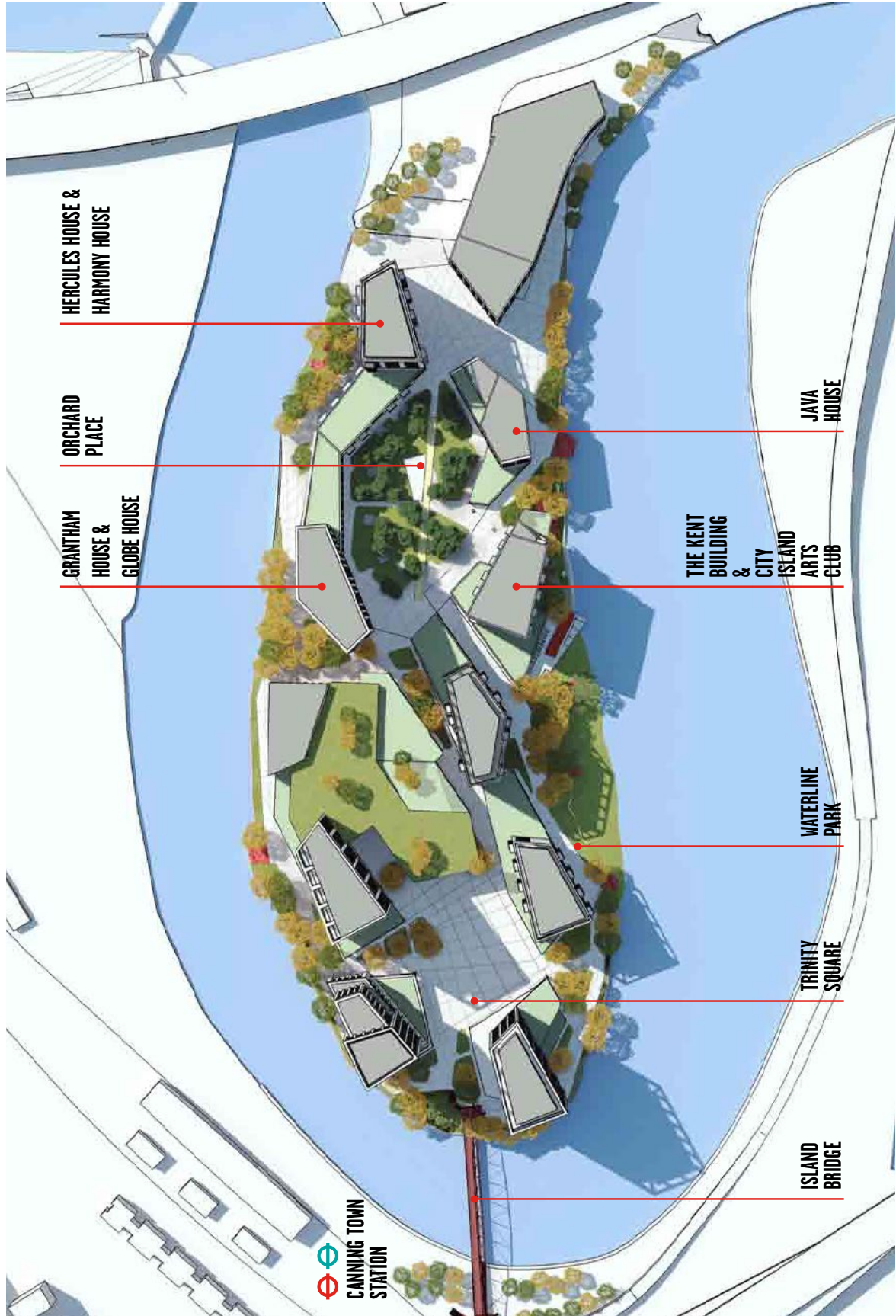
Concierge services are also available 24 hours a day, seven days a week.

Ballymore Asset Management Ltd will provide building management services from the permanent estate management office located in Grantham House.

The prime purpose of the service is to supervise and maintain the upkeep and security of the development. The duties of the general manager and their team include:

- Health and safety compliance
- Access control, site security and fire systems operations
- Contractor management
- Waste management
- Key holding services – secure storage of keys to allow authorised access to an apartment during a resident's absence
- Post and deliveries – receive and safely store items in the parcel office for collection by residents
- Manage and facilitate any additional services when complete, e.g., gymnasium

LIVING ON LONDON CITY ISLAND



LIVING ON LONDON CITY ISLAND

CONCIERGE SERVICES

The Concierge is the first point of contact for residents and their guests. Their office is located on the ground floor of the Kent Building. The personnel at London City Island are fully focused on the quality of service and presentation required in today's modern developments. With their polite and helpful manner they are ready to assist wherever possible. The Concierge will provide a Welcome Pack as part of the registration process, and registration forms will be included.

KEY RELEASE MANAGEMENT SYSTEM

On completion, the Customer Liaison Team will have handed over two sets of apartment keys. A spare set will be held by building management to allow quick, safe access to the apartments in the event of an emergency, e.g., fire, water leak, etc.,. A further benefit is that access for contractors, guests, etc., can be granted to your apartment on your behalf at your request.

Please note that key release can only be authorised in writing by the registered resident.

The Concierge will be responsible for the registering, secure safe keeping, monitoring and distribution of the apartment keys.

POST & DELIVERIES

Letters are delivered by Royal Mail to your designated letter box, located in the lobby on the ground floor of your building.

Postal packages and courier deliveries can be collected from the Concierge, and will be held for 14 days.

Notification of delivery will be via email or parcel slip into your letter box. On receipt of notification, packages and special deliveries will be available for collection and ID will be required in order for you to receive your items.

REFUSE DISPOSAL

We ask that residents kindly remove their rubbish and dispose of it in their designated refuse bin store.

The bin stores are located on the ground level of each block, near the lift lobby, and can be accessed 24 hours a day. This area will be well lit with clear signage displayed. All recyclable waste is to be separated from other general waste and placed in the recycling bins provided. Rubbish is not to be left outside the apartment door as this is both unsightly and unhygienic; nor should it be left on balconies, as this is a fire risk. The management team will arrange for the emptying of refuse bins and maintain the recycling facilities provided.

More detailed information on refuse, bulk collection and recycling can be found on page 51.

LIVING ON LONDON CITY ISLAND

LIFTS

High specification lifts serve all apartment floor levels. Lifts are not to be used in the event of a fire and will automatically return to the ground floor when the fire alarm is activated. If using the lifts to move large items or furniture, please speak to the Concierge first and follow the guidelines on page 14.

LANDSCAPED AREAS

The landscaped areas are for the benefit and enjoyment of all residents of London City Island. In order to maintain the appearance of these areas, barbecues, parties, ball games, etc., are not permitted.

CYCLE STORAGE

Secure bicycle storage is located at ground level in Java House. Residents are required to register their bicycles first with the Concierge and to complete a quick induction to the facilities. A numbered rack will then be allocated and access granted to your fob.

WINDOW CLEANING

External window cleaning and internal window cleaning to the communal areas is carried out periodically by the management team and their contractors.

You are responsible for cleaning the interior surfaces of the windows and doors in your apartment, together with exterior surfaces of any terrace doors, on a regular basis.

DO

- Take every precaution when cleaning
- Use warm water with a mild detergent and a soft cloth. Rinse with clean water and dry with a soft cloth

DON'T

- Stand on loose furniture or window frames
- Use ladders without ensuring the safety of the operative
- Use abrasive cleaners, blades, etc., as this will scratch the glass and surrounds
- Use strong chemicals

PARKING

If you have purchased a right to park, you will need to comply with the parking system.

Vehicles must be registered with the estate management office before a parking permit can be issued. An induction to the system and orientation will be provided at this stage.

Resident's vehicles must be parked in the designated area, with the parking permit clearly displayed in the windscreen.

When using London City Island parking facilities please adhere to the following:

- 5mph speed limit
- Pedestrian safety
- Signage
- Dipped headlights
- All vehicles must be road legal to use the car parking facility

LIVING ON LONDON CITY ISLAND



As a resident of London City Island, you automatically gain privileged, exclusive access to a range of elegantly designed facilities.

CONCIERGE

Concierge staff are here to look after your needs, including secure parking, post and parcel deliveries, and taking bookings for any of the facilities. This is also the central point of contact for you with the Estate Management team.

THE CLUBHOUSE

City Island's clubhouse, on the ground floor of the Kent Building, is an elegant, stylish and comfortable place to relax with the newspapers or meet friends.

THE GROCER

The Grocer is located on the ground floor of the Kent Building. This will be your local high quality food and produce retailer.

POOL & SPA

The hydro pool, steam room and sauna provide respite and relaxation. Outside the Kent Building you'll find the iconic maritime red swimming pool, a trademark of chic City Island living.

GYMNASIUM

Wellbeing is central to the experience of life at London City Island. To help you stay at the peak of your personal performance, the private gymnasium offers you access to the latest, state-of-the-art equipment, whether you want to start your day warming up or working out, or come home to re-energise and relax.

ACCESS & SECURITY

ACCESS

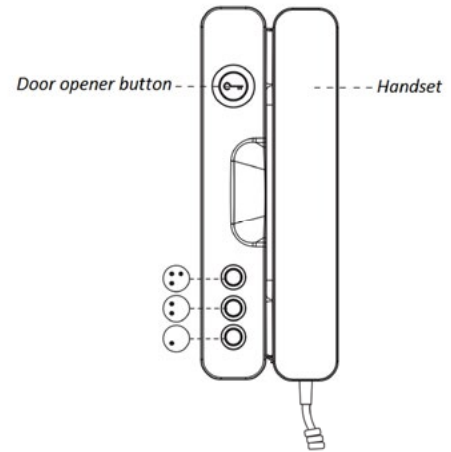
Your electronic fob will be programmed to allow you access to the communal areas, including the main entrance of your building. To operate, hold the fob against the reader panel and the electronic latch will be released.

APARTMENT FRONT DOOR

To lock your apartment door from the outside, turn the key anti-clockwise. Your front door has an internal chain. To operate the chain, flick the black switch on the fitting below the latch, so that the red side shows. The chain will attach to the door and restrict the opening.

DOOR ENTRY SYSTEM

Your entry phone is capable of communicating with the panel at the building's entrance door.



The volume toggle is located underneath the handset. A table showing the functions of the buttons on your handset is below. For additional information on operating your entry phone, please refer to the user manual, which can be found in the appendices.

Button	Standby condition and handset hung up.	Standby condition and handset picked up.	Audio communication with handset picked up.
	Door lock release 1	Door lock release 1	Door lock release 1
	Door lock release 2	Call button 7 Function:	Door lock release 2
	Special button 6 Function:	Call button 6 Function:	Special button 6 Function:
	Special button 5 Function:	Call button 5 Function:	Special button 5 Function:
	Floor call ring tone change	Not available	Not available
	Video door phone call ring tone change	Not available	Not available

ACCESS & SECURITY

FURNITURE REMOVALS & DELIVERIES

Any resident using the services of a removal company or delivery company must book a slot with the estate management office, giving at least 48 hours' notice. A time slot of three hours will be allocated for vehicles to unload in the designated loading area. Once the three hours has expired, the vehicle must vacate the loading area.

On arrival, the vehicle will be greeted by security personnel. Security will check the vehicle is 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 contact the estate management office who will arrange this. 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/delivery is complete, the indemnity form will need to be signed off by a member of the onsite team.

CCTV SYSTEM

CCTV cameras are located throughout the development, including the car park. The CCTV system will be monitored, controlled and recorded all day, every day by a member of the security team. This is for the benefit and security of all residents.

SECURITY

Security officers will patrol the common areas of the development as an additional security measure.

While the external and internal areas of the development are protected by CCTV and officers, we also recommend the following security precautions:

- Always ensure that the entrance doors are closed behind you
- Don't allow strangers to follow you through the doors/gate
- Be sure you know who you are allowing in, particularly when using the entry phone system
- Report any suspicious persons to on site personnel. If this is not an option, please call the police
- Consider the purchase of an automatic time switch, which can be programmed to switch lights on and off
- Never leave valuable and easily transportable items where they can be seen by a potential thief
- Always lock your doors
- Photograph valuable items and use marker pens to add your postcode and apartment number, so that your property can be traced if recovered after a theft. Similarly, make a note of all serial numbers
- Make sure the contents of your home are fully insured against fire and theft

YOUR UTILITY COMPANIES

SERVICE SUPPLIERS

Your services are currently supplied by the following companies, to whom any 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 your bills calculated.

ELECTRICITY

Power for lighting and plug sockets is supplied by: E.ON

0345 059 9905
www.eonenergy.com

HEATING & HOT WATER

This is provided by the communal supply.

The hot water and heating are metered individually for each apartment. Contact SW Energy for information on billing:

0330 088 3607
directdebit@swenergy.eu
tenancychanges@swenergy.eu
www.swenergy.eu

WATER

Supplied by: Thames Water

0800 980 8800 (billing)
0800 316 9800 (water supply)
www.thameswater.co.uk

APPROVED

HOT WATER, HEATING & VENTILATION SYSTEMS

HEATING & HOT WATER

Heating and hot water is provided to your home from a central plant room, which contains a Heat Generation Plant, in the form of boilers and a combined heat and power (CHP) unit. From here, hot water is distributed around the site in insulated pipes to each home.

Hot water is distributed in your home via the heat interface unit (HIU), which is located within your utility cupboard.

When the HIU is switched on, hot water is produced on demand and heating can be set with your Evinox heating controller. The heating temperature can be controlled by the thermostatic radiator valves (TRVs) on each radiator or by the heating controller.

Heating and hot water consumption is metered, and the meter is mounted within the front panel of the HIU for ease of reading.


In line with the terms of the lease, the servicing of the HIU is the responsibility of the leaseholder. Leaseholders must only use a BAML-approved contractor for servicing, repairs or replacement. BAML will provide leaseholders with a choice of approved contractors. All costs in relation to periodic servicing, repairs or replacement are payable directly by the leaseholder to the contractor.

THERMOSTATIC CONTROLS

A programmable room controller has been installed within your apartment. From this system, you are able to control the heating in your home.



DISPLAY

The box at the top in the centre shows the day and time. The clock symbol is displayed next to the time and date if a time schedule is activated. The holiday symbol  will show if a holiday schedule is activated.

In the top right box you can see the current room temperature. The bottom right box shows the current mode (Off, Anti-freeze, Eco or Comfort), and any alarms. Bottom left shows whether the system is idle (circle symbol), producing hot water for taps and showers (tap symbol), or for radiators (radiator symbol).

TEMPERATURE ADJUST

Use the 'Plus' and 'Minus' buttons to adjust the temperature.

SETTING THE TIME AND DATE

- Press the 'Home' button and then use the 'Minus' button to scroll to 'System', then the 'Right' button to select. Press the 'Right' button again to select 'Date/Time'
- Use the 'Right' button to move between the day, month, year, hours and minutes, and the 'Plus' and 'Minus' buttons to change each number, pressing 'Enter' to save each change

HOT WATER, HEATING & VENTILATION SYSTEMS

SETTING THE MODE

- Press the 'Home' button and then use the 'Right' button to select 'User Settings', then the 'Minus' button to move down the list to 'Mode'
- Press the 'Right' button to change the mode, using the 'Plus' and 'Minus' buttons to scroll through the options and 'Enter' to select

MODES

<i>Auto</i>	<i>Run programmed settings</i>
<i>Comfort</i>	<i>Factory set to 21°C</i>
<i>Eco</i>	<i>Factory set to 15°C</i>
<i>Anti-freeze</i>	<i>Factory set to 10°C</i>
<i>Off</i>	<i>Not recommended as provides no protection against frozen pipes</i>

You can change the factory set temperatures for your different modes by:

- Navigating to the 'User Settings' menu as above, then using the 'Minus' button to move down the list to 'Set Points'
- Use the 'Plus' and 'Minus' buttons to scroll to the mode you wish to change, then the 'Right' button to select the temperature and the 'Plus' and 'Minus' buttons again to adjust
- Press 'Enter' to save the change

PROGRAMMING YOUR SYSTEM

- Press the 'Home' button and then use the 'Minus' button to scroll down to 'Schedules', then the 'Right' button to select
- Use the 'Plus' and 'Minus' buttons to scroll through 'Heating', 'DHW' (domestic hot water) and 'Holiday', and press the 'Right' button to select
- Now set your program: use the 'Right' button to highlight day and time intervals and the mode for each program, then the 'Plus' and 'Minus' buttons to change them, then 'Enter' to confirm

The programs you have set will only become active if you set the mode to 'Auto' as described above.

RADIATORS FAILING TO HEAT

Should any of your radiators fail to heat, this may be due to a air that has built up at the top of the panel. This can be remedied by undertaking the following steps:

- Wrap a cloth around your hand and hold a container beneath the valve in the top corner of the radiator
- Turn the valve using a radiator key until the air flow is replaced by water, which may still be hot
- As soon as the water starts running, tighten the valve, carefully clean up any spills and turn the heating back on

EMERGENCY PROCEDURES

- If there is no heating, check the power supplies to the timer
- If no power is available, check that the MCBs (miniature circuit breakers) are switched on (see page 21 for guidance). If the MCBs are switched on and there is still no power, please contact the Concierge
- If the power is on and there is still no heating and hot water, then the central plant may be temporarily out of use. In this instance, please contact the Concierge

HOT WATER, HEATING & VENTILATION SYSTEMS

VENTILATION

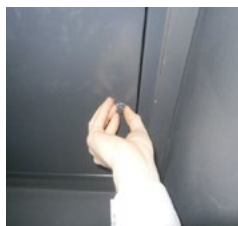
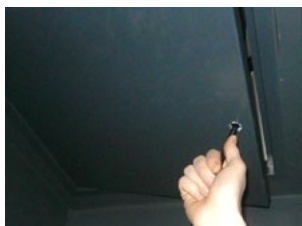
A Nuaire continuous mechanical extract unit, located behind a hatch in your utility cupboard provides ventilation to your apartment. To access the unit, contact the Concierge to obtain the key for the hatch. The system works as follows:

- Air is extracted from the bathroom, kitchens and utility cupboard at two speeds: normal speed and boosted speed. The boost function is activated when lights are switched on in the bathrooms. There is a separate switch in the utility cupboard, which activates the boost function in all rooms
- Fresh air is drawn in through trickle vents in the ceiling; these are located in the living areas and bedrooms
- Warm air is dispersed to the atmosphere via an exhaust air duct

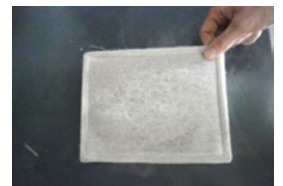
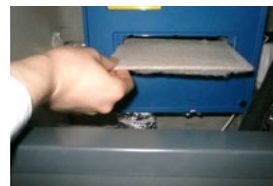
MAINTENANCE

The filter will need cleaning at least once a year in order to keep the unit running. To access the unit, contact the Concierge to obtain the key for the hatch, then follow the instructions below to remove the filter:

- Remove the stopper from the hatch
- Put the hatch key (obtained from the Concierge) into the recess and turn it anticlockwise
- Gently open the door, remove the key and rest the door against the wall



- Remove the plastic strip, which houses the unit's filter, from the blue plastic panel
- Gently remove the filter from its housing



- To clean the filter, wash it in tepid water with a little mild detergent
- Shake out any excess water and leave it to dry naturally. Only replace the filter once it is dry

STATUS LIGHT

Below is a key for the status light on your unit

- Green light – fan running
- Red light – fan failure
- Flashing green light – set-up period
- Flashing red light – Insufficient pressure reading. Contact Nuaire technical support using the details below for assistance

LIGHTING & POWER SUPPLIES

ELECTRICITY

You are responsible for paying your apartment's electricity bills. The incoming electricity supply to your apartment is individually metered. The meter is located in the riser cupboard in the communal hallway. This cupboard will be locked; if you require access to the meter, please contact the Concierge.

The consumer unit for your apartment, which is typically located in the same cupboard as the heating meter, controls all electrical supplies to your home. The consumer unit is split into two sections, with both sections protected by MCBs (miniature circuit breakers). Additional protection is provided to one section by an RCD (residual current device). The unit is labelled to denote the equipment connected to each circuit.

The MCB will 'trip' in the event of a short circuit, earth fault or overload condition.

The RCD will 'trip' when a residual current reaches a given value of 30mA. The RCD has a test button, which must be checked regularly. An instruction label on the consumer unit provides guidance on testing these devices.

Caution must be exercised prior to resetting these devices, as repeated tripping can reduce the effectiveness of their operation and therefore compromise the system. If you continue to experience problems, please contact the Concierge.

OPERATION

- Test RCDs regularly as instructed on the consumer unit
- To switch off a single circuit, use the local MCB. Always ensure the equipment or appliances on the circuit are switched off at the wall outlet or appliance switch, prior to switching off the MCB
- To isolate the electrical supply to the whole of your apartment, turn off the main switch at the consumer unit

GENERAL POWER FAILURE

- Check with your neighbours to ascertain if it is a general power failure
- Report the loss immediately to your electricity supplier and request an estimated time until supply restoration
- If the power failure is only local to a single circuit, check if an appliance has developed a fault or a lamp has fused by establishing if a switch (MCB or RCD) has tripped at the consumer unit
- After restoration of power, reset all appliance time clocks that do not have battery back-up

LIGHTING & POWER SUPPLIES

LIGHTING

THROUGHOUT

Orlight 7W LED magnetic downlighters (type A)

BATHROOMS

Orlight 5W white LED shower spot downlighters (type A2)

REPLACING DOWNLIGHTER BULBS

Low energy downlighter bulbs are available in hardware stores and supermarkets. When replacing your downlighter bulbs, it is important to use ones that are the same as, or similar to, the bulbs already fitted (listed above). In particular, do not exceed the manufacturer's recommended maximum lamp wattage.

- Turn off power to the lighting circuit at the consumer unit
- The lamps can become extremely hot; allow them to cool down before attempting to replace any bulbs
- Use a step ladder to reach the fitting. Make sure it is stable before climbing up
- Using your index finger and thumb, gently separate the magnetic ceiling light housing from the bulb housing. Continue gently pulling the inner fitting down so that the cable extends down through the ceiling housing into your apartment



- There are two springs holding the lampholder and bulb in place. Holding the bulb in one hand and the spring (pictured below) in the other, gently remove each spring



- Separate the bulb and lampholder from the cable and fitting



- Hold the lampholder with a firm grip and turn the bulb in an anticlockwise quarter turn, to release the bulb from the fitting
- To fit the new bulb, repeat these steps in reverse
- Dispose of old downlighter bulbs responsibly at your local recycling centre (detailed on page 51)

If you are in any doubt, please contact a qualified electrician.

LIGHT CIRCUIT FAILURE

- MCBs can be accidentally tripped by a lamp failing. If a lamp has failed, turn off the light switch and replace the lamp. Reset the MCB or RCD at the consumer unit and switch the light back on

ELECTRICAL INSTALLATION CERTIFICATE

Your Electrical Installation Certificate can be found in the appendices to this manual. This certificate should be kept in a safe place for future reference.

The original electrical installation of your property should be inspected within ten years. Ballymore will accept no responsibility for alterations or modifications to the electrical installations in your home.

LIGHTING & POWER SUPPLIES

APPLIANCES

OPERATION

- Check power cords on appliances for signs of damage
- If replacing fuses in plugs, do not exceed the recommended rating
- Always switch off and unplug appliances, or (if they are wired in) remove fuses from switches prior to moving them or carrying out maintenance

POWER CIRCUIT FAILURE

- The MCB or RCD will trip in the event of an appliance developing a fault. If you suspect it is a faulty appliance, try unplugging the appliances on the circuit concerned and resetting the MCB or RCD, to determine the cause of the problem

- Fixed appliances, fans, etc., are wired to a fused connection unit. A fault in these appliances will break the fuse in the spur and this may happen without affecting the whole circuit. A flap in the front of the fused connection unit contains the fuse, a ceramic cased cartridge. Always replace the fuse with one of the same amp rating
- If the faulty appliance is found, isolate it from the circuit by unplugging the unit, or switch off and remove the fuse at the local switch

If you cannot identify the cause of a problem, do not attempt to dismantle any electrical equipment; instead, contact Ballymore Aftercare.



WATER SUPPLY

Your home is provided with mains cold water from the tanks in the on-site plant room. The water meter measures your consumption and is located in your apartment's utility cupboard, adjacent to the HIU.

IF YOU GO AWAY

If your property is unoccupied for a prolonged period of time, you should flush your pipework on your return. Flush your taps for between two and three minutes to remove the water that has been standing in the pipework while you were away.

EMERGENCY PROCEDURE

In the case of an emergency where water is leaking in your apartment, you can stop the flow of water by turning the supply off at the stopcock. A stopcock is located in your apartment's utility cupboard, adjacent to your water meter.



WASTE PLUMBING

Waste water from your kitchen and bathroom fittings is drained, via plastic pipework, directly into the underground drainage system. You are responsible for the maintenance of all your fittings and their waste plumbing.

In the event of a localised blockage, try using a flexible rod or suction cup to remove it. Failing this, empty the sink or basin by hand and pour in a good quality drain cleaner. If the blockage remains, carefully unscrew the plastic trap underneath the sink or basin (remembering to wear gloves and place a container beneath it to catch any waste water), remove the obstructing material and screw the trap firmly back in place.

DOS & DON'TS

- Do remove hairs that get trapped in the basin/bath/shower plug hole. The trap can be accessed from above, and it is recommended that it is cleaned periodically
- Do regularly flush basin/bath/shower pipe work with disinfectant to clear soap residue
- Don't use excess washing powder in your washing machine
- Don't put anything other than toilet paper down the toilet
- Don't empty cooking oil or similar down the sink
- Don't empty large quantities of bleach or similar cleaning agents into the system
- Don't throw any medicines down the toilet

Ballymore cannot be held responsible for any blockage requiring the services of a plumber or drainage company, or costs relating to a blockage, that is a direct result of not following the above recommendations.

TELEPHONE, INTERNET & TELEVISION

TELEPHONE & INTERNET

BT

0800 800 150
www.bt.com

HYPEROPTIC

0333 332 1111
www.hyperoptic.com

Your home is cabled ready for a high speed internet broadband connection from BT or Hyperoptic. Telephone/data points for high speed broadband internet access are located in the living room and master bedroom.

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 apartment. Several configurations are possible depending on your usage requirements.

TELEVISION

SKY

0844 241 1653
www.sky.com

VIRGIN

0800 064 3836
www.virginmedia.com

An IRS (integrated reception system) using roof top satellite dishes and antennae is connected to media points in your living room and master bedroom.

The media points in the living room and master bedroom (where applicable) contain sockets for DAB radio and digital/satellite television. A blank plate has been installed next to your media point ready for installation of Virgin Media fibre optic TV. A cable has also been installed between the living room and master bedroom (where applicable) to allow a single subscription Sky receiver to be viewed simultaneously in the living room and master bedroom. Contact Virgin or Sky using the details above if you would like to activate either of these services.

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

TV LICENSING

0300 790 6165
www.tvlicensing.co.uk

TELEPHONE, INTERNET & TELEVISION

LIVING ROOM OUTLET

SAT 1: Single Sky output

SAT 1 & 2: Sky+ or Sky HD outputs

TV: Analogue & Digital (Freeview) output

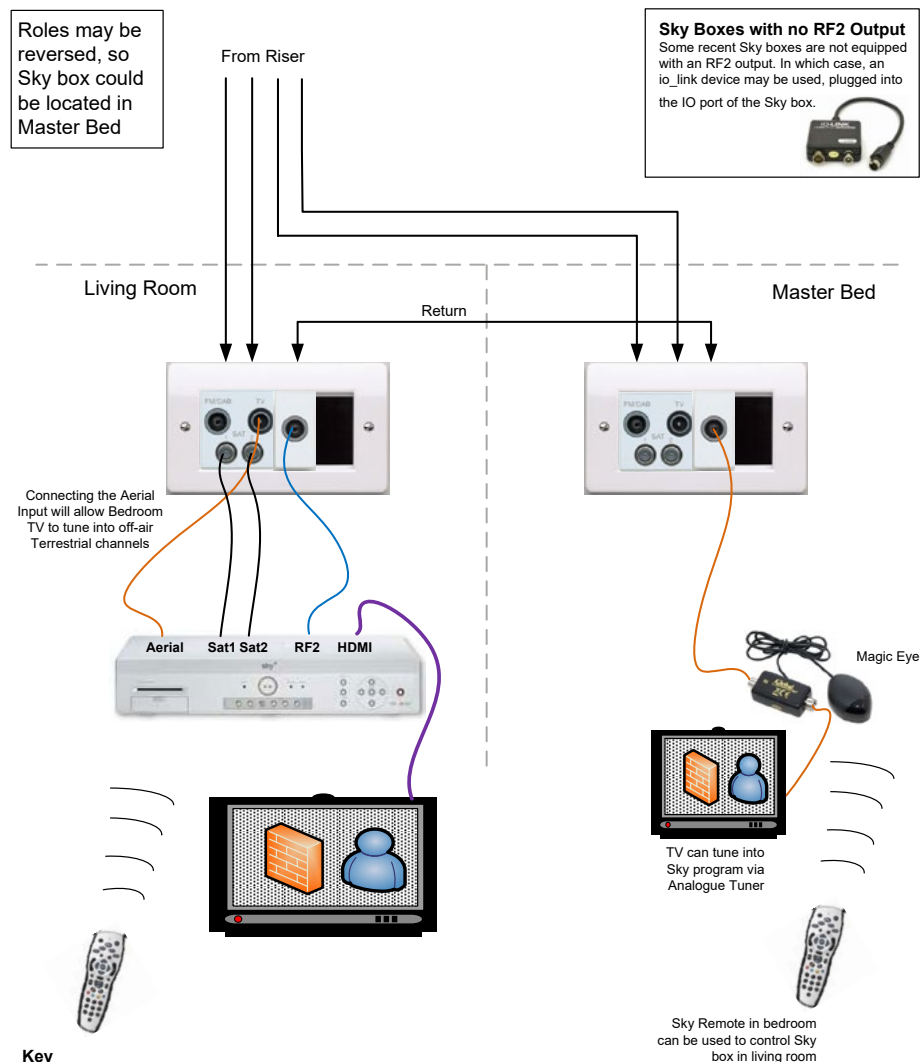
Radio: DAB output

RF2: TV playback (return signal) input/output

VIEWING IN BEDROOMS (WHERE APPLICABLE)

You can watch standard Freesat/Freeview television channels in the master bedroom by connecting your television to the wall outlet.

If you have a standard Sky satellite box connected to your television in the living room, you are able to relay the signal to the master bedroom television using the return cable. This will allow you to watch the same satellite channel in your master bedroom as is being watched in the living room. You will need to purchase a 'multi room' package to enable you to watch two different satellite channels independently in the living room and master bedroom.



RUNNING-IN YOUR NEW HOME

Your home needs a period of running-in to allow the materials used in construction to stabilise to their new environment. During the first year, water from construction materials is being drawn out and some movement of these materials is inevitable.

It is very important to allow your home to dry out as slowly as possible, to minimise cracking and movement of finishes. You can aid this 'drying out' process through temperature control and adequate ventilation.

HOW DO I SUCCESSFULLY RUN-IN MY NEW HOME?

There are a number of simple steps you can take on a day to day basis that will help to prevent any damage occurring to your home while it stabilises.

Ballymore cannot be held responsible for any damage to fittings or finishes if our recommendations on running-in are not followed.

- **Ventilation:** open windows at least twice a day for a period of five to ten minutes. Avoid leaving windows open all day as the fabric of the building will cool and energy loss will be greater. Your windows are fitted with trickle vents, which we advise you keep open
- **Ventilation:** built-in wardrobe doors should be kept slightly ajar during the drying out period, especially if the wardrobe is on an external wall. Keep internal doors open where possible
- **Allow moisture to escape:** if you are producing a lot of moisture, try to ensure that a window is open. Use your extractor fan in the kitchen; a fan will extract the moisture at source and prevent it spreading to other rooms
- **Produce less moisture:** cover your pans when you are cooking. If you have a tumble dryer, use the flexible duct, which will carry away the moist air to the outside of your home, or purchase a condensing type
- **Stop moisture spreading:** when cooking, close the door. When taking a bath or shower, close the bathroom door to stop steam escaping. Ventilate thoroughly after you have finished
- **Condensation on the inside of windows:** this is a sign that the humidity of the house is too high. Wipe the condensation away and improve ventilation
- **Condensation between the two pieces of glass:** this is a sign that the sealed glass unit is punctured and should be replaced
- **Keep a constant temperature to limit cracking:** this enables the structure to warm up and dry out gradually. Use central heating sparingly at first, especially if you move in during the winter, and make sure you don't have the heating on too high. We recommend that heating thermostats should be set no higher than 20°C
- **Dealing with cracking:** we have finished the walls with paint that lets moisture work itself out during the drying out period. Further coats of emulsion and oil-based paints or wallpaper can be used for later redecoration, after the walls have dried out. Minor shrinkage cracks are a natural result of your home drying out and as such are not classed as a defect that Ballymore is obliged to rectify
- **Minor cracks:** these should be left for a few months and then sealed after your home has dried out. When you redecorate, use a filler to make good any gaps and plaster cracks that may have arisen from normal drying out and shrinkage

RUNNING-IN YOUR NEW HOME

Drying and movement of the timber components used in construction of your new home may result in the need for the following adjustments:

- Fixings may start to show in the plastered finishes. These should be screwed tight to the surface, the hole filled and made good with paint
- Wooden door frames may move, necessitating adjustment of the door keep to ensure smooth operation
- Floors may drop slightly, leaving a gap between the skirting and the floor itself. This is not a structural problem, merely normal shrinkage, unseen beneath floor coverings

The appearance of these features is a result of the drying out process that is taking place, is quite normal and in no way constitutes faults.

MECHANICAL VENTILATION SYSTEM

The system comprises natural ventilation via trickle vents, which are located in the window frames and ceilings. You can open or close these vents to suit your requirements.



MATERIALS & FINISHES

DETAILS OF CONSTRUCTION

Various methods of construction have gone into creating your home. The information below details the specific types of construction that were involved in the building of your home, which will be helpful to any tradesperson or builder who may carry out work on your home in the future.

FOUNDATION TYPE

Concrete Pile

GROUND FLOOR

Reinforced Concrete

UPPER FLOORS

Pre-cast Concrete Slabs

EXTERNAL WALLS

Pre-cast Concrete and Brick Sandwich Panel

INTERNAL NON-LOADBEARING WALLS

Metal Stud and Plasterboard

INSULATION

The building has been insulated for the purpose of reducing heating expense and improving the general efficiency of your home.

EXTERNAL WALLS

75mm Rigid Extruded Polystyrene Insulation
Integrated Into Pre-cast Façade Sandwich Panel

ROOF

100mm Extruded Polystyrene Inverted Warm
Deck Above Structural Slab

GROUND FLOOR

100mm Rigid Insulation Above Structural Slab

EXTERNAL

WINDOWS, DOORS & CURTAIN WALL

Polyester Powder Coated Aluminium

INTERNAL

THROUGHOUT

WALLS & CEILINGS

Johnstone's Trade Cover Plus Vinyl Matt
Emulsion White RAL 9003

WOODWORK

Skirting and Architrave: 19mm MDF ICI Contract
Direct Oil Eggshell RAL 9003

APARTMENT ENTRANCE DOOR

50mm FD30s

INSIDE FRONT DOOR

ICI Contract Direct Oil Eggshell RAL 9003

INTERNAL DOORS

44mm Thick Leaf ICI Contract Direct Oil
Eggshell RAL 9003

Pocket Door: Portman Pocket Doors Single Leaf
Cupboard Door: Sprayed MDF RAL 7016 30%
Gloss

IRONMONGERY

Brushed Stainless Steel

FLOORING

CARPET

Bremworth Leixlip Cloud 820 with Deepstep
11mm Underlay

TIMBER

Havwoods Oiled Venture Plank European Oak
Aspen Raw 13 HW3676

MATERIALS & FINISHES

TILING

BATHROOM

Wall: Diesse Ltd White Gloss 150 x 150mm
Mosaic: Bespoke Item by Copley Ltd
Dado & Skirting: Domus Tiles DTU 14 146 x 146mm Plain
Floor: Domus Tiles DTU 14 96 x 96mm Plain

KITCHEN

Splashback: Solus Illusion Nervarra, 5TFT506
White 115 x 200 x 6mm

LIVING ROOM & BEDROOMS

Domus Valencia Broadway Satin White Matt 75 x 300 x 9.5mm

KITCHEN FURNITURE

CARCASS, DOORS & SHELVES

Dekko Kitchens Laminated RAL 7016

GLASS

6mm Painted Back Lacobel 1586

WORKTOP

Savage Stone ColorQuartz CQ901 Frost White
Island: Savage Stone ColorQuartz CQ901 Frost White

SINKS

Häfele Ashton Stainless Steel Single Bowl 370 x 430mm (567.48.056) and Häfele Ashton Stainless Steel Single Bowl 570 x 430mm (567.48.046)

TAPS

Gessi 13181 Matt Black

APPLIANCES

For further information, please refer to your appliance manuals, which can be found in the appendices to this manual.

HOB

Siemens EH631BE18E/EH375MV17E



OVEN

Siemens HB13AB23B



HOOD

Siemens LB23364GB



FRIDGE FREEZER

Indesit INCB31AA

DISHWASHER

Siemens SN64D000GB/SR66T090GB

WASHER DRYER

Indesit IWDC6125

MATERIALS & FINISHES

SANITARY WARE

BASIN

Bathrooms: Duravit Vero White Alpin
Ensuites: Duravit Schola White Alpin

BASIN MIXER

Crosswater Kai Lever Monobloc KL110DPC

BATH

Kaldewei Puro Alpine White 688

BATH SCREEN

Bespoke Item by Crofton Interiors

BATH/SHOWER MIXER

Crosswater RM535WC Chrome

SHOWER TRAY

Just Trays Fusion Stone Resin Capped

SHOWER MIXER

Crosswater RM530WC Chrome

SHOWER SCREEN/DOOR

Bespoke Item by Crofton Interiors

WC

Duravit Starck 3 White Alpin With Geberit Duofix Frame, Geberit Bolero Brushed Chrome Flush Plate and Geberit Sigma Cistern

TISSUE HOLDER

Crosswater Central Chrome

TOWEL RAIL

Bespoke

ROBE HOOKS

Crosswater Central Double Chrome

BATHROOM VANITY UNIT

Bespoke Item by Crofton Interiors, including LED lights



MATERIALS & FINISHES

SUPPLIERS' CONTACT DETAILS

FLOORING & JOINERY

RUDDY

01525 716603
www.ruddy.co.uk

TILING

COPLEY LTD

020 7622 6685
www.copleyltd.co.uk

APPLIANCES

SIEMENS

0344 892 8999
www.siemens-home.co.uk

INDESIT

0344 822 4224
www.indesitservice.co.uk

VANITY UNITS, ROBE HOOKS & SHOWER/BATH SCREENS

CROFTON INTERIORS

01223 841676
www.croftoninteriors.com

KITCHENS

DEKKO INTERIORS

020 8294 2077
www.dekkointeriors.co.uk

SANITARY WARE

DURAVIT

0845 500 7787
www.duravit.co.uk

CROSSWATER

0345 873 8840/01322 475800
www.crosswater.co.uk

BETTE

info@bette.de
www.bette.de/en

MATKI

01454 322888
www.matki.co.uk

GEBERIT

01926 516800
www.geberit.co.uk

KALDEWEI

01489 498053
www.kaldewei.co.uk

FORMICA

www.formica.com/en

JUST TRAYS

01132 015090
www.just-trays.com

LOOKING AFTER YOUR NEW APARTMENT

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 help keep them in good working condition.

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 finishes should be cleaned regularly with a dry cloth or duster and washed periodically with soapy water and dried with a clean cloth. Do not use abrasive materials or acid-based cleaning products.

DIY

FIXINGS

When hanging pictures, care must be taken not to disturb any pipes or electric cabling that may lie beneath the surface of the wall. We strongly recommend that you use a cable detector, which can be bought from most DIY stores. Plasterboard should be able to take the weight of pictures and other light items using steel picture hooks or masonry nails.

For medium to heavyweight fixtures to external walls, the fixing device should be long enough to bridge the cavity between the boards and the background, and to penetrate well into the solid wall or background.

Fixings into your internal walls can be made into the metal studs, or to timber battens if medium to heavyweight fixtures are required between the studs.

If this is not practical, special hollow wall fixings will be required.

The following guidelines may help to indicate the presence of services:

- Electrical sockets/switches/fittings indicate the presence of electrical cables above and below, diagonally and horizontally
- Services in concrete floors are laid in the screed

REDECORATING

If you plan to redecorate your home, we recommend that you wait between 6 and 18 months until the drying out process is complete. Paint that is applied too soon may crack as the moisture in the construction evaporates, and unfortunately Ballymore cannot be held responsible for damage to decorations that have been applied too soon.

SUSTAINABLE DIY TIPS

- Use only what you really need
- Reuse existing materials
- Source any new materials from a sustainable resource, e.g., certified timber
- Avoid toxic chemicals and paints. Try to use natural products or those with a low VOC (volatile organic compounds) level
- If less environmentally friendly products are essential, be careful when choosing, using and disposing of them

FURTHER INFORMATION

GREEN SPEC

www.greenspec.co.uk

SUSTAINABLE BUILD

www.sustainablebuild.co.uk

LOOKING AFTER YOUR NEW APARTMENT

FLOOR COVERINGS

CARING FOR A NEW WOOL CARPET

For the first few weeks after fitting, a wool carpet sheds fibre; this is quite normal.

DAILY MAINTENANCE

- Vacuum in all directions once or twice a week

ANNUAL CLEANING

- Your carpet should only need a thorough clean every one or two years and we recommend that you employ a professional cleaning company

SPOT CLEANING

- Soak up liquids with a white paper tissue or absorbent cloth. Do not rub
- Dab stain with an appropriate carpet cleaner and always work inwards from the outside edge to prevent the stain spreading. We advise you consult a professional cleaner for persistent stains
- After cleaning, rinse lightly with clean water and a sponge; do not soak the carpet

REMOVING INDENTATIONS

- Spray on a little water and lift the pile with a few brush strokes

CIGARETTE BURNS

- Scorch marks can be removed by brushing or rubbing with a coin

WOOD FLOORING

In order to preserve its appearance and prevent damage from dirt and grit underfoot, your wood flooring should be cleaned regularly using dry cleaning methods such as a vacuum cleaner or soft broom. An entrance mat can aid the reduction of dirt/grit brought into your home. When necessary, the floors may be cleaned using a moist cloth and a mild household cleaner. The amount of moisture used should be kept to a minimum by ensuring that cloths and mops are only lightly dampened. Spillages should be cleaned off straight away, as any liquid allowed to soak into the joints will damage your flooring. You can further protect your flooring by using felt pads or castor cups under furniture and by not dragging heavy objects over the floor.

Ballymore cannot be held responsible for any damage to floors following completion of your home if the manufacturer's recommendations outlined above are not strictly followed.

TILING

Clean tiles using a soft cloth and a mild detergent solution. Cream cleaners and abrasive agents should be avoided.

For porcelain tiling the cleaning solution should be left for 5 to 15 minutes to allow it to penetrate the dirt, then removed by rinsing thoroughly with clean water.

LOOKING AFTER YOUR NEW APARTMENT

BATHROOM

It is important that, when cleaning sanitary ware, the appropriate product is used to avoid any damage. Please refer to the manufacturer's instructions for specific cleaning and care advice.

BASINS/WC PANS

- Clean immediately after use to prevent build up of dirt and limescale
- Use warm water with a mild detergent/ washing up liquid and damp cloth. Dry using a soft cloth
- We advise against the practice of leaving strong cleaners or bleach in ceramic products overnight as the glazed surface can be damaged

BATH & BASIN TAPS, SHOWER VALVES & HEADS

- Clean immediately after use to maintain surface finish
- Use a mild detergent/ washing up liquid and damp cloth. Dry using a soft cloth
- Showerheads should be descaled on a monthly basis to remove any limescale from the spray holes

SHOWER DOORS, GULLIES, BATHS & SCREENS

- Clean immediately after use to prevent build up of dirt and limescale
- Use warm water with a mild detergent/ washing up liquid and damp cloth. Dry using a soft cloth
- Remove any calcium deposits with a 1:1 solution of water and vinegar and rinse thoroughly
- Remove more stubborn marks with a cleaner approved by the VEA (Vitreous Enamel Association); further information can be found at www.vea.org.uk

NOTE: We do not recommend the use of abrasive or chemical household cleaners on any of the bathroom equipment supplied.

If you need to use a drain cleaning product, please read the manufacturer's safety instructions carefully and pour the cleaner directly into the waste pipe. Immediately remove any cleaner that may have splashed onto the sanitary ware.

KITCHEN

UNITS

- Regularly check that all screws are secure and do not place heavy objects on partially open doors or drawers
- Clean with warm water and a mild detergent using a damp cloth and dry with a soft cloth. Avoid the use of abrasive cleaners or strong chemicals
- Do not place electric kettles and steamers directly below wall units to avoid condensation forming

COLORQUARTZ WORKTOPS

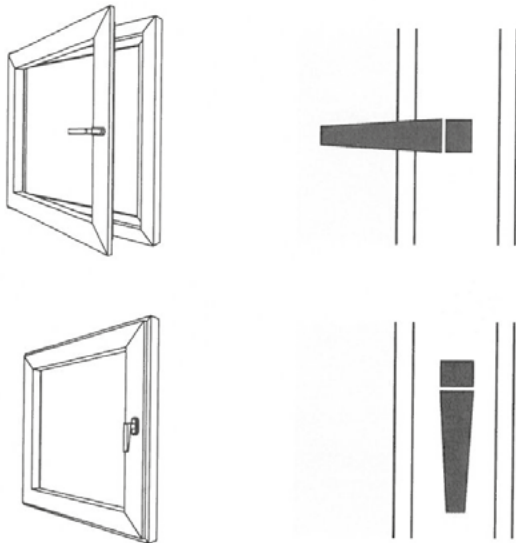
- On a day-to-day basis, ColorQuartz simply requires a wipe down with soap and warm water. For stubborn marks, wipe the surface clean with a household cleaner, then rinse with warm water
- Always use pan stands and trivets to protect the surface
- Never cut directly onto the surface; use a chopping board for cutting or chopping

LOOKING AFTER YOUR NEW APARTMENT

WINDOWS

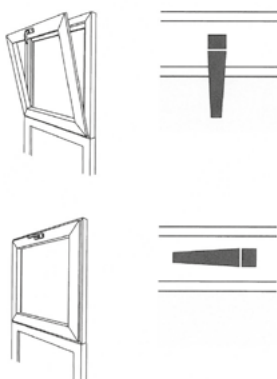
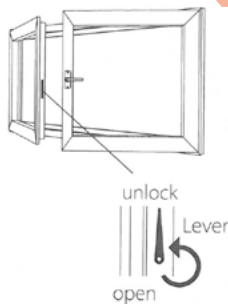
SIDE-HUNG

Side-hung windows do not have a tilt function and can only be opened when the handle is horizontal as shown below.



DOUBLE SIDE-HUNG

The sash with a handle can be opened and locked as shown above. The sash without a handle can be opened using the lever in the frame, as pictured right.

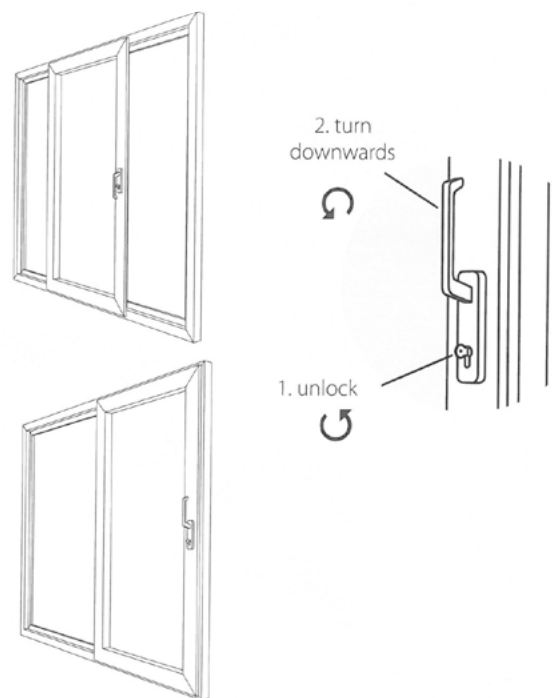


BOTTOM-HUNG

Bottom-hung windows have a stay arm at the top that prevents the window swinging open. This can be removed for cleaning, but care should be taken to avoid an uncontrolled fall of the sash. Windows can be opened and locked as shown on the left.

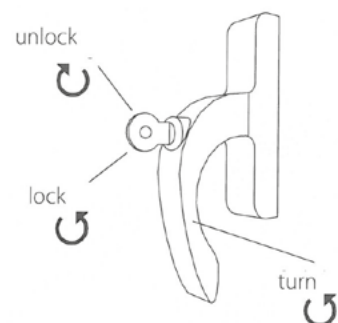
SLIDING WINDOWS

To open sliding windows, turn the handle until it is pointing downwards. This raises the sash, allowing the window to slide. To secure the window again, slide the sash back into the closed position and turn the handle until it points upwards to drop the sash back down, preventing it from sliding.



LOCKS & RESTRICTORS

Restrictors may be fitted to some windows to limit how far they can be opened. These should not be removed, as they are a safety feature. They are maintenance free and do not need any lubrication. Window handles can be locked as shown below.



WHITE GOODS

In this Homeowner Manual you will find all the booklets for the care and maintenance of your appliances. 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 apartment during the first two years following legal completion, you should contact the manufacturers:

SIEMENS

0344 892 8999

www.siemens-home.co.uk

INDESIT

0344 822 4224

www.indesitservice.co.uk

TROUBLESHOOTING

It is in your best interests to take the time to read the manuals as there are certain problems that you can easily solve yourself.

GENERALLY, FIRST CHECK

If the appliance is not working, consult the instruction manual and check whether:

- The power and/or appliance is switched on and the plug is firmly attached in the socket
- The fuse in the spur is intact
- An MCB on the consumer unit has tripped

WASHER/DRYER/DISHWASHER

- The door is firmly shut
- The inlet water valve is on
- The inlet hose is not squashed or bent
- The inlet hose is blocked (you may need to clean the filter after you have switched off the water supply)
- You have the correct programme settings – check your manual

OVEN

- The oven has been left in a programme mode and not returned to manual operation

FRIDGE/FREEZER

- The thermostat is in the operating position



SAFETY

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 ALARMS

The building is divided into fire protected compartments in accordance with current British Standards. If the fire alarm is activated, it triggers a warning to the estate management office.

SPRINKLER SYSTEM

A sprinkler system has been installed in your apartment. Do not obstruct the sprinkler heads as they are there to protect you and the other residents in the building should a fire break out. The sprinkler heads are quite delicate, so do not fix or hang anything from them. Any leaks should be reported to the concierge immediately – do not attempt to repair leaks yourself.

SMOKE & HEAT DETECTORS

Your apartment is fitted with smoke alarms in the living room, hallway, dining room, utility cupboard (where applicable) and all bedrooms, and a heat detector in the kitchen. Your detectors are mains powered. The units also have battery back-up in the event of a mains power failure.

OPERATION

- The green indicator will illuminate to show mains power is present
- The red indicator will flash every 40 seconds to show that the detector has performed an automatic self test
- The red indicator will flash rapidly to show an alarm condition for the smoke detector
- Press the 'Test/Hush' button to silence false alarms for ten minutes

- To test, press and hold the 'Test/Hush' button. If the unit is working, the alarm will sound
- In 'Hush' mode, the alarm enters a ten minute period of reduced sensitivity to overcome false alarm conditions, and will then automatically reset itself
- An alarm on one detector will trigger all other interconnected alarms (only the triggered alarm will flash a red indicator)
- The smoke detector will emit a beep and flash the red light every 40 seconds if the battery back up is depleted and needs replacing

Never disconnect a smoke alarm. IT COULD SAVE YOUR LIFE.

FIRE DOORS

The frame seals and self-closing mechanisms (where fitted) on fire doors are an integral part of their effectiveness in the event of a fire. It is in your best interests to ensure that these doorways remain unobstructed with doors closed, especially at night.

AOVS (AUTOMATIC OPENING VENTS)

These have been positioned in the communal areas and open automatically when they detect smoke, channelling fumes out of the building to clear the escape route. Please do not open the AOVs or remove the glass window.

SAFETY

FIRE PRECAUTIONS

By observing the following advice, you can greatly reduce the risk of causing or being injured in a fire:

- Don't wait until a fire happens; familiarise yourself with the escape routes
- Make sure that the smoke/heat alarms in your home are working and are regularly tested
- Don't store highly flammable materials in your apartment
- 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. If additional heating is required, use a convector heater, but only in the hallway
- Only use your rooms for their intended purposes. Do not use them as storerooms or workshops
- Avoid storing items in the cupboard that houses the consumer unit, as doing so could cause an obstruction and potentially a fire
- Do not block fire escape routes, corridors or access roads to the building
- Barbecues and patio heaters are not permitted
- If you see or hear of a fire in another part of the building, advise the Concierge and call the fire brigade on 999. Remain in the safety of your home and await the advice of the fire brigade
- If you see a fire in any common areas, activate the nearest break-glass and exit the building

EMERGENCY PROCEDURES

IF FIRE BREAKS OUT IN YOUR HOME

- If you are in the room where the fire is, leave straight away, together with any other occupants, then close the door
- Do not stay behind to try to put the fire out yourself
- Tell everybody else in your home about the fire and get them all to leave. Close the front door and leave the building

- Do not use the lift
- Do not block the walkways; they are part of the escape route from the building
- CALL THE FIRE BRIGADE!

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
- Do not block the walkways; they are part of the escape route from the building
- CALL THE FIRE BRIGADE!

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 have repeated the address to you and you are sure that they have got it right

SAFETY

ELECTRICAL SAFETY

To reduce the risk of death, injury and fire caused by faulty electrical installations, there are restrictions upon making electrical alterations to your home as prescribed by government legislation. Your local council must approve many electrical jobs, unless a registered installer carries them out. Further information about Building Regulation Part P – Electrical Safety is available online at www.planningportal.gov.uk

SITE SAFETY

You may be moving into your home while we are still constructing properties on the development.

For your own safety, please read this section carefully and draw its contents to the attention of other members of your family or visitors to your home, particularly young children.

- Construction traffic will be moving about during the day, so please take extra care when walking or driving. Before passing, ensure the operator has seen you
- DO NOT enter the construction or work areas or allow children in your care to do so
- During the period of construction, it may be necessary to alter the traffic management system. Please abide by any signs that are erected showing safe routes for pedestrians and vehicles
- All persons entering the construction area of the site must comply with all regulations under the Health & Safety at Work Act 1974

APPROVED

UNDERSTANDING LEASEHOLD

WHAT ARE LEASEHOLDS?

Residential leasehold is a complex area. It is a unique system that is constantly affected by legislation (both directly and indirectly) and the intricate owner/occupier relationships between the freeholder, their managing agent and the lessee.

OWNERSHIP

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

As the apartment 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 spaces within the individual apartments are exclusively owned, whilst each apartment owner has shared rights to the common facilities and obligations as to how they use them and pay for their upkeep. In England and Wales, this unique system is the leasehold system.

The key defining feature of the leasehold system is that ownership of the land on which the property is built, the common areas of that property and the grounds can lie with a person or organisation completely outside the property.

THE NATURE OF LEASES

In its simplest form, leasehold life begins with the freeholder (the absolute owner of the buildings and the land on which they stand) who divides up all or some of the property into apartments and sells them on fixed term leases. For London City Island this lease is 999 years.

The lease is the contract between the freeholder and the leaseholder (the purchaser of the apartment) giving conditional ownership for a fixed period of time and setting out the contractual obligations of the two parties.

The leaseholder's obligations include payment of the ground rent and contributions to the cost of maintaining the building through a service charge. The lease is also likely to place certain conditions on the use and occupation of the

apartment, whilst binding the freeholder to insure and maintain the structure, exterior and common areas of the property by collecting service charges from the lessees. The freeholder will appoint a managing agent to do this on their behalf.

TENANTS OF LEASEHOLDS

The ownership and occupier dynamics take a twist when a lessee, or indeed a sub-lessee, grants short term tenancies to residential occupiers (if their lease allows it). It is the leaseholder who will always be responsible for observing the terms in the lease, including making payments due arising from it, even though they do not occupy their apartment. Sub-tenants are not responsible for contributing to service charges and ground rent, that is the responsibility of the lessee or their letting agent.

This also means that, unless it is written into the tenancy agreement, the sub-tenant is not necessarily subject to the terms of the lease. If the sub-tenant breaks the terms of the long lease, then the freeholder cannot pursue the tenant because there is no contract between them.

The freeholder can sue his leaseholder for indirectly breaching clauses in the lease. The leaseholder can then claim against his tenant, but only if the tenancy agreement contained the same conditions of the long lease and an indemnity for failing to observe these conditions.

The above demonstrates the need to draw up an effective and considered tenancy agreement when letting out a leasehold apartment. Clearly, any lessee wanting to let their property should make sure that their tenant agrees to abide by the same terms of their own lease, because ultimately it will be they who are responsible for the behaviour of their tenant.

It is wise to incorporate the standard terms of the lease into any tenancy agreement. A standard tenancy agreement alone will not protect the lessee if their tenant breaks the terms of the lease.

UNDERSTANDING LEASEHOLD

INSURANCE

BUILDINGS INSURANCE

Arranging and maintaining adequate buildings insurance cover is the responsibility of the freeholder.

The managing agent will collect the insurance premiums from the lessees and account to the freeholder for these sums.

CONTENTS INSURANCE

Insurance arrangements to cover personal effects (e.g., clothing, furnishings, carpets, TV equipment, appliances, etc.), or loss of earnings if sub-letting an apartment, are the responsibility of the resident and not the freeholder or managing agent.

The freeholder's insurance may cover various items within a property (e.g., kitchen fixtures and fittings, but not domestic appliances). Please note bicycles are not often included in contents insurance.

ALTERNATIVE ACCOMMODATION

In the case of severe fire or flood damage where the building becomes uninhabitable, the building's policy will only assist leaseholders (owner occupiers) who require alternative accommodation (if this is covered by the policy). If the apartment is sublet, the leaseholder or their letting agent will be responsible for placing any tenants in alternative accommodation. The leaseholder may then raise a claim with the insurers directly, however, all costs will need to be pre-approved by the loss adjuster.



GROUND RENT & SERVICE CHARGES

SERVICE CHARGES

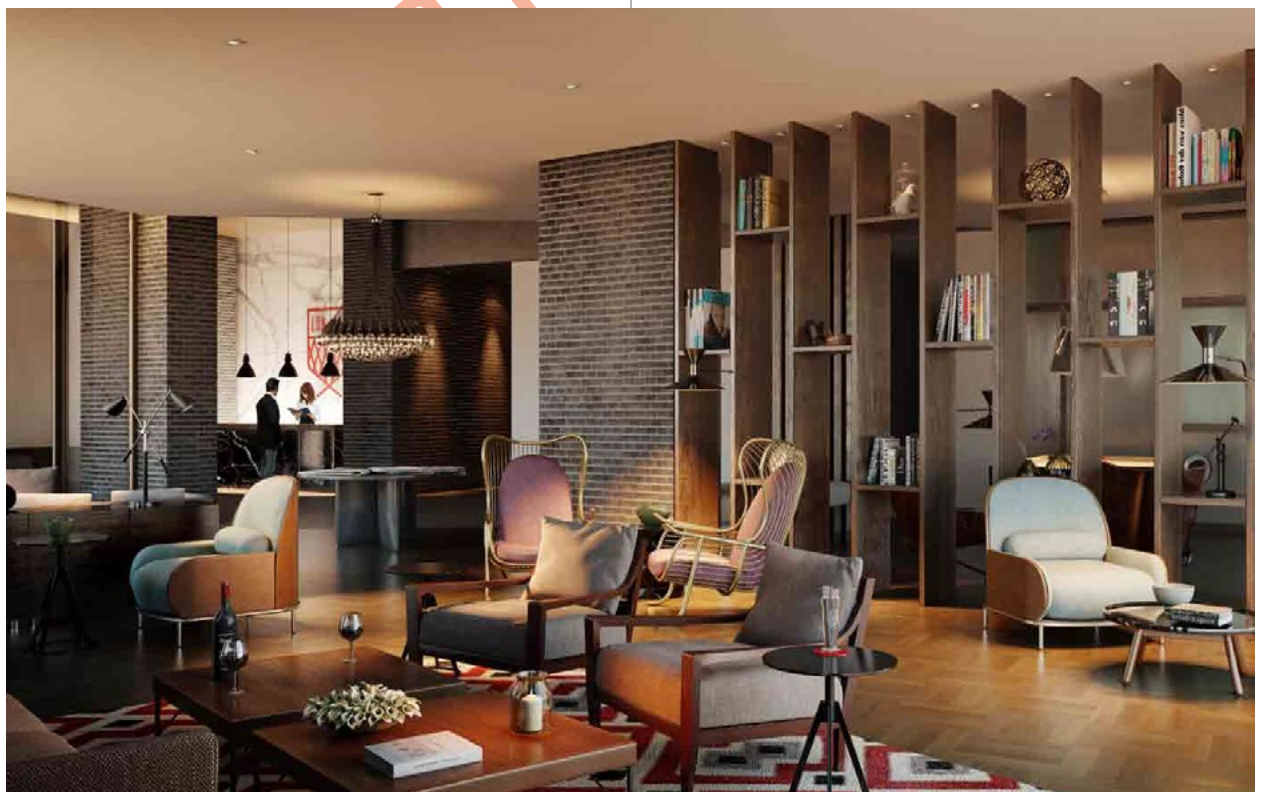
Individual leaseholders cannot own the shared areas of a building so it is the responsibility of the freeholder to maintain those parts. The lessees are obliged to contribute to the costs of such services through service charges. As well as maintenance and repairs, the charges will also include the costs of the general management of the building, such as the provision of relevant insurance, cleaning and employment of the estate staff.

Service charges can be split into three sections:

- Reserve funds for long term expenditure, such as roof replacement
- Cyclical costs for more regular expenses, like external and communal area decoration
- Day to day expenses for cleaning, insurance, salaries and other items that are payable each year

Service charges differ from lease to lease, depending on the size and nature of the building in question. For London City Island, the service charge covers, but is not limited to, the following points:

- Staffing of the Concierge, parcel office, security, cleaning and management offices
- General repairs and maintenance
- Cleaning of communal areas and windows
- External maintenance such as grass cutting and gardening
- The operation of additional services when complete, e.g., pool, gymnasium and residents' clubhouse
- Reserves
- Lift maintenance and insurance
- Health and safety measures
- Fire equipment maintenance
- CCTV and access control
- Buildings/property owners insurance
- Bank and accountancy charges



GROUND RENT & SERVICE CHARGES

GROUND RENT

Because a lease is essentially a contract to tenancy, it is still subject to the payment of rent to the freeholder and in a long lease this is known as ground rent.

Ground rent for London City Island is the sum of:

- £400 per annum (for studio apartments without the right to park)
- £450 per annum (for studio apartments with the right to park)
- £500 per annum (for one bedroom apartments without the right to park)
- £550 per annum (for one bedroom apartments with the right to park)
- £750 per annum (for two bedroom apartments without the right to park)
- £800 per annum (for two bedroom apartments with the right to park)
- £1,000 per annum (for three bedroom and three bedroom penthouse apartments without the right to park)
- £1,050 per annum (for three bedroom and three bedroom penthouse apartments with the right to park)

These figures will double on every twentieth anniversary of the commencement date for the first 99 years of the term.

At London City Island, ground rent should be paid to Ballymore Asset Management Ltd twice a year, on the 1st of April and 1st of October. Details of ground rent charges can be found in the lease documentation for each apartment.

ANNUAL RECONCILIATION

As the managing agent, Ballymore Asset Management Ltd are required to prepare an annual account of the maintenance expenses (distinguished between actual expenditure and a reserve for future expenditure).

The accounts are subject to a financial review by an independent accountant as soon as it is practicable, and the managing agent will circulate a copy of the accounts to each leaseholder.

Each leaseholder will receive a reconciliation statement. This shows any credit (surplus) or debit (deficit) balance applicable to their respective service charge account on completion of the managing agent's certified account for each service charge year. The surplus or deficit arises where actual expenditure is either less than, or greater than the amounts demanded by the managing agent. These amounts are determined by the annual budget estimate for that particular service charge year.

QUESTIONS & ANSWERS

For any queries regarding the makeup of the budget and service charge expenditure, billing, ground rent or service charge, please contact Ballymore Asset Management Ltd.

Ballymore Asset Management Ltd
Scandinavian Centre
161 Marsh Wall
London E14 9SQ

020 7510 8377
baml@ballymoregroup.com
www.ballymoregroup.com

LEGAL COVENANTS & RESTRICTIONS

Your home is subject to the terms of the Head Lease between the leaseholder and freeholder. Within the Head Lease there are terms and conditions, known as Restrictive Covenants, which all residents must adhere to. The Covenants are for the benefit of all residents on the development and are designed to prevent changes to the property that may affect the built environment and ultimately the value of the adjoining properties. They are also designed to enable residents to coexist with their neighbours as comfortably, safely and harmoniously as practicable.

Restrictive Covenants include the following:

- The property must be used as a single private family residence, i.e., not for business purposes (except working from home)
- You must not underlet the apartment without the prior written consent of the freeholder
- You must not do anything that may be a nuisance or a disturbance to adjoining residents
- You must not fly any banners or erect any signage on the property
- You must not obstruct the estate road or any shared driveway
- You must not erect or permit to be erected any external aerial or satellite dish

LEASE COVENANTS & SITE RULES

Areas of the lease to be particularly aware of include:

PETS

Please be aware that, as per the lease, no form of pet is allowed within the apartments or external grounds of London City Island.

NOISE

Please avoid excessive noise within your home or elsewhere on the estate that could cause annoyance to other residents. Televisions, music, etc., should not be audible outside the property. Floor coverings such as rugs or carpets will help to minimise noise disturbance to those living below you.

REPAIRS

The responsibility remains with you, as the lessee, to keep your home in good internal decorative order. Works to your property may only be carried out during reasonable times and must be conducted in a professional manner, with the minimum amount of noise and disturbance, using correct, safe materials and tools.

WINDOWS

Net curtains are not permitted. All fitted curtains should have either white or cream lining, set 160mm back from the glazing. You will be required to remove curtains that do not comply with the freeholder's specification. Please consult the estate management office if in doubt. You are not permitted to hang clothes, flags, signage or other items from windows or balconies.

BARBECUES

Please note that barbecues and patio heaters are not permitted within any areas of the estate or your home's balcony/terrace.

BALCONIES

Please note that balconies are not to be used for storage and should be kept clear (including trellis and boarding).

GUESTS

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

LEGAL COVENANTS & RESTRICTIONS

COMMON AREAS

No common area (internal or external) is to be blocked, obstructed or have rubbish deposited in it.

INSURANCE

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

FREEHOLDER'S RIGHT OF ACCESS

The lease includes obligations that permit the freeholder or their agents to request and be granted access to individual apartments to inspect and/or carry out a variety of repair and maintenance work – generally for the communal areas.

For cyclical work, the managing agent should give residents reasonable notice (no less than 48 hours) and details about the work so that the resident may make appropriate access arrangements. Immediate access may be required in emergency situations.

LEGAL CORRESPONDENCE

In order to ensure that residents are kept up to date with any onsite developments, as well as specific enquiries regarding your apartment and the payment of service charge and ground rents, the managing agent will require leaseholders to provide 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 or by email to 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 your details.

SALE OF YOUR APARTMENT

In the event that you sell your apartment, you will need to appoint solicitors to act on your behalf. The lease states the freeholder's requirements and this is outlined in a Pre-sale Pack, which can be purchased from Ballymore Asset Management Ltd.

Please ensure that you contact BAML at conveyance@ballymoregroup.com to advise that the apartment is being sold and provide contact details of your solicitors. It is imperative that the lease requirements are met in order to ensure that service charges and ground rents are served to the correct leaseholder.

LOCAL AMENITIES

PRIMARY SCHOOLS

Culloden Primary Academy
Dee Street
London E14 OPT

020 7364 1010
www.cullodenacademy.paradigmtrust.org

Woolmore Primary School
Woolmore Street
London E14 OEW

020 7987 2778
www.woolmore.towerhamlets.sch.uk

SECONDARY SCHOOLS

Rokeby School
Barking Road
London E16 4DD

020 7540 5620
www.rokeby.newham.sch.uk

Langdon Park School
Bright Street
London E14 ORZ

020 7987 4811
www.langdonparkschool.co.uk

COLLEGES

Tower Hamlets College
Poplar High Street
London E14 OAF

020 7510 7510
www.tower.ac.uk

Newham Sixth Form College
Prince Regent Lane
London E13 8SG

020 7473 4110
www.newvic.ac.uk

COMMUNITY CENTRE

Aberfeldy Neighbourhood Centre
Aberfeldy Street
London E14 ONU

020 7515 6794
www.towerhamletsarts.org.uk

DENTISTS

Align & Smile
Unit 6 New Providence Wharf
Blackwall Way
London E14 9PA

020 7538 9990
www.alignandsmile.co.uk

211 The Dental Practice
211 East India Dock Road
London E14 0ED

020 7538 2867

DOCTORS

The Aberfeldy Practice
2a Ettrick Street
London E14 OPU

020 7515 5622
www.aberfeldypractice.nhs.uk

Gough Walk Surgery
Newby Place Health and Wellbeing Centre
21 Newby Place
London E14 OEY

020 7515 4701
www.goughwalksurgery.nhs.uk

CHEMISTS

Britannia Pharmacy
35 Aberfeldy Street
London E14 ONU

020 7537 3319
www.britanniapharmacy.com

Britannia Pharmacy
259 Poplar High Street
London E14 OBE

020 7987 3493
www.britanniapharmacy.com

LOCAL AMENITIES

LEISURE & RECREATION CENTRES

Canary Wharf Health Club
1 Cabot Square
London E14 4QJ

020 7888 2424
www.thecanarywharfhealthclub.co.uk

Balaam Leisure Centre
Balaam Street
London E13 8AQ

0300 124 0123
www.activenewham.org.uk

FOOD SHOPS

Waitrose
Canada Place, Canada Square
London E14 5EW

020 7719 0300
www.waitrose.com

The Co-operative
24 Barking Road
London E16 1EQ

020 7511 1465
www.co-operative.coop

PUBS

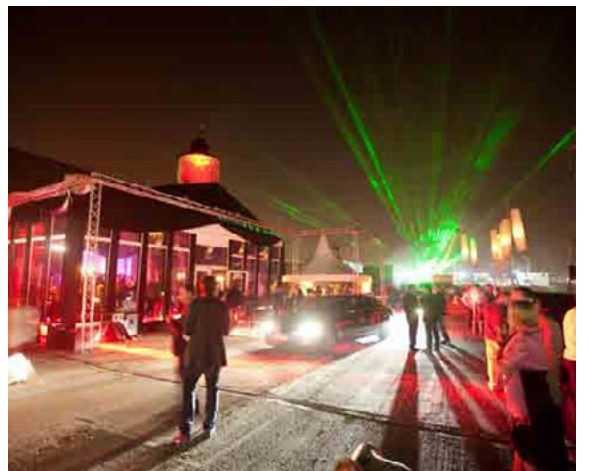
The Gun
27 Coldharbour
London E14 9NS

020 7515 5222
www.thegundocklands.com

LIBRARY

Idea Store Chrisp Street
1 Vesey Path
East India Dock Road
London E14 6BT

020 7364 4332
www.ideastore.co.uk



LOCAL AMENITIES

PARKS & GARDENS

Bow Creek Ecology Park
Gillender Street
London E14 6RN

Small park on the River Lea. Features include wildlife, ponds, meadows and streams.

Keir Hardie Recreation Ground
Tarling Road
London E16 1LQ

Facilities include a five-a-side football goal, floodlit multi-use games area, play area with sand and water, and a trim trail.

Star Park
Star Lane
London E16

Features include a floodlit multi-use games court, football pitch and a play area with a sand pit.

ALLOTMENTS

Your closest allotment sites are on Pier Street and Reeves Road. Tower Hamlets Council does not manage these sites, but contact details for individual allotment societies can be found on the council's website.

www.towerhamlets.gov.uk

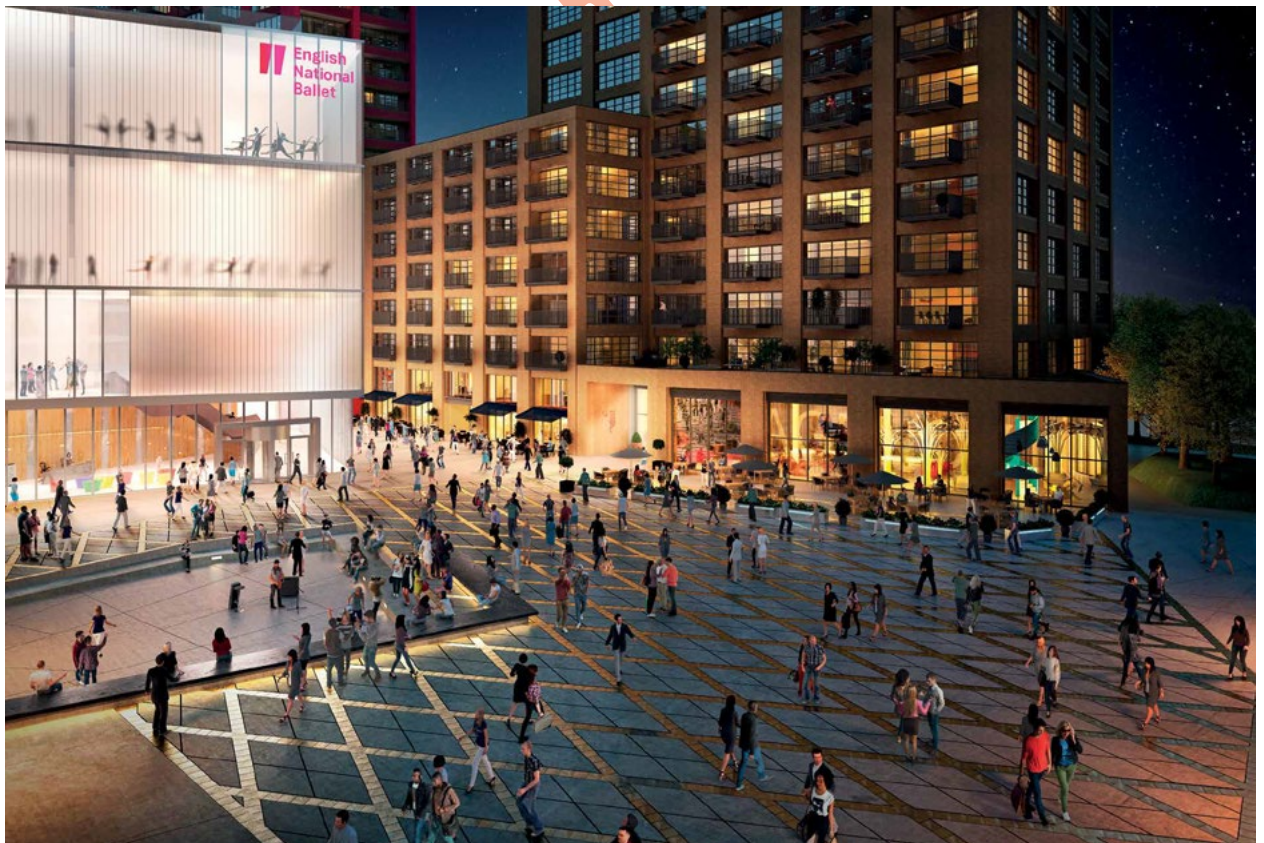
MUSEUMS

The Crystal
One Siemens Brothers Way
Royal Victoria Docks
London E16 1GB

020 7055 6400
www.thecrystal.org

Museum of London Docklands
Number 1 Warehouse
West India Quay
London E14 4AL

020 7001 9844
www.museumoflondon.org.uk



LOCAL AMENITIES

CINEMAS

Everyman
Crossrail Place Level 2
South Colonnade
London E14 5AR

0871 906 9060
www.everymancinema.com

Cineworld
Hertsmere Road
London E14 4AL

0871 200 2000
www.cineworld.co.uk

SHOPPING

Canary Wharf
One Canada Square
London E14 5AB

020 7418 2000
www.canarywharf.com

Surrey Quays Shopping Centre
Redriff Road
London SE16 7LL

020 7237 5282
www.surreyquaysshoppingcentre.co.uk

Stratford Centre
54a Broadway
London E15 1NG

020 8536 5350
www.stratfordshopping.co.uk

FARMERS' MARKET

Blackheath Farmers' Market is held in Blackheath Station car park every Sunday from 10.00am to 2.00pm. For more information, please visit www.lfm.org.uk

BANKS

Barclays
2 Churchill Place
London E14 5RB

0345 734 5345
www.barclays.co.uk

NatWest
20 Canada Square
London E14 5NN

0345 788 8444
www.natwest.com

There are also branches of Lloyds Bank and Santander in Canary Wharf.



YOUR SUSTAINABLE HOME

ENERGY EFFICIENCY

Your home has passed the 2006 England and Wales Building Regulations (Part L1a), which are concerned with the conservation of fuel and power in new dwellings. This includes limiting heat loss through building design and materials, providing energy efficient building services and operation information.

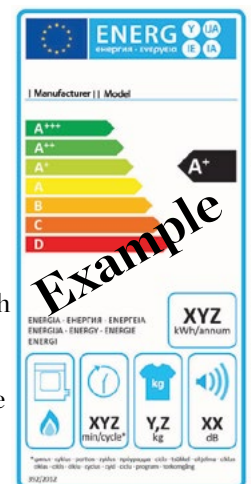
Your home already has many energy saving features, including the following:

- **Low energy lighting:**
75% of the light fittings in your home use a quarter of the electricity of ordinary bulbs to generate the same amount of light
- **Heating:**
Your home's heating is provided via a district Combined Heat and Power system, which produces electricity and captures the heat generated, rather than allowing it to be wasted
- **Heat loss reduction:**
The ground floor, walls and roof have been designed with high levels of insulation and windows have been double glazed
- **Water saving features:**
Flow restrictors have been fitted to showers and taps to reduce water consumption. Dual flushes on toilets give the option to use less water to flush
- **Energy saving features:**
Energy efficient appliances have been installed
- **Environmental features:**
Cycle storage has been provided to encourage the use of a sustainable transport method. Additional telephone and power points have been installed within your home to enable you to set up a home office and many amenities are located close by, reducing the need to travel. The development has also been sited in an area that has a low risk of flooding and green roofs have been installed to absorb rainwater
- **Lifetime Homes features:**
All homes on the development have been designed with Lifestyles Homes features, which maximise independence and quality of life

- **Security:**
CCTV has been installed in the ground floor areas and estate security is present all day, every day

SAVING ENERGY

- Make sure your heating system is properly maintained and controls are adjusted according to the season. Turning down your heating by just 1°C saves energy and reduces bills
- Appliances left on standby still use energy, so make sure you turn them off
- Turn off lights when they are not needed or when you leave a room
- Close curtains and blinds at night to stop heating escaping and cold coming in
- Regularly maintain your fridge/freezer to help keep it running efficiently. Allow food to cool down before placing in your fridge/freezer; the appliance will then not have to work as hard to maintain its set temperature
- Set your washing machine to wash at a lower temperature, such as 30°C, and use economy or half-load settings when possible
- Run your dishwasher only when it is full and use economy settings
- Allow clothes to dry naturally rather than use a tumble dryer
- Install energy efficient appliances to help you save energy. Energy efficient appliances can be recognised through the EU Energy Efficient labelling scheme, which rates appliances on a scale from A+++ to G, the least efficient, though this can be limited to a range of seven classifications within the scale (e.g., A+++ to D) for some appliances



YOUR SUSTAINABLE HOME

FURTHER INFORMATION

ENERGY SAVING TRUST

0300 123 1234
www.est.org.uk



GREEN CONSUMER GUIDE

www.greenconsumerguide.com



THE NATIONAL ENERGY FOUNDATION

01908 665555
www.nef.org.uk



THE CARBON TRUST

020 7170 7000
www.carbontrust.co.uk



SAVING WATER

- Repair dripping taps; in one day, a dripping tap can waste enough water to fill a bath
- Don't leave the tap running while you brush your teeth; a running tap can use up to six litres of water per minute
- Use a bowl to wash up, rather than leaving the hot tap running
- When using a kettle, only fill it with the amount of water you need. Regularly descale your kettle, as this can affect its efficiency
- Have a shower instead of a bath, and use a shower timer to keep shower times reduced
- Keep a jug of water in the fridge, so you don't have to run the tap until the water is cold for a drink

FURTHER INFORMATION

THAMES WATER

0800 980 8800
www.thameswater.co.uk



ENVIRONMENT AGENCY

0370 850 6506
www.environment-agency.gov.uk



WATER WISE

020 7917 2826
www.waterwise.org.uk



WATER GUIDE

www.water-guide.org.uk

ENERGY PERFORMANCE CERTIFICATE

The Energy Performance Certificate (EPC) provides information on the energy efficiency of your home.

ENERGY EFFICIENCY RATING

This rating for your new home is shown on the certificate and has been calculated in accordance with Building Regulations for Ballymore using the Government's Standard Assessment Procedure for Energy Ratings of Dwellings (SAP). It gives a measure of the overall energy efficiency of a home, based on energy consumption for space and water heating.

The rating is expressed on a scale of 1 to 100 and is shown on the certificate in a graphical format. The higher the rating, the more energy efficient your home.

The Energy Efficiency Rating for your new home is shown on the EPC contained within the appendices of this manual.

ENVIRONMENTAL IMPACT RATING

This rating is also shown on the EPC and is a measure of how much carbon dioxide (CO₂) your home is expected to generate annually through its energy use to heat and light the property.

This rating is also expressed on a scale of 1 to 100; the higher the rating, the less impact your home has on the environment through CO₂ emissions.

The Environmental Impact Rating for your new home is shown on the EPC contained within the appendices of this manual.

YOUR SUSTAINABLE HOME

REFUSE & RECYCLING

*Tower Hamlets Council
Town Hall
Mulberry Place
5 Clove Crescent
London E14 2BG*

*020 7364 5020
www.towerhamlets.gov.uk*

RECYCLING & WASTE

By reducing the amount of waste we produce, we not only reduce the volume of material sent to landfill but also reduce the amount of energy used to manufacture new products from raw materials.

Your home is fitted with a segregated waste bin in the kitchen, allowing you to separate refuse from recyclable materials. Waste and recyclables can be transferred to the communal bin store, located on the ground floor. Please ensure your refuse is bagged and your recyclable waste left loose.

The recycling bin can be used to dispose of glass bottles and jars, food and drink cans, plastic containers, paper and card, cartons and aerosols.

There are a number of recycling points in the borough, the nearest being:

- Dee Street, London E14 0QD
- Poplar Dock, Prestons Road, London E14 5SP

Both these recycling points have facilities for recycling cartons, glass bottles and jars, aerosols, cans and tins, paper and plastic drink bottles.

The Tower Hamlets Reuse and Recycling Centre is open from 8.00am to 8.00pm Monday to Friday, 9.00am to 6.00pm on weekends, and 9.00am to 4.30pm on bank holidays. The centre is closed on Christmas Day and closes at 3.30pm on Christmas Eve and New Year's Eve.

Here, you can recycle empty aerosols, foil, car and household batteries, bikes, books, paper, cardboard, textiles, shoes, electrical appliances, engine oil, cans, cartons, furniture, garden waste, light bulbs, mobile phones, paint, plastic containers, printer cartridges, scrap metal, white goods and timber.

*Tower Hamlets Reuse and Recycling Centre
Yabsley Street
London E14 9RG*

*020 7364 5004
www.towerhamlets.gov.uk*

BULKY WASTE

Tower Hamlets Council offers a collection service for bulky household waste items, such as fridges, freezers, beds and wardrobes. Each household in the borough is entitled to two free collections of up to five items per year; any subsequent collections will incur a charge. Items will be collected between 7.00am and 3.00pm and must be taken to a suitable location for collection. To arrange a collection, please contact Streetline on 020 7364 5004. For more information, visit www.towerhamlets.gov.uk

You may prefer to donate unwanted items in a reusable condition to a local charity. Homestore is a service run by Quaker Social Action. If your unwanted furniture is in good condition, Homestore will collect it free of charge and sell it at a low cost to those in need. To make a donation, or for further information, contact Homestore using the details below:

*020 8519 6264
homestore@qsa.org.uk
www.quakersocialaction.com*

The British Heart Foundation will also collect furniture and large electrical items in good condition, free of charge. To book a collection, call 0808 250 0030 or complete the online form available at www.bhf.org.uk. For more information, you can visit your local store:

*The British Heart Foundation
36-42 Hare Street
London SE18 6LZ*

*020 8712 5430
www.bhf.org.uk*

YOUR SUSTAINABLE HOME

MORE WAYS TO MAKE WASTE SAVINGS IN YOUR HOME

- Cancel your junk mail: most of us simply scoop it off the doormat and place it straight into the bin. You can cancel this by excluding your address from the relevant mailing lists via the Mail Preference Service
- Use 'bags for life', canvas bags or reuse old carrier bags. Large retailers charge 5p for single-use plastic carrier bags so reusing bags will save you money
- Donate to a good cause: you can donate your unwanted clothes to a charity shop. You can also donate your old spectacles, (which are difficult to recycle) to be redistributed to people in developing countries, who would otherwise have to go without optical help
- Buy recycled products: this could be toilet paper, kitchen paper, kitchenware, jewellery, clothes or stationery. Look for the recycle sign
- Take the time to recycle products like metal cans, glass and paper
- Wash any items to be recycled. Remove any labels. Separate into card, tin and glass. Take the items to your local recycling collection point
- When you are shopping, look for products with less packaging and glass products, which are more efficient to recycle than plastic

FURTHER INFORMATION

RECYCLE NOW

■ www.recyclenow.com

RECYCLING GUIDE

■ www.recycling-guide.org.uk

RECYCLE

■ www.recycle.co.uk

WRAP

■ www.wrap.org.uk

RESPONSIBLE TRAVEL

The harmful carbon monoxide emissions caused by road travel put pressure on the environment. More sustainable methods of transport can reduce these emissions and therefore better protect the environment.

For a greener travelling experience:

- Take the bus or train
- Travel by bicycle or walk
- Offset any flights you take, e.g., by donating money into offsetting schemes such as tree planting

CYCLING

Cycle storage has been provided at London City Island. If you would like to store your bicycle, please fill in the 'Bicycle Registration Form' found in the appendices to this manual and give it to the Concierge.

Your closest National Cycle Route is Route 13, which, when complete, will connect Tower Bridge with Fakenham in Norfolk.

Sustrans has further information on cycling and cycle routes in your area.

■ www.sustrans.org.uk

The Transport for London website has an interactive map giving information on cycle routes and you can obtain free maps by completing the online order form, or calling the 24-hour travel information service on 0343 222 1234.

SANTANDER CYCLES

Santander Cycles is a scheme set up in London, which allows you to borrow a bike, cycle wherever you like and return it to any docking station.

Your nearest docking stations are at East India DLR Station, and on Naval Row and Aberfeldy Street.

For more information on the Santander Cycles scheme and to find other docking stations, please visit www.tfl.gov.uk

YOUR SUSTAINABLE HOME

BUS

Your nearest bus stop is Oregano Drive on Saffron Avenue. The 277 runs from this stop and is operated by East London for London Buses, on behalf of Transport for London.

The timetables for service 277 can be found on the next few pages. For bus travel information, including up to date timetables, contact Transport for London:

0343 222 1234
www.tfl.gov.uk

London Buses

277

24 hour service

Buses towards Nutmeg Lane



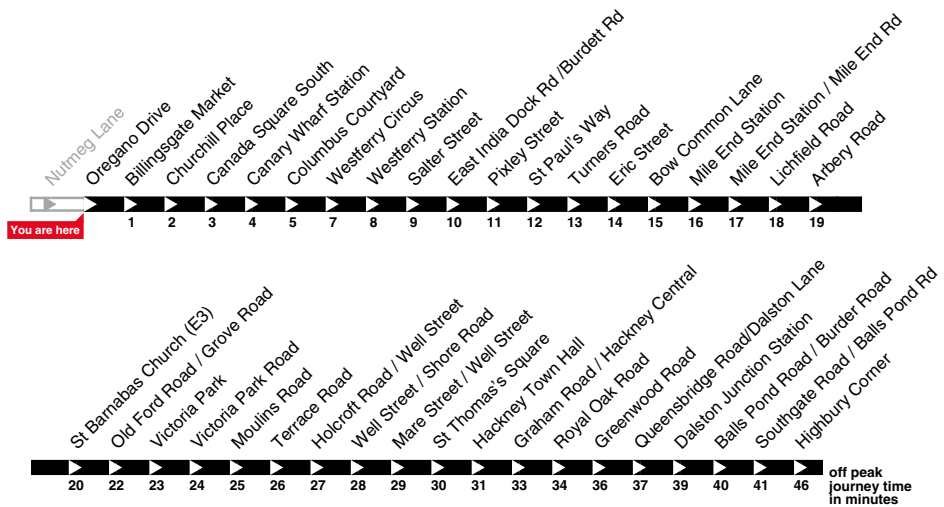
Monday to Friday										
Midnight to 00:30am	00:30 to 1am	1 to 2am	2 to 3am	3 to 4am	4 to 5am	5 to 7am	7 to 8am	8am to 9pm	9pm to Midnight	Midnight to 1am
	00 43 00 53	01 13 01 35 01 59	02 23 02 50 03 17	03 17 03 46 04 17	04 17 04 48	about every 11-13 minutes	about every 7-11 minutes	about every 5-8 minutes	about every 7-10 minutes	00 03 00 13 00 23 00 33
Saturday										
Midnight to 00:30am	00:30 to 1am	1 to 2am	2 to 3am	3 to 4am	4 to 5am	5 to 7am	7 to 8am	8 to 10am	10am to 8pm	8pm to Midnight
	00 43 00 57	01 17 01 39	02 05 02 31 02 53	03 19 03 48	04 18 04 48	At these 09 minutes 24 past the 39 hour 54	about every 10-12 minutes	about every 6-10 minutes	about every 5-7 minutes	about every 8-10 minutes
Sunday										
Midnight to 00:30am	00:30 to 1am	1 to 2am	2 to 3am	3 to 4am	4 to 5am	5 to 7am	7 to 8am	8am to Midnight	Midnight to 1am	
	00 35 00 57	01 17 01 39	02 05 02 31 02 53	03 19 03 48	04 18 04 48	At these 09 minutes 24 past the 39 hour 54	07 09 07 24 07 39 07 51	about every 9-12 minutes	00 05 00 15 00 25	

Operated by East London for London Buses

YOUR SUSTAINABLE HOME

London Buses

277

**24 hour
service**
Buses towards Highbury Corner


Monday to Friday									
Midnight to 00:30am	00:30 to 1am	1 to 4am	4 to 5am	5 to 6am	6am to 10pm	10 to 11pm	11pm to Midnight		
0002 0013	0034	At these 02 minutes 32 past the hour	0402 0432 0446 0458	about every 10-12 minutes	about every 6-10 minutes	about every 10-11 minutes	2301 2311 2321 2331 2341 2351		
Saturday									
Midnight to 00:30am	00:30 to 1am	1 to 4am	4 to 5am	5 to 6am	6 to 7am	7 to 8am	8am to 7pm	7 to 11pm	11pm to Midnight
0002 0013	0034	At these 02 minutes 32 past the hour	0402 0432 0446	0501 0516 0531 0546	0601 0616 0628 0640 0652	about every 10 minutes	about every 5-9 minutes	about every 8-11 minutes	2301 2311 2321 2331 2341 2351
Sunday									
Midnight to 00:30am	00:30 to 1am	1 to 4am	4 to 5am	5 to 7am	7 to 8am	8am to 11pm	11pm to Midnight		
0002 0013	0034	At these 02 minutes 32 past the hour	0402 0432 0446	At these 01 minutes 16 past the 31 hour 46	0701 0716 0731 0746 0758	about every 9-12 minutes	2301 2311 2321 2331 2341 2351		

Operated by East London for London Buses

 MAYOR
OF LONDON

 24 hour travel information
0843 222 1234

 Website
www.tfl.gov.uk

Transport for London



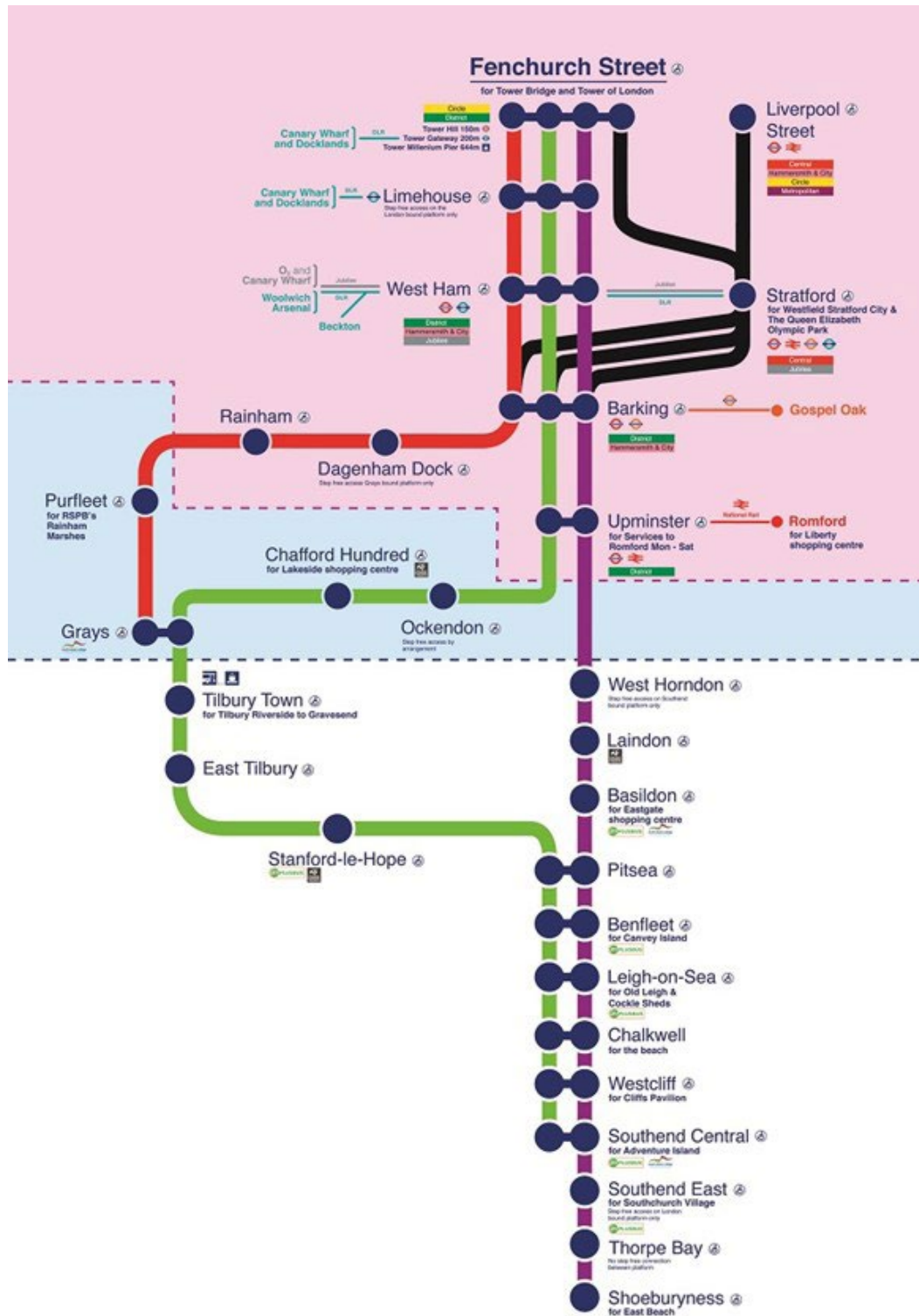
YOUR SUSTAINABLE HOME

RAIL TRAVEL

Your nearest train station is Limehouse, which is operated by c2c. Timetables for services from this station can be found at www.c2c-online.co.uk

c2c's network map is pictured below. For up-to-date information about rail services, service disruptions and fares:

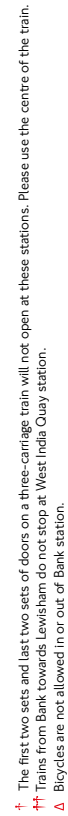
0345 748 4950
www.nationalrail.co.uk



Your nearest underground station is Canning Town, which is on the Jubilee line, with frequent services to stations such as Stratford and London Waterloo. You can also join the Docklands Light Railway (DLR) at Canning Town.

| www.tfl.gov.uk





YOUR SUSTAINABLE HOME

CAR PARKS

Your nearest pay and display parking bays are on Poplar High Street. More information about parking in your local area, including details of parking zones, restrictions and charges, can be found on the Tower Hamlets Council website, www.towerhamlets.gov.uk

There are also a number of privately owned car parks in and around the borough, including London Docklands City Harbour, which is operated by NCP.

For information on pricing and to pre-book your parking spaces please visit www.ncp.co.uk

CAR CLUBS

Car clubs are a way of using a vehicle without owning it, allowing members the use of pools of cars available in the area. Car clubs reduce pressure on parking and traffic congestion, and help to improve air quality. There are two car clubs operating in your local area; Zipcar and Enterprise Car Club.

Zipcar is the world's largest car sharing and car club service. Your nearest car is parked on Jamestown Way.

Once you have applied online at the Zipcar website, www.zipcar.co.uk, and received your membership card, you can reserve a vehicle by phone on 0333 240 9000 or online. A car can be booked up to a year in advance.

There is an annual fee of £59.50 and then either an hourly or day rate, which varies according to the model of car and day of the week. This charge includes fuel, insurance, the Congestion Charge and up to 40 miles of travel per day. Using the Zipcard that unlocks your reserved vehicle, you can fill up your Zipcar with free fuel at any petrol station.

Annual membership of Enterprise Car Club costs £60.00. Vehicles are charged at an hourly or a daily rate, which varies according to the model of the car required. Insurance is included in the membership fee, but fuel costs and the Congestion Charge are additional charges. Your nearest cars are located in Canary Wharf.

For more information visit one of the websites below:

www.zipcar.co.uk
www.enterpriseclub.co.uk

LONDONLIFTSHARE

Car sharing is an effective way of reducing the cost of travel, reducing traffic congestion as well as reducing harmful emissions. It helps bring about sustainable change by encouraging individuals to travel together. By matching people who travel to similar areas, the journey and its cost are shared.

Through London Liftshare you can offer lifts or look for a lift for any journey including getting to work, going to the shops, the school run, getting to the airport, etc.

Benefits:

- Saves you money
- Reduces the number of cars on the roads – resulting in less congestion, less pollution and fewer parking problems
- Reduces the need for a private car
- Is completely free to join and use

For further information visit:

www.london.liftshare.com



THESE LISTINGS ARE FOR INFORMATION ONLY AND DO NOT CONSTITUTE RECOMMENDATIONS BY BALLYMORE. SHOULD YOU USE ANY OF THE LISTED SERVICES, YOU DO SO AT YOUR OWN RISK.