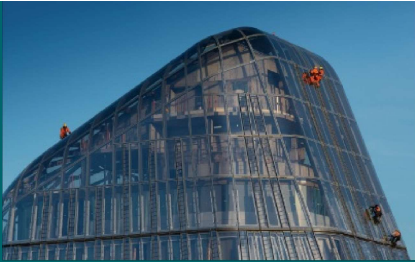
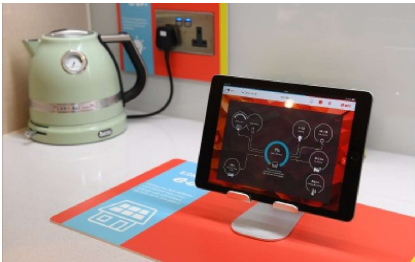
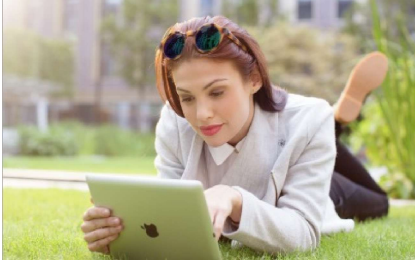


My Living Guide

About your St William Home: Living



Welcome



Congratulations on moving to your new St William home at Regent's View.

This Living Guide has been divided into ten sections to make it easy for you to find key information about your new home and the products and systems within it, about your local area and about how to contact both us and other key organisations should you need to. The QR code provided to you at the handover will have all of your important documents, instruction manuals and warranty details. We hope you find these of value.

At St William, we are committed to providing our customers with quality homes in the most desirable locations, but we believe there is a lot more to what we do than just building homes. We aim to make moving to, and living in your new home as enjoyable as possible for you, and to provide a professional, efficient and helpful service at all times. I hope that this has been the case with your experience so far.

Moving forward, our team will keep in contact with you to check that everything is going smoothly - our dedicated Customer Service Team is in place to assist with any issues you have during the first two years of your warranty period.

You will also be contacted in four to six weeks to ask you to take part in an independent Customer Satisfaction Survey, which will be carried out by 'In House'. Your views are important to us, and this is a good opportunity for you to give us feedback whether positive or whether you feel we can improve our service to benefit future St William purchasers. We pride ourselves on making our customers very satisfied so look forward to hearing your thoughts.

Once again, welcome to Regent's View. We hope you enjoy living here.

Craig Miles












St William Managing Director

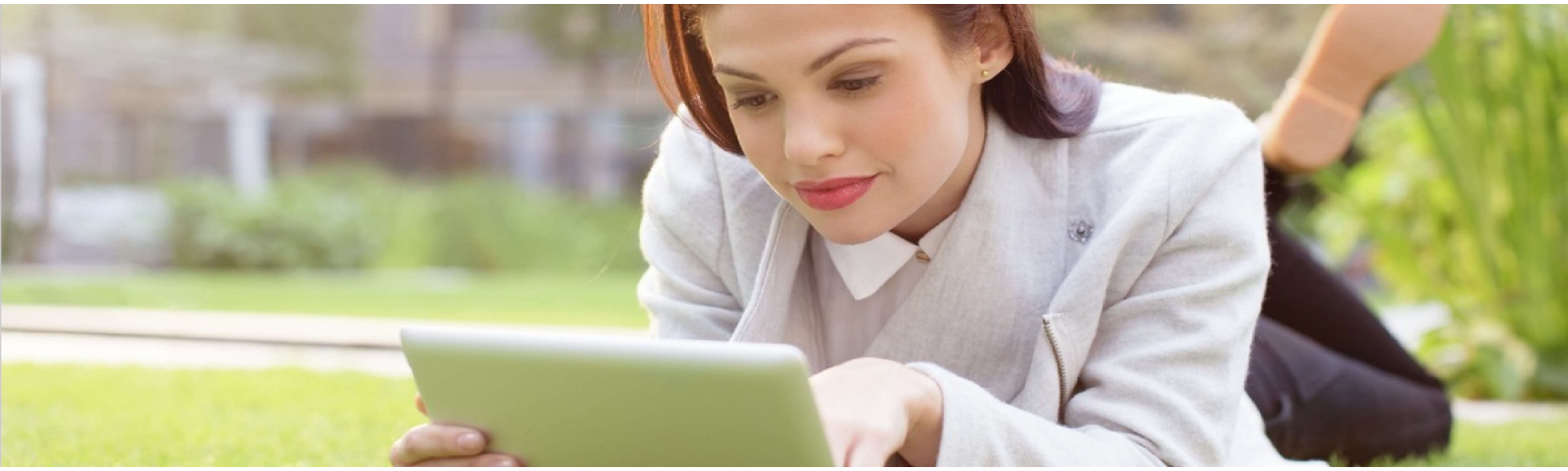


This section is applicable to private sales, should be changed.

Gateway to confirm content.

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Quick Reference

Your Home

Property Number
Address

St William Customer Service

Telephone +44 (0)20 7501 2816
Email customerservice.london@stwilliam.co.uk
Address St James/St William - Berkeley House, 15b St George Wharf, London, SW8 2LE

NHBC

Warranty Number
Telephone +44 (0)800 035 6422
Email claims@nhbc.co.uk
Website www.nhbc.co.uk

Emergency Helpline

Adiuv

Telephone +44 (0)20 3006 8327
Additional Information In the first instance, please contact the concierge, or St William Customer Service Team (if within Monday-Friday, 8am-5pm). Adiuv is used for out of hours emergencies only (more details can be found in the 'Customer Care - Emergency Assistance' section of this guide).

Space down

Managing Agent

James Andrew Residential (JAR)

General Telephone	+44 (0)20 7509 1970
General Email	info@jaresidential.com
Website	www.jaresidential.com

Concierge

Email	Regentsviewconcierge@jaresidential.com
Telephone	+44 (0)20 4591 4232
Mobile	+44 (0)77 3057 7496

Local Authority


London Borough of Tower Hamlets

Telephone	+44 (0)20 7364 5000
Website	www.towerhamlets.gov.uk

Electricity

Positive Energy

Please ensure that you switch your electricity supplier as soon as you complete (more information can be found under the 'Systems' - Electrical' section in this Living Guide).

Website	https://pe.solutions/utilities
General Phone Number	+44 (0)33 3370 9900
Emergency Phone Number	105 (Distribution Network Operator)
Meter Number 	

Heating, Hot Water & Comfort Cooling

No cooling in HA.

Metropolitan-uk

Website	www.metropolitan-uk.co.uk
General Phone Number	+44 (0)29 20100346
Emergency Phone Number	+44 (0)29 20100346
Meter Number	

Water

Leep Utilities

Website	https://www.leeputilities.co.uk/water-1
General Phone Number	+44 (0)34 5122 6780
Billing Phone Number	+44 (0)34 5122 6780
Emergency Phone Number	+44 (0)30 0373 3540
Meter Number	

Hospital

Telephone	101 (General enquires) / 999 (Emergencies)
-----------	--

Police

Space down below.



Telephone

101 (General enquires) / 999 (Emergencies)



Customer Care

You'll find details about

Our Team

Emergency Assistance

Communal Facilities


Your Warranty

Meeting Your Expectations

Resolution Services





Our Team


 High levels of after sales care are in place to ensure that you continue to have peace of mind long after moving in.



Our team will keep in contact with you to check that you are happy with your new home and assist you with any issues that you may have.

Should you need to bring any matters to our attention at any other time over your initial two year warranty period, please contact Customer Services using the details below and we will arrange for them to be dealt with quickly and efficiently.

Telephone Customer Services  +44 (0)20 7501 2816
Email Customer Services  customerservice.london@stwilliam.co.uk
Address St James/St William - Berkeley House, 15b St George Wharf, London, SW8 2LE

Once items are reported to us, your Customer Services Coordinator will arrange for any necessary works to be attended to during normal office hours, making an appointment for a member of the Customer Service Team to review and assess them first if required.

During the two  year warranty period, St William will address any legitimate defects that fall within your warranty obligations.

Routine maintenance, normal wear and tear, or damage caused by use or neglect are not covered under the St  William or NHBC warranties. These matters should be addressed through your own maintenance arrangements or via the  Managing Agent where they relate to communal systems or shared areas.

Our objective is to provide an efficient, professional, and transparent service throughout your warranty period, keeping you informed

← Gateway Information to be added as well.



Emergency Assistance



To bring you added peace of mind during this initial two year warranty period, we have appointed Adiuvo to deal with any situations that require immediate attention when our offices are closed:

- Between 5.00pm and 9.00am from Monday to Friday
- For 24 hours over weekends and bank holidays

To contact Adiuvo:

Telephone +44 (0)20 3006 8327

When to contact Adiuvo

Below is a list of examples of situations that would require urgent attention:

- Total loss of electrical power except where caused by a local or area wide power outage (ukpowernetworks.co.uk)
- No hot water or heating during November to April (once you have first checked with Metropolitan UK that it is not an issue they are responsible for)
- Water leak that cannot be contained or is damaging your home or adjoining apartments
- Loss of water supply (check with concierge that it is not a development issue)
- Blocked drain or toilet within your apartment (not resulting from misuse such as wipes, fats or other inappropriate materials)
- Toilet not working (if you only have one in your home)
- Faulty lock meaning you are unable to make your home secure

When to Contact the Managing Agent or Others

The following are not demised emergencies and must be reported to the Managing Agent or the relevant service provider in the first instance: -

- Loss of water supply to the whole building or riser (communal system) - contact the Managing Agent.
- Heating or hot-water faults relating to the primary energy network: - contact Metropolitan-UK on +44 (0)2920 100 346.
- Roof leaks, or any water ingress affecting communal areas - contact the Managing Agent.
- Blocked main stacks, external flooding, or drainage issues beyond your apartment.
- Damaged external walls, fencing, or structures, which are maintained by the Managing Agent.

Please be aware that if Adiuvo responds to your call and it is later found not to be an emergency, outside the apartment demise, or the result of misuse, the cost of the call-out may be recharged to the resident.



Communal Facilities

Your Managing Agent, James Andrew Residential (JAR), is responsible for the communal areas of Regent View. These are managed on a day-to-day basis by the Concierge. Should you have any queries relating to the shared facilities and common areas, James Andrew Residential (JAR) can be contacted using the details below

Estate
Management

Development Manager

Julien Mbumba

jmbumba@jaresidential.com

+44 (0)79 2140 4856

Deputy Development Manager

Chloë Newman-White

cnw@jaresidential.com

Concierge

gentsviewconcierge@jaresidential.com

+44 (0)20 4591 4232

+44 (0)79 3057 7496

From mid-February 2026, the Concierge will be relocated on the ground floor of Westwood Building, until the permanent location is available in the Cutler Building. The Concierge will be available 24 hours a day, 7 days a week.*

there is an emergency in the common parts during office hours, please contact the Concierge on the number above. If the emergency is outside of the hours above. If there is an emergency in the common parts between 5.30pm and 9.00am, or at the weekend or on a bank holiday, please call James Andrew Residential (JAR) on +44 (0)20 7509 1970

*Prior to this date, the concierge will be located in the ground floor lobby of the Wright Building.

Your Warranty

In addition to St William's cover and support during the first two years following legal completion, your NHBC warranty also provides you with protection against the unlikely event of major structural defects during years three to ten.

Your solicitor will send your warranty policy details to you shortly after moving in. You will find more policy information in the NHBC "Guide to your new home" booklet enclosed within your accompanying box file.

Your Home's NHBC number is

NHBC Contact Details

Telephone

Email

Website

This would be managed by Gateway and not the solicitor as this applies to private sales.

+44 (0)800 035 6422

claims@nhbc.co.uk

www.nhbc.co.uk

Should you have any cause to consider contacting NHBC at any time over the life of your warranty, we would welcome contact from you first using our normal Customer Service contact details to allow us to help and advise you.

Meeting Your Expectations

We make every effort to ensure that the service we provide to you is the best it can be. Therefore, if you have any issues with our service, please inform your . If you are not happy you can refer the matter to the Consumer Code independent Dispute Resolution Scheme, where an independent arbitrator could be asked to consider the complaint and provide a ruling as to what action is required. Your legal rights are not affected by this process.

Resolution Services

We make every effort to ensure that the service we provide to you is the best it can be - if you feel that we have not delivered this to the standards you expect, or if we have made a mistake, we want you to tell us. We will investigate the situation and will do our best to rectify matters as quickly and as appropriately as possible.

With the Customer Care arrangements we have in place for all of our purchasers, we would hope that you won't need to make a complaint to us, but if you do then Stage 1 of our complaints resolution procedure should successfully resolve the majority of issues:

Stage 1 - Customer Services

If you have any issues with our service, or wish to tell us about a problem with your home which we are not aware of, please inform our Customer Service Team using the contact information in the "Quick Reference" section of this Living Guide. As per our commitment to support you within the first two years of living in your new home, our Customer Services Coordinators will work hard to resolve them promptly.

Should you be unhappy with the service you receive, you can request to speak to your Customer Services Manager, who may in turn refer to their Customer Service Director to agree a suitable resolution. We strive to resolve any issues as quickly and effectively as possible, but if after this process the matter has not been dealt with to your satisfaction, Stage 2 of our resolution service allows you to take your complaint higher within our company.

Stage 2 - Escalation

If you believe our Customer Services Team have failed to resolve your problem, or you believe our service or workmanship has been poor, or you feel that you have been treated unfairly or discourteously, then we would ask that you escalate the matter to our senior management team to give us the opportunity to rectify the situation.

Our Customer Service Director has an overall responsibility for our standards of service, to ensure that the experience enjoyed by all of our home buyers is a positive one. Part of that responsibility is to be your direct point of contact should you wish to escalate your initial complaint.

As part of our Resolution Service, we undertake to:

- Deal with your complaint fairly, confidentially and effectively
- Respond to your complaint within five working days, providing a likely timescale for resolution
- Keep you updated on progress through to resolution

All complaints received at this stage of our resolution process are brought to the attention of our Managing Director, who has the support of our Departmental Directors to ensure that your complaint can be satisfactorily resolved.

Contact details for our Customer Service Director can be easily obtained from our Customer Services Team, or by calling us directly on +44 (0)20 7501 2816.

Stage 3 - Formal Complaint

In the unlikely event that we have been unable to resolve matters in Stage 1 and 2, you should address a formal written complaint to our Company Chairman at:

Address St James/St William -Berkeley House, 15b St George Wharf, London, SW8 2LE.



Please note that you should always raise your initial complaint to us using Stage 1 of our resolution service in the first instance, so that it can be appropriately dealt with using this staged procedure for resolution.

Independent Resolution

If an issue cannot be settled amicably between us you can refer the matter to your warranty provider through their own resolution scheme, to investigate and deal with your complaint

If the complaint falls outside the warranty provider's terms of policy, you will be offered the opportunity to refer your complaint to the Consumer Code's independent Disputes Resolution Scheme, where an independent arbitrator could be asked to consider the complaint and provide a ruling as to what action is required.

Your legal rights are not affected by this process - for full details of the code, visit:
www.consumercodeforhomebuilders.co.uk



Settling In

You'll find details about
In Your First Week
Customer Care
Communal Facilities
Your Lease
Moisture



In Your First Week

Below we have listed a few things to do in your first week that we hope will help you settle in quickly:

- Take the time to read this Living Guide to help you get used to your new home. It will also tell you what to do if you have a problem
- Read the manufacturers' instructions for your heating, kitchen appliances and any other fittings, which you'll find on the 'Useful Documents' page, the link is on the QR sheet left in your apartment.
- Call the companies who supplied electricity, water and gas to your last home with the final meter readings
- Call the companies supplying your new home (details in the "Quick Reference" section) to let them know you've moved in. They will also be able to tell you how to change to a different supplier if you wish to
- Read the NHBC "Guide to your new home" booklet, which gives valuable advice on looking after a new home
- Familiarise yourself with the NHBC Buildmark policy and its terms and conditions, as it contains information about what's required of you as the home owner, us as the builder and NHBC as the warranty provider
- Contact your chosen companies to arrange telephone, broadband or satellite TV services if required
- Make sure you've told everyone you've moved. Don't forget TV Licensing
- Ensure you know where your consumer unit and water shut off valves are in case there's an emergency
- Have a cable detector handy when you're putting mirrors and pictures up
- Review the Metropolitan Welcome Booklet and the WSHP functionality.

Sitewide JAR.

Gateway will take ownership of building C

Customer Care

To make sure everything about your move and your first few weeks in your new home are going smoothly, we will contact you 7 days, 4 weeks and 7 weeks after you move in.

Communal Facilities

The Managing Agent, James Andrew Residential (JAR), is responsible for the day to day running of Regent's V and the maintenance of its facilities and grounds. The cost for these services is met through your service charge payments.

Should you have any queries relating to the shared facilities and communal areas, please contact James Andrew Residential (JAR) using the details below:

James Andrew Residential (JAR)

Contact	Julien Mbumba
Address	20 Bedford Square London WC1B 3HH
Telephone	+44 (0)20 7509 1970
Email	info@jaresidential.com
Website	www.jaresidential.com

NA to Building C

If there is an emergency in the common parts during office hours, please contact the Concierge on the number above. If the emergency is outside of the hours above. If there is an emergency in the common parts between 5.30pm and 9.00am, or at the weekend or on a bank holiday, please call James Andrew Residential on +44 (0) 20 7509 1970.

Your Lease

Remove

Your lease outlines your obligations and rights as a lessee. It also explains the services you can expect from your Managing Agent. Please familiarise yourself with your lease. Some of the important parts of your lease are listed below. Should you have any questions or queries relating to your lease and your obligations feel free to contact your managing agent, James Andrew Residential.

Change this section to suit building C as they will not be allowed to sublet.

Subletting

You may sublet your apartment provided that it is done in accordance with the terms of your Lease. The lease permits subletting on an Assured Shorthold Tenancy (AST) basis for a minimum term of six months.

Please ensure that you check with the Local Authority to confirm if there are any statutory letting licensing requirements that apply to your apartment



Before subletting, you should inform the Managing Agent and provide a copy of the tenancy agreement so that management records can be updated. This ensures that the correct contact details are held for emergency access, maintenance notifications, and resident safety communications.

The main Lease always takes precedence over any tenancy agreement. The tenant's occupation is subject to the same covenants, restrictions, and obligations contained within the lease, and any breach by the tenant will be treated as a breach by the leaseholder.

Also, under the terms of your Lease, business lettings including Airbnb, serviced accommodation, and any other similar short-term letting services are strictly prohibited.

It is the leaseholder's responsibility to ensure that any letting complies fully with all lease obligations and relevant legislation, including fire safety regulations.

Please ensure that any tenants read this Living Guide, as we cannot be held responsible for any damage due to neglect or misuse. You may wish to employ a letting agent to oversee the apartment and the tenants. We advise you to take out a suitable landlord's contents insurance.

Note that the Renters Reform Act will be in force in May 2026, so it is strongly advised that you are familiar with this to ensure you are fully compliant.

Alterations

You must not carry out any alterations or works to your apartment without first obtaining written consent from the Managing Agent. This requirement is set out in your Lease and applies to all works, however minor. You should always seek professional advice before making any changes.

Please note, any alterations to the original installation could impact your warranty with St William.

No alterations are to be made in the utility cupboard and fan coil units as this is a Metropolitan asset and is maintained by them.

Where the building is a Higher-Risk Building (HRB) under the Building Safety Act 2022, certain works may also require approval from the Building Safety Regulator (BSR). This includes any work that changes the internal layout, affects fire or life-safety systems, alters structure or compartmentation, or involves the external walls, balconies, or service risers.

If the proposed works fall into these categories or you are unsure, you must engage with the Managing Agent at an early stage. They will confirm whether a Licence to Alter (LTA) is required and whether a formal Building Control application to the BSR must be made before work starts. No work should commence until all necessary consents are in place. If you are unsure, please contact the Managing Agent.

Once completed, residents must provide updated information and certification so the Building Safety Case can be maintained accurately. Carrying out unauthorised or non-compliant work could result in enforcement action by the Landlord or the Building Safety Regulator.

Warning: Undertaking unauthorised building work within a Higher-Risk Building is a criminal offence under the Building Safety Act 2022 and the Building (Higher-Risk Buildings Procedures) (England) Regulations 2023. The Building Safety Regulator has powers to issue Stop Notices, Compliance Notices, and to prosecute offenders. Conviction can result in unlimited fines or up to two years' imprisonment.

Television Equipment

You must not attach any aerial, satellite dish or other communications apparatus to the outside of the building. Your apartment is prewired for satellite television, negating the need for any exterior equipment. Please note, however, a subscription is required for satellite television.



Pets

You will need prior consent from the managing agent for any pets to be allowed in your apartment, under the terms of your lease. You can contact the development manager who will discuss your requirements and assist you in obtaining a pet licence. Please note that consent can be revoked if the Licence Terms and Conditions are breached.

Repair

You are responsible for keeping your apartment in good internal order.

To be clarified.

Windows

Windows should be equipped with suitable window dressings which is detailed in the lease.. You are not allowed to hang clothes, flags, or other items from or at your windows. No items should be thrown out of windows.

Balconies

Balconies are suitable only for items such as furniture and pot plants. They are not suitable for storage. The following items are prohibited: barbecues, gas heaters, bicycles, external lighting, privacy screens and items of excessive weight. Balconies should be maintained to a good and neat order. Please ensure any furniture on your balcony is properly secured or taken inside when not in use, as furniture blown from balconies could cause serious damage or injury at ground level. A tethering point is provided on your balcony decking to allow for securing furniture and/or loose items.

Part of the service charge should be in the rent.

Insurance

Buildings Insurance

The structure of the building is insured by the Freeholder, the cost for this is included in your service charges. Please be aware this does not cover your home's contents.

NHBC Insurance

Warranty provided by NHBC covers you against the unlikely event of major structural defects.

Internal Apartment Insurance

Please ensure to arrange your own contents insurance from the day of legal completion onwards. Tenants are responsible for arranging their own contents insurance as well. If applicable, your contents insurance cover should also include:


Separate storage areas (if purchased)
Bicycles, if kept in the designated bike store areas

Car Insurance

If you have a licence to park in the car park (for blue badge holders only) please ensure you have the appropriate cover for your vehicle, as well as valid Road Tax, ULEZ and MOT.



Service Charges

 An annual estimate will be issued to you, which will form the basis of your service charge payments. Payment instalments will also be outlined in the estimate. Your service charge will be adjusted at the end of each service charge year, as part of the accounting process, to reflect actual expenditure. There are various elements to the service charge, one being the whole estate and one being the individual building. The costs are outlined below.

Not applicable to Gateway as it should be included in the rent.

Gateway should confirm wording.


Estate Charge

This charge is for the whole estate. It includes upkeep of the estate grounds, roads, landscaping, security, building insurance and a contribution towards the staffing costs. This charge is split pro-rata based on the area of each unit.

Building-Specific Charge

This charge is for services in your building. This includes external landscaping, lift maintenance, internal cleaning of the common parts, communal lighting, repairs and cleaning to the exterior of the building.

Reserve Fund Contribution

All parts of the service charge include  a contribution to this fund in order to build up a reserve for any major works.

In line with your Lease covenants please ensure that you provide the Managing Agent with your up to date contact details and a UK based registered correspondence address.

Ground Rent

Ground rent is a regular payment paid by the owner of a leasehold property to the landlord, as required under the lease. For leases granted after all reservations from 30th June 2022, in line with Government legislation, a Peppercorn Ground Rent will be applicable. However, if the lease is granted in pursuance of an agreement for sale which was exchanged before 30th June 2022, the ground rent reserved under the lease is still payable. You can find further information within the HM Government 'How to Lease Guide' at <https://www.gov.uk/government/publications/how-to-lease>. Information about the amount of Ground Rent you have to pay and how often you need to pay it is included in your lease. Your Ground Rent is collected on behalf of your landlord by Berkeley Commercial Developments Limited (BCD). BCD's contact details are:

Berkeley Commercial Developments Limited

Berkeley House
19 Portsmouth Road
Cobham
Surrey
KT11 1JG

Telephone: 01932 584570

Email: groundrents@berkeleygroup.co.uk

It is a legal requirement that BCD send your ground rent demand to you by post. The demand will either be sent to the address of the unit to which it relates or to your notified correspondence address. Please note that it is your responsibility to inform BCD if you wish the demand to be sent to a different address or if you wish to receive notification that your ground rent is due via email.

Details of how to pay your ground rent are clearly laid out in your Ground Rent Demand.





Moisture

Moisture is naturally present in all newly built homes. This needs to be allowed to evaporate slowly, which is why it can take your home up to 18 months to completely dry out. Listed below are some steps you can take to help the process:

- Programme your heating at 20°C or lower, and keep this temperature as constant as possible
- Keep the MVHR system running
- Ventilate your home, as this helps moisture evaporate more efficiently. Use your windows and extractor fans in kitchens and bathrooms as much as possible

Don't worry if you see condensation - this is to be expected in a new home once it is occupied, as it is produced from everyday activities as well as from drying out.

Your home can show the following signs that it's drying out. These are all perfectly normal and are not faults that St William is obliged to rectify: 

- Small cracks appearing in walls and ceiling 
- Baths or shower trays dropping
- Screw heads showing in ceilings
- Windows and doors needing adjustment
- Gaps appearing in skirting boards

Your walls and ceilings have been painted with a light emulsion to help moisture evaporate, and we recommend that you do not redecorate for 18 months after you have moved in. We are not liable for damage to decorations that have been applied too soon.

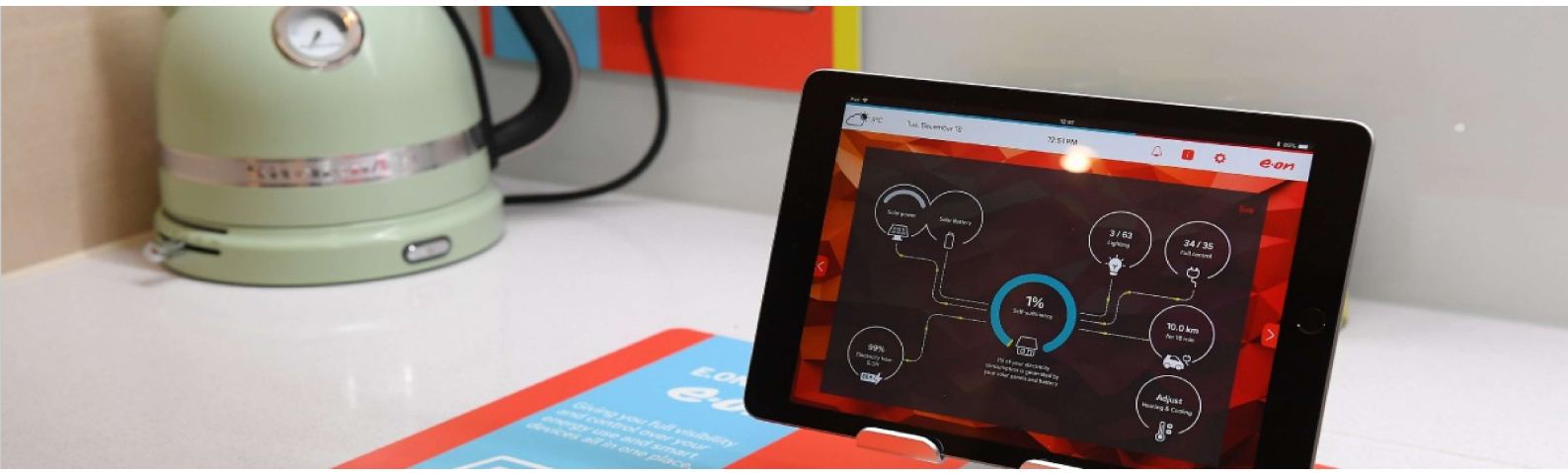
Issue

Cracks appearing in the wall and ceiling
Baths or shower trays dropping
Screw heads showing in ceilings

Solution

Use a filler or decorator's caulk
Reseal mastic
Screw down and refill





Systems

You'll find details about
Service Providers
Heating and Cooling
Electrical
Telephone
TV and Satellite
Internet
Sprinklers

No FCU in Building C - Section not applicable.
There is a MVHR system in place for supply of fresh air.

Service Providers

You will find details about the companies who currently supply services to your home on the following pages. You are free to change to a supplier of your choice. Ofgem encourages competitive pricing in the gas and electricity markets by offering information and resources. Website www.ofgem.co.uk.

In your apartment, you will be billed separately for:

- Heating, hot water and cooling (via energy meter in the Utility Cupboard)
- Cold Water (via meter in the Utility Cupboard)
- Electricity (via tariff meter in the Electrical Riser)

Note: UFH system in Building C for heating.

Heating and Cooling

The heating for your property is provided by centralised plant located on the roof and within the Basement Energy Centre. From this centre, heat is distributed throughout the building using a district heating network consisting of flow and return pipework. This network supplies each apartment via a device called a Water Source Heat Pump (WSHP), which is located in your utility cupboard. The WSHP performs two key functions:

- Provides the heating and cooling temperatures for your central heating/comfort cooling system.
- Provides domestic hot water for taps and showers

Your home is fitted with fan coil units (FCU' s) designed to provide comfortable and efficient heating/comfort cooling throughout the living areas. The supply of the heating and cooling is via linear grilles on the bulkheads within the living areas.

Residents are billed monthly based on actual consumption via a third party company (currently Metropolitan UK). If you are renting the property please ensure that your tenants are up to date with the payments, because in line with your Lease covenants the Lessee is ultimately responsible for unpaid heating and cooling bills and all the associated recovery costs (including any legal fees). If you are in doubt please contact the Managing Agent and they will check for you.

Control Panels

This section needs to change as it is not private rent. Needs to be specific to Building C (Housing association)

The living area and bedroom(s) are controlled via a wall-mounted Heatmiser thermostat, allowing you to adjust the temperature to your preference. Once you have internet set up in the apartment, you can connect the Heatmiser box located in the utility cupboard into the router, which allows you to control the heating and cooling through the app on a smart device.

The bathroom underfloor heating is controlled via a thermostat within the utility cupboard with switches spur and the towel rails can be turned on via a switched spur within the utility cupboard, these have no temperature control. towel rails can be turned on via a switched spur within the utility cupboard, these have no temperature control.

For full instructions on how to operate the panels, please refer to the Watkins User Manual, which can be found on the 'Useful Documents' page.

Control Panels for UFH only.

Electrical



Positive Energy is the default supplier for your apartment.

Back in February 2025, Positive Energy lost their licence to operate as a residential supplier, meaning that they charge commercial rates which are typically higher.

While St William has looked at the best way to change the supplier before you move in, it has proven to be near impossible.

With this in mind, we suggest that as soon as you complete, you should select a new electricity supplier, and make the switch to them as soon as you can.

The process of switching should be simple as providers tend to do all the hard work for you.


Your electricity supply enters your home through your electricity meter. Both this meter and the cable that is attached to it belong to the electricity company, and you should not tamper with them. Any wires that run from your meter to the rest of your home are your responsibility.

The wires from your meter lead to your consumer unit, which houses the main on/off switch for your home's supply and a collection of miniature circuit breakers (MCBs) which protect individual circuits for wall and ceiling lights, power sockets, etc.

Troubleshooting

If a circuit trips:

- Unplug any appliances you think might have caused the trip
- Go to your consumer unit and switch the affected MCB back on
- Plug all the appliances back in one by one. When the circuit trips again, this means you've found the fault

If you still can't find the fault, we suggest you  an electrician instead of repeatedly tripping the MCB, as the fault might be intermittent or inside a socket or switch. Please be aware that the MCBs are very sensitive, and even a light bulb blowing can make them trip.

You should also:

- Keep  your Electrical Test Certificate safe - you will need to pass it on to the new occupants if you move
- Have your home's original electrical installation inspected within ten years
-  Only make changes to the electrical circuits in your home if you are suitably qualified, as outlined in Government legislation. Further information can be found at www.planningportal.gov.uk

Telephone

The main telephone point in your home is located in the utility cupboard and is ready for your chosen supplier to activate it. Secondary telephone points have been provided to the living room and master bedroom. If you would like the additional telephone points in your home connected too, you should let your supplier know when you first contact them. Please be aware they might charge you for this.

TV and Satellite

Your new home has television points installed from a communal aerial and is also wired ready for connection to satellite television services like SkyQ.

An internet connection will be required to use any Smart TV functions or online streaming services like Netflix or Apple TV.

If you would like to watch live television, you will need to purchase a television licence. Please note, your television licence does not automatically move with you. It is important to notify TV Licensing so they can transfer your licence to your new address. You can contact TV Licensing to purchase or transfer a licence at:

Website www.tvlicensing.co.uk

Internet

The Internet for the apartment is connected through Fibre To The Premises (FTTP), which is the fastest commercially available broadband network. FTTP is available with Hyperoptic and BT Openreach, you can contact either company to set up the Internet. You can find out more information or set up an account with their details below.

Hyperoptic

Website: www.hyperoptic.com

Telephone: 0333 332 1111

BT Openreach

Website: www.bt.com/broadband/ultrafast


Telephone: 0800 587 4787

Sprinklers

Each apartment has a series of sprinkler heads that provide sufficient water coverage in the event of a fire.

The sprinklers are triggered under intense heat, therefore only the sprinklers in the vicinity of the fire will be activated.

The sprinkler caps on the ceiling require minimal cleaning with a damp cloth but should never be removed from the ceiling.

Testing of the sprinkler system is undertaken annually by qualified engineers but you will be notified to book an appointment if access into your apartment is required 



Appliances



{{appliances}}



Manufacturers

You should register all of your appliances online in order for your warranty to be valid. You can find the relevant website to do this, below.

Booking a repair or making a claim under the guarantee may not be possible if you have not registered your ownership first.

You can book an engineer or order parts using the details below:

{{manufacturers}}

Please make sure you have your appliance's E-NR (model number) and FD (production date). You can find these on the rating plate for each appliance.

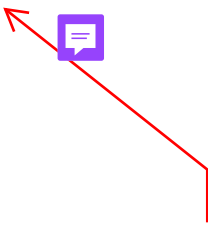
These are quick start guides only and you should take the time to read the manufacturer's instruction manuals found on the QR sheet provided in the apartment.



Fixtures and Fittings

{{fixtures}}

You'll find details about



What are the details?



Maintenance

You'll find details about
Internal Maintenance
External Maintenance



Internal Maintenance

Many moving parts in your home, such as window hinges and door mechanisms, need lubricating regularly to keep them working properly

Front Entrance Door

The Building Safety Act is new legislation introduced by Government to ensure high-rise residential buildings are designed, built and managed to the highest standards of safety. This includes clear obligations for residents, the Managing Agent, and the building owner.

As a resident, you have important responsibilities:

- Keeping communal areas clear of any items or obstructions.
- Allowing access for statutory inspections and maintenance, including annual fire door inspections.
- Maintaining your apartment entrance door so that it remains in good working order and compliant with fire safety standards.

Your apartment entrance door is a critical part of the building's fire strategy. It is designed to resist fire and smoke, but like any piece of equipment, it requires routine maintenance. Hinges, closers, seals and ironmongery can wear over time and need adjustment or replacement. Small gaps around the door are also necessary for it to operate correctly, but if gaps become too wide, the fire and smoke resistance may be compromised.

Please note that timber doors are natural products and may expand or contract with seasonal changes in temperature and humidity. This can affect the way the door fits in its frame and may require adjustment to keep it performing correctly.

The Managing Agent will arrange for annual fire door inspections in line with the Building Safety Act. These inspections will confirm that your door is in good repair and working order. Please note: -

- Not all issues identified are construction defects. Many items are simply the result of day-to-day wear and tear and fall under routine maintenance.
- The 10-year warranty does not cover maintenance issues.
- If a genuine defect is identified, please report it to St William's/St William Customer Services.

By working together, we can ensure that your home, and the building as a whole, remains safe for you and your neighbours.

Carpets

- Regularly vacuum your carpet to remove any dirt or grit
- Treat any small spot stains immediately, blotting and not rubbing
- For any large or persistent stains, you should contact a professional carpet cleaner

Ceramic Floor Tiles

- You can clean your ceramic floor tiles using a soft cloth and a suitable cleaning product
- You should not use cream cleaners or anything abrasive that could damage your tiles

Luxury Vinyl Tiles Flooring

- Hoover or sweep your floor regularly, as loose dirt and grit can scratch it
- You can clean it with a moist cloth and mild cleaning product
- You can use felt pads or castor cups to protect your floor from furniture legs
- Try not to drag heavy items of furniture across your floor, as this can scratch it

Ironmongery

- You can buff door and window furniture with a dry, soft cloth
- They can be cleaned with warm, soapy water and dried
- Avoid abrasive cleaning solutions and cloths



Kitchen

High Gloss Kitchen Doors and Drawers

- Steam can damage your kitchen units, so bear this in mind when using kettles, coffee machines, etc.
- You should wipe off splashes quickly using a soft cloth and warm soapy water or a glass cleaner; abrasive or strong cleaning products should not be used
- More detailed information on how to care for your kitchen can be found in your accompanying box file. Your kitchen is guaranteed by the manufacturer; however, this is dependent on following the above recommendations

Worktops

- Your worktops are laminate, which can be cleaned with a mild cleaning product and damp cloth
- Always use chopping boards and pan stands
- Don't place hot objects on or allow water to get into the worktop joints as this could weaken them
- Don't use any polish or bleach

Sanitaryware

- It is important to use the right products to clean your sanitaryware to avoid any damage
- When in use, bathrooms should be well ventilated to prevent condensation

Baths/Basins

- You should clean your baths regularly with a cream cleaner and sponge
- You can use limescale removers but always follow the manufacturer's instructions
- Avoid using cleaning products that might leave a residue, as they could make the surface slippery
- Regularly check the sealant around the bath is intact

Showers

- Wiping down screens and enclosures after each use helps prevent limescale
- Regularly use a diluted white vinegar solution or a specialised branded cleaner to stop limescale build up on shower screens, trays and enclosures
- Avoid using cleaning products that might leave a residue, as they could make the surface slippery
- Regularly check the sealant around the shower is intact

Taps

- You should regularly clean your taps with a branded cleaner and a clean cloth
- You should not use harsh cleaners on taps because they're likely to scratch the surface

Showerheads

- You should descale your showerheads every month to remove any limescale which can block spray holes

Toilets

- You should not put bleach blocks into your toilet cisterns, as they can damage the flushing mechanism





Points to Note Inside Your Home

- Don't begin any major structural work on your home without first getting advice from a qualified tradesperson and relevant permission from the managing agent
- Take extra care if you choose to hang pictures, etc., from ceilings or walls. Cables and pipes are generally found immediately behind wall and ceiling surfaces. You can buy detectors at most DIY stores which will help you locate cables/pipes before you disturb the surface finish. Electric cables are generally located running vertically above/below electric sockets and switches.
- The internal walls in your home are made of plasterboard, which is strong enough to take the weight of most pictures and other light objects using picture hooks or nails. Heavier objects will need stronger fittings and most DIY stores should be able to advise you on the best fitting to use.
- Your window frames should be cleaned with soapy water and a soft cloth, then dried
- When carrying out any decoration in close proximity to the sprinkler heads, you should arrange for the Concierge to temporarily switch off the system. Once the decoration is complete, please make sure you ask the Concierge to switch the sprinkler system to your home back on
- The HIU and fan coil units have a warranty and must be serviced periodically, which will be arranged either by Piracle or the ESCo provider. Residents are not required or permitted to service the equipment themselves.
- The HIU and pumps are located in your utility cupboard. Regular maintenance is required to maintain the efficiency of the heating and hot water within your apartment.

External Maintenance

- uPVC window frames should be cleaned with soapy water and a soft cloth and then dried. At the same time, make sure drainage channels are clear
- Regularly sweep your balcony and reseal it annually with a suitable product available from most DIY stores (Points for apartments)

Points to Note Outside Your Home

- Don't cover damp proof courses or air bricks
- Put info here about storage on balconies etc. (if there is a balcony)



Safety

You'll find details about

Fire Safety

DIY Safety

Making Your Home Secure

Door and Window Safety

While We Finish Building

Living in a High Rise Building



Fire Safety

Listed below are a few points that will help reduce the risk of a fire starting and spreading in your home:

Do

- Test your smoke and heat detectors regularly and replace batteries when needed.
- Keep all fire doors closed to maintain compartmentation.
- Report any damage or alteration to fire doors, smoke seals or self-closing devices.
- Follow the Fire Action Plan within the apartment unless told otherwise by the Fire and Rescue Service.
- Keep escape routes and communal corridors clear at all times.
- Familiarise yourself with the location of the nearest exits and fire-fighting equipment.
- Be careful when you are cooking with hot oil
- Make sure cigarettes and candles are put out properly
- Report an unusual burning smell

Don't

- Overload power sockets
- Tamper with or disable any smoke, heat or carbon monoxide detector.
- Paint over or obstruct any sprinkler head cap.
- Wedge open or alter any fire door.
- Store personal items, bicycles, prams or refuse in communal corridors or escape routes.
- Use BBQs, fire pits or open flames on balconies.
- Use foreign batteries, chargers or devices that have not been tested within the UK regulations
- Attempt to fight a fire beyond your immediate safety — close the door and call 999.

Give some thought as to how you would leave your home if there was a fire. Make sure that you have planned your escape route and that everyone is aware of them.

If you discover a fire in your home, both you and anyone else should leave immediately, and wherever possible close any windows and doors behind you. When you call the fire brigade, make sure you give them your full address and any helpful instructions if your home is difficult to find or access. Please refer to the 'Fire Action Plan' which you will have in the apartment for comprehensive guidance.

If you notice any damage to fire doors, smoke seals or other fire-safety equipment within your apartment or the communal areas, please report this to the Managing Agent without delay.

Website www.gov.uk/firekills

Fire Evacuation Strategy

The building is designed on the basis of a 'stay put' evacuation strategy. Only the residents of the apartment with the fire are expected to make an escape. Neighbouring apartments are fine to stay put unless they feel more comfortable to leave or receive an evacuation alert.

Evacuation alert in the apartment

Inside each apartment there is an evacuation alarm fitted, generally located on the ceiling or wall by the front door. If the alarm goes off then everyone in the apartment would need to evacuate the building.

The alarm will go off if the fire brigade feels that it is necessary for the apartments(s) to do so, they have the ability to activate the alarm for selected apartments.

The evacuation alarm system will be tested annually, and will be arranged by the Managing Agent.

General Evacuation for Disabled Occupants

Any resident of the building who is disabled and/or would have difficulty using the stairs in the event of a fire must notify the Concierge/Managing Agent. This enables the Management team to act accordingly if the resident is affected by a fire. When a resident notifies the Concierge/Managing Agent, it would ensure that they are escorted by a staff member in the event of a fire.

There is a Refuge Call Point installed on each level above ground level.





Provisions are required for disabled occupants to reach a place of refuge before being fully evacuated by staff. This would typically be by the stairs on the level where the apartment is located.

A firefighting lift has been provided with a secondary power supply. The adjacent passenger lift is not a fully designed evacuation lift, but is provided with the back-up power supply which would allow it to be converted to an evacuation lift.

The lift is operated by a trained member of the Management team to escort the disabled resident out of the building.

Heat and Smoke Detectors

Your apartment is fitted with smoke and heat detectors that are part of your demised property. It is the leaseholder's responsibility to ensure these devices are regularly tested, serviced, and maintained in good working order.

Heat detectors will notify you of a fire in an area where smoke detectors are not installed, e.g. kitchen. The device responds to sudden change or rise in ambient temperature by sounding an alarm.

If a detector activates, you should follow your building's Fire Action Plan, which operates on a Stay Put principle unless instructed otherwise by the Fire and Rescue Service or the Managing Agent. This means that if a fire occurs elsewhere in the building, you can remain inside your apartment with the doors and windows closed, unless smoke or heat affects your property, or you are told to evacuate.

Never disable or remove batteries from any smoke or heat detector and replace batteries or the complete unit in accordance with the manufacturer's guidance. Please note that smoke detectors have a service life of around 7 years.

As well as sounding an alarm if there is a fire, your detector will also beep to indicate a fault. You should regularly check each of your detectors.

Never disconnect any smoke or heat detector. It could save your life.

Sprinklers

Your apartment is also fitted with a sprinkler system that forms part of the building's fire-safety infrastructure. The Managing Agent will arrange for the annual inspection and servicing of the sprinkler system as part of the building's maintenance regime. Do not paint over or tamper with sprinkler head caps, as this can prevent the system from operating correctly in an emergency.

The communal fire alarm, sprinkler and smoke ventilation systems are maintained by the Managing Agent as part of the building's fire-safety regime. Any faults or alarms relating to these systems should be reported immediately to the Managing Agent.

Front Door Fire Safety Inspections

The Building Safety Act is a recent legislation introduced by Government to ensure high-rise residential buildings are designed, built and managed to the highest standards of safety. This includes clear obligations for residents, the Managing Agent, and the building owner.

As a resident, you have important responsibilities:

- Keeping communal areas clear of any items or obstructions.
- Allowing access for statutory inspections and maintenance, including annual fire door inspections.
- Maintaining your apartment entrance door so that it remains in good working order and compliant with fire safety standards.

Your apartment entrance door is a critical part of the building's fire strategy. It is designed to resist fire and smoke, but like any piece of equipment, it requires routine maintenance. Hinges, closers, seals and ironmongery can wear over time and need adjustment or replacement. Small gaps around the door are also necessary for it to operate correctly, but if gaps become too wide, the fire and smoke resistance may be compromised.

Please note that timber doors are natural products and may expand or contract with seasonal changes in temperature and humidity. This can affect the way the door fits in its frame and may require adjustment to keep it performing correctly.

The Managing Agent will arrange for annual fire door inspections in line with the Building Safety Act. These inspections will confirm that your door is in good repair and working order. Please note: -



- Not all issues identified are construction defects. Many items are simply the result of day-to-day wear and tear and fall under routine maintenance.
- The 2-year warranty does not cover maintenance issues.
- If a genuine defect is identified, please report it to St James/St William Customer Services.

By working together, we can ensure that your home, and the building as a whole, remains safe for you and your neighbours.

E-Bike/E-Scooters

Residents at Regent's View must note that electric bikes, e-scooters and other lithium-battery-powered vehicles are not permitted to be stored or charged in the common areas or communal corridors of the building. This includes bike-stores, drying rooms, corridor landings, fire-escape routes and any communal lobby or plant rooms.

Lithium batteries pose a significant fire risk if charged unattended, placed too close to escape routes or left in communal circulation spaces, as confirmed by the London Fire Brigade (LFB) guidance.

Key resident obligations: -

- Only store and charge your e-bike/e-scooter inside your demised apartment or in a specifically designated and managed location approved by the Managing Agent.
- Ensure the battery is on a hard, flat, non-combustible surface, unplugged when fully charged, and monitored, consistent with LFB "ChargeSafe" advice. <https://www.london-fire.gov.uk/safety/lithium-batteries/charging-electric-bike-and-electric-scooter-lithium-batteries/>
- Do not leave batteries unattended while charging, do not charge them overnight while asleep, and do not block escape routes.
- Report any signs of battery damage, overheating, swelling, odd smells or discoloration immediately to the Managing Agent so they can arrange safe disposal or professional intervention.
- Do not attempt to modify or tamper with your battery. Always follow the manufacturer's instructions
- Only use replacement batteries that are supplied or approved by the manufacturer
- Only use replacement charging equipment that is supplied or approved by the manufacturer
- Converting pedal bikes into e-bikes using DIY kits bought online can be very dangerous and poses a higher risk of fire

Failure to comply with these rules may result in the Managing Agent or Freeholder taking action under the Lease, including removal of the item from communal areas. Any associated fire-safety risk or damage may be recharged to the responsible leaseholder.

Gateway to confirm their policy.

DIY Safety

If you decide to carry out DIY projects in your new home, please consider our recommendations below:

- Think about any safety precautions you should take or protective equipment you should wear
- Make sure you have the right tools and they are in good condition
- Check that there are no cables or pipes behind any walls, floors or ceilings that you could drill into
- Try and make sure someone else is at home with you, in case you have an accident
- Use appropriate detectors to locate cables, pipes, studwork or anything else that may be concealed behind the wall.

Making Your Home Secure

Below are some further suggestions of ways you can keep your home safe and secure when you are away:

- Always make sure windows and balcony doors are securely shut
- If you are going on holiday, cancel any newspapers or other regular deliveries so there is isn't an overflow of post that makes it noticeable that no one has been home
- Leaving your lights or a radio on a time switch can help to make your home seem occupied
- Don't leave keys, valuable or portable items where they can be seen from outside, including in your postbox
- Take photos of valuable items and write your postcode and house number on them so that they could be traced if stolen. Also, you could make a note of serial numbers
- Ensure your home's contents are fully insured against fire and theft



Door and Window Safety

It is important that you do not leave any of the windows or external doors open in windy conditions or when your property is unoccupied.

Never tamper with or disengage any part of the windows or external doors, as the parts are safety critical.

Any damage to your windows or external doors should be reported promptly to the Managing Agent.

While We Finish Building

It is possible that we might still be building other homes at Regent's View when you move into yours. Reading the following advice will help to make sure that you and other people living in your home stay safe:

- Be extra careful of construction vehicles in use when walking or driving, and make sure the person operating it has seen you before you pass either in front of or behind it
- Make sure you follow any road signs, as we might have to temporarily change the routes that vehicles and pedestrians take around the area
- Never go into the areas where we are constructing without a member of our team. All visitors need to sign in at the site office first and wear the correct safety equipment
- Everyone entering the construction area must comply with all regulations under the Health and Safety at Work Act 1974

As part of the requirements for the Consumer Code for Home Builders, and to comply with Health and Safety regulations, the Health and Safety file relating to construction work at Regent's View can be made available at our offices.

If any issues arise either with your home or the shared areas, please contact [Customer Care](#) or the Managing Agent respectively using the details in the "Customer Care" section. We will log your enquiry and be in touch to discuss the appropriate action. Please do not ask construction staff for help with these matters.

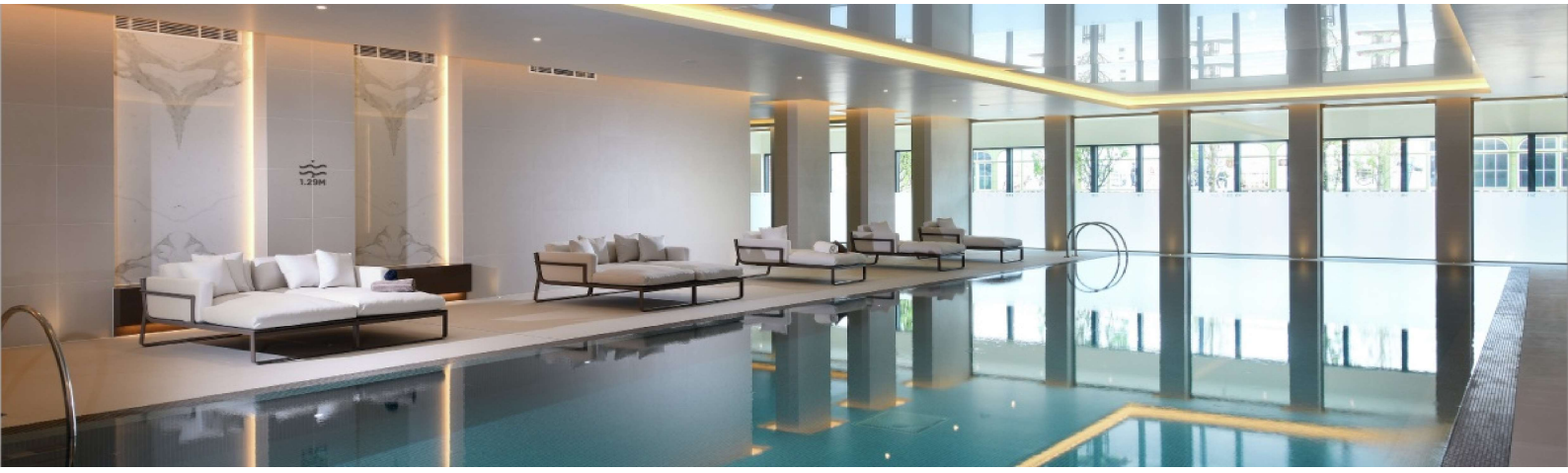
Living in a High Rise Building

Balconies

- Balconies are suitable for items such as furniture and well maintained pot plants. They are not suitable for storage
- Ensure that furniture is secured on your balcony where possible and stored indoors when not in use. Loose cushions and accessories should not be left outside when not in use. Items and furniture that are blown or dropped from the balcony could cause serious injury at the lower levels. A tethering point is provided on your balcony decking to allow for securing furniture and/or loose items.
- In periods of high winds, please ensure that all items are removed from the balcony
- Please consider the location of furniture on your balcony. If situated next to the railing, there is a strong risk of people (especially children) or pets climbing on the furniture and falling from height
- The balconies are designed to support a limited load per square metre. Please check with our Customer Service department if you have anything of significant weight to be installed
- Please refrain from leaning over the railing of your balcony
- Avoid installing or attaching any items on the outer edge of the railings

Windows

- Each window has a restrictor which is in place to ensure safe ventilation from windows without having them fully open
- The windows can also be fully opened if you turn the handle 180 degrees, this is only to allow you to clean the external side
- Please DO NOT remove the restrictors as this will result in the window being insecure in its fixing which, when exposed to high winds, could swing and result in breakages and cause harm to any persons within the apartment



Amenities

- You'll find details about
- Emergency Contacts
- Transport
- Local Information
- Facilities at Regent's View
- Refuse and Recycling

Emergency Contacts



Emergency number is 999 for the Police, Ambulance and Fire. If you require any of these service but it is not an emergency, please call 111.

Hospital

The Royal London Hospital

Address Whitechapel Rd, London, E1 1FR
Telephone 020 7377 7000
Website www.bartshealth.nhs.uk/the-royal-london

Police

Bethnal Green Police Station

Address 12 Victoria Park Square, London E2 9NZ
Telephone +44 (0)20 8721 2849 / 999 (Emergency)
Website www.met.police.uk

Fire

Bethnal Green Fire Station

Address 11 Roman Rd, London E2 0HU
Telephone +44 (0)20 8555 1200
Website www.london-fire.gov.uk

Local Council

London Borough of Tower Hamlets

Address Tower Hamlets Town Hall 160 Whitechapel Road London E1 1BJ
Telephone +44 (0)20 7364 5000
Website www.towerhamlets.gov.uk

Electricity

Positive Energy

Telephone 105 (Distribution Network Operator)

Water

In an emergency, contact Leep Utilities

Emergency +44 (0)30 0373 3540

Hot water, heating and cooling

Metropolitan

Telephone +44 (0)29 2010 0346

Transport

Buses

Service	Route	Nearest Stop
106	Whitechapel - Finsbury Park	Stop M towards Finsbury Park Stop P toward Whitechapel
254	Aldgate Station - Holloway	Stop M towards Holloway Stop P towards Algate
26	Hackney Wick - Victoria station	Stop HK towards Hackney Wick Stop HC towards Victoria
55	Walthamstow bus station - Oxford Circus	Stop HK towards Walthamstow Stop HC towards Oxford Circus
N55	Woodford Wells - Oxford Circus (Night Bus)	Stop HK towards Woodford Wells Stop HC towards Oxford Circus
N26	Chingford - Victoria (Night Bus)	Stop HK towards Chingford Stop HC towards Victoria

Train/London Underground Stations

Cambridge Heath Station - Weaver Line (Overground)

Bethnal Green Tube Station - Central Line


Shoreditch High Street Tube Station - Windrush

Cycling

There are 958 cycle spaces in total within Regent's View, located within the Basement which can be accessed via the Cycle Pavilion, or the lifts/stairs in the Wright Building.

The nearest Santander bicycle station is on Pritchard's Road. There are electric bicycles on the Regent's Row stand.

Car Park

Parking spaces can be leased annual  Blue Badge holders only. There are limited spaces and issued on a first come first served basis.

Zipcar

Telephone +44 (0)33 3240 9000

Website www.zipcar.co.uk

Taxis

Telephone +44(0)34 5266 9290

Local Information

Nearest Food Shops

Tesco Express

Address	361 Bethnal Green Rd, London E2 0AN
Telephone	0333 345 0536
Website	www.tesco.com

Sainsbury's Local

Address 291 Cambridge Heath Rd, London E2 0EL
Telephone 0330 013 7557
Website stores.sainsburys.co.uk

Planet Organic

Address 30 Broadway Market, London, E8 4QJ
Telephone 02081599485
Website www.planetorganic.com

Post Office

Address 481 Cambridge Heath Rd, London E2 9BU
Telephone 020 7613 2841
Website www.postoffice.co.uk

Your nearest postbox is on Emma Street.

Banks**Barclays**

Address 240 Whitechapel Rd, London E1 1BJ
Telephone 0345 734 5345
Website www.barclays.co.uk

Halifax

Address 376 Bethnal Green Rd, London E2 0AJ
Telephone 0345 720 3040
Website branches.halifax.co.uk

Schools**Gatehouse School (Primary)**

Address Sewardstone Rd, London E2 9JG
Telephone 020 8980 2978
Websites www.gatehouseschool.co.uk

Mulberry Academy Shoreditch (Secondary and Sixth Form)

Address Gosset St, London E2 6NW
Telephone 020 7920 7900
Website www.mulberryacademyshoreditch.org

Doctors**The Mission Practice**

Address 208 Cambridge Heath Rd, London E2 9LS
Telephone 020 8983 7300
Website www.themissionpractice.nhs.uk

Suttons Wharf Health Centre

Address 26 Palmers Rd, London E2 0FA
Telephone 020 8980 3023
Website www.suttonswharfhealthcentre.nhs.uk

The Globe Town Surgery

Address Roman Rd, London E2 0PJ
Telephone 020 8980 3023
Website www.globetown.org

Dentists

Vidadent Dental Practice

Address 252 Bethnal Green Rd, London E2 0AA
Telephone 020 7729 1385
Website www.vidadent.co.uk

Family Dental Care

Address 211 Roman Rd, London E2 0QY
Telephone 020 8980 9838
Website www.familydentalcare.org.uk

Pharmacies

Borno Pharmacy Bethnal Green

Address 204 Cambridge Heath Rd, London E2 9NQ
Telephone 020 8981 0600
Website www.borno-chemists.com

Britannia Pharmacy

Address 80 Roman Rd, London E2 0PG
Telephone 020 8981 4528
Website www.britanniapharmacy.com


Facilities at Regent's View

24 Hour Concierge

The concierge is available 24 hours 7 days a week

The concierge is available to assist with:

- Queries regarding the communal areas
- Accepting small packages on the residents' behalf
- Issuing keys with the permission of the resident
- Triage and reporting issues to Metropolitan.

You can also download the dedicated 'Spike Living' app on your phone on all of the above (access will be granted once you have completed ).

Refuse and Recycling

Refuse and Recycling

The refuse/bin store is located within the Wright Building, and it can be accessed from the ground floor lobby. Go through the door that leads to the basement stairs, and follow through to a door which requires the fob for access.

When taking your rubbish down, please ensure that your bags are sufficiently sealed to prevent any mess being made in the communal areas.

Below are some general points about recycling:

- Take the time to recycle products
- Rinse jars, cans, etc. when washing up and remove labels where necessary
- Take items to your local recycling point if you cannot recycle them from home
- Try to buy items with less packaging
- Take your own shopping bags rather than purchasing new ones

Recycling Centres

Your nearest recycling centres are:

Infinity Recycling	163 City Rd, London EC1V 1NR	Plastic, Paper, Cardboard and Metal
Tech Recycle	163 City Rd, London EC1V 1NR	Laptops Mobile and other electronics

For more recycling information visit www.towerhamlets.gov.uk or www.recyclenow.com

Materials That Can Be Composted

Grass cuttings, vegetable peelings, fruit scraps, old flowers, coffee grounds and filter paper, garden clippings, straw and hay, egg shells, egg boxes, newspaper, cardboard and wool.

Disposing of Waste not Covered by the Collection Scheme

The Household Waste Recycling Centre (HWRC) is located:

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

Opening hours
Monday to Friday, 8am – 8pm
Saturday and Sunday 9am – 6pm and
Bank Holidays from 9am – 4.30pm

Here you can dispose of a number of items, including animal waste, batteries (household and car), cardboard, engine oil, furniture, garden waste, gas bottles, glass bottles and jars, low energy light bulbs, paint, paper, plasterboard, scrap metal, clothing, electrical appliances, soil, rubble, timber and wood.

Your local Council may offer a special collection service for bulky items, such as furniture, appliances and carpets. There may be a charge for this service. You can visit the Tower Hamlets website to arrange this.

If you have any items that can be reused, you might like to donate them to the following schemes:

The British Heart Foundation is a charity that has dedicated furniture shops to resell good quality items. They will arrange to collect the goods from you for free. For more information, contact The British Heart Foundation:

Dalston Kingsland BHF Shop

+44(0)20 3084 9770

<https://www.bhf.org.uk/what-we-do/find-bhf-near-you/dalston-kingsland-bhf-shop>

Recycle Now and WRAP (Waste & Resources Action Programme)

Recycle Now provides information to help you to reduce, reuse and recycle your waste on their website, www.recyclenow.com

To receive guidance on how to reduce waste, develop sustainable products and use resources in an efficient way, please visit the WRAP (Waste & Resources Action Programme) website www.wrap.org.uk

Further Information

Organisation

Energy Saving Trust
Environment Agency
Global Action Plan

Telephone

0300 123 1234
0370 850 6506
020 7420 4444

Website

www.energysavingtrust.org.uk
www.environment-agency.gov.uk
www.globalactionplan.org.uk



Sustainability

You'll find details about

Our Vision

The Berkeley Foundation

Energy and Carbon

Water

Waste

Ecology

Sustainable DIY

Responsible Purchasing

Energy Performance Certificate

Our Vision

Transforming Tomorrow

At Berkeley Group our passion and purpose is to build quality homes, strengthen communities and improve people's lives. We are innovating, pushing boundaries and taking action to ensure we have a long-term, positive impact that is good for our customers, the communities we touch, our business and the world around us.



We transform underused sites into exceptional places and we're also transforming the way we work; embracing technology and raising standards, as we continue to deliver an outstanding customer experience and create high-quality homes that delight our customers.

Our Vision 2030 is our ten year plan which sets out how we will achieve this.

Transforming Places

Working with local people and partners we create welcoming and connected neighbourhoods where you can be proud to live.

Transforming Lifestyles

Taking action on climate change and giving you ways to live more sustainably. We're building efficient homes that use less energy over their lifetime, with sustainable travel choices on the doorstep.

Transforming Nature

Creating beautiful places with habitats that help nature to thrive, meaning that every site is left with more nature than when we began.

Transforming Futures

Helping people to reach their potential through apprenticeships and training, and programmes supported by the Berkeley Foundation.

The Berkeley Foundation

Berkeley takes social responsibility very seriously. In 2011 we set up The Berkeley Foundation, with the aim of supporting Britain's young people and their communities.

We do this through a number of partner charities that tackle some of the most pressing social problems affecting young people today, including homelessness and unemployment. The money raised comes from the Berkeley Group, and also through the tireless and inventive efforts of our staff.



We have set a goal for The Berkeley Foundation to invest £10 million over the next five years to support young people and their communities. Every penny will be spent on charitable activities and worthy causes to ensure that maximum benefit is achieved

Energy and Carbon

The UK has set a target to be Net Zero by 2050, with many councils going a step further and setting 2030 as the target year. The built environment, including all existing buildings, is responsible for around 40% of UK greenhouse gas emissions, so at Berkeley Group we have set science-based targets, including a 40% reduction in carbon emissions from the use of our homes by 2030.

Energy Efficient Features of Your Home

Our homes are designed to be energy efficient - well insulated, with low energy lighting and efficient heating systems. The features specifically incorporated into your home include:

- High efficiency heat pump
- Insulation to the ground floor, roof, walls and double glazing to reduce heat loss.
- All appliances have been selected to achieve high levels of efficiency.
- Light fittings are low energy. These only accept LEDs, which use a fraction of the electricity of a normal bulb but produce the same amount of light. Replacement fittings are readily available in most major supermarkets and DIY stores.

Communal Energy Network

Your home is provided with hot water, cooling and heating from Regent's View's 5th edition generation heat network.

Water

Although the UK is perceived as a rainy country we are beginning to see warmer and drier summers and less rainfall throughout the winter. Climate change and a growing population are both putting increasing pressure on the countries water supply. At Berkeley Group we include features in your homes to reduce water use.

Water Efficient Features of Your Home

- Toilets have a dual flush facility so you can use less water per flush.
- Taps and showers have aerators which help maintain optimal water flow rate.
- Our homes are designed to achieve usage of less than 105 litres per person per day. This is compared to the current building regulation standard of 125.

Sustainable Urban Drainage System (SUDS)

A sustainable urban drainage system has been installed within your development to manage surface water, so that the existing drainage systems are not overloaded when it rains. The system features may include, living roofs, planted areas which are designed to hold water in heavy rainfall events, areas of permeable paving to absorb surface water and a pond on the development to capture and utilise surface water and reduce the risk of flooding.

Waste

Recycling bins have been provided in your kitchen to allow for the segregation of different waste streams.

To find out more about the waste and recycling service provided for your home by the local authority please visit: https://www.towerhamlets.gov.uk/ignl/environment_and_waste/recycling_and_waste/Recycling_and_waste

Ecology

In 2021 The Environment Act was passed. Part of this act was for all new developments to achieve a 10% biodiversity net gain, which became a requirement in February 2024. In addition, in 2022 the UK Government agreed the 30 by 30 plan, whereby the UK has committed to protecting 30% of the UK's land by 2030. At Berkeley Group we have been committed to biodiversity net gain since 2017 and work closely with landscapers and wildlife trusts to ensure our developments are contributing positively to nature.

Landscaping at Regent's View has been designed to encourage native plants and wildlife to thrive. The development aims to create a rich array of ecological features to increase biodiversity value whilst providing opportunities for people to access nature.

Bird boxes have been fitted on the trees within the development.

The management and maintenance of the landscape reflects the need for nature to thrive. Therefore, there is a specific landscape management and maintenance plan to ensure this.

Sustainable DIY

Here are some suggestions on how to take into consideration the environment when doing DIY:

- Focus on using recycled and sustainable materials.
- Make sure any wood you use comes from a sustainable source. This is easily identifiable by the FSC / PEFC logo found on products.
- Use flooring made from coir, sisal, jute, cork, wool or real linoleum.
- Avoid using MDF, uPVC, wood preservatives, strippers, coating removers, brush cleaners, etc.
- Try using paints with low volatile organic compounds (VOC) rating, or look for those with a European Eco label.
- Use plant-based stains and sealers or water-based products.
- Dispose of any DIY products responsibly. If in doubt about your waste call the local council.

Responsible Purchasing

Here are some suggestions of ways that you can help the environment when you are out shopping:

- Choose appliances with a high energy efficiency rating. The scale runs from A, the most efficient, to G, the least efficient.
- Buy local, e.g. from farmer markets, check the label on produce to know where it has come from to choose locally sourced produce.
- Avoid buying disposable items or those with unnecessary packaging i.e. bananas in plastic wrap, single-use items, hand soap bottles.
- Seek to re-use plastic items where possible i.e. refillable hand soap bottles, plastic carrier bags or "bags for life".
- Donate unwanted items to charity shops or give them away on websites such as "Freecycle", uk.freecycle.org
- Drink tap water rather than bottled water.
- Buy Fair Trade products and those made from recycled materials.
- Buy fruit and vegetables that are in season.

Energy Performance Certificate

You will find your Energy Performance Certificate, also known as an EPC, on My Home Plus.

It shows how energy efficient your home is currently, and gives suggestions on how you can improve this rating.

There are two ratings shown on the certificate, both are shown on a numerical scale and in a graphical design A to G. The higher the rating, the less impact your home has on the environment.

The Energy Efficiency Rating is calculated on the energy used to heat your home and the costs associated with this, and the Environmental Impact Rating on how much carbon dioxide your home will produce in the year from heating and lighting.

Please keep your certificate safe as you will need to provide it if you decide to move homes.



Disclaimers

- Statements contained within this Guide are provided for general guidance only and are accurate to the best of our knowledge at the time of printing.
- Berkeley Group plc can take no responsibility for inaccuracies in this Guide, nor for any actions taken as a result of those inaccuracies.
- Nothing herein shall form part of an offer or contract or be construed as any representation by Berkeley Group plc or its agents.
- Websites quoted in this Guide are for information only and do not constitute recommendations by Berkeley Group plc. Should you use any of the listed websites, you do so at your own risk.
- Where applicable, images, CGIs and photography are indicative only.
- Site Plans / Site Maps are indicative only and subject to change [and subject to planning]. In line with our policy of continuous improvement, we reserve the right to alter the layout, building style, landscaping and specification at any time without notice.
- Your attention is drawn to the fact that in rare circumstances it may not be possible to obtain the exact products or materials referred to in the specification. Berkeley Group plc reserves the right to alter, amend or update the specification, which may include changes in the colour, material and / or brand specified. In such cases, a similar alternative will be provided. Berkeley Group plc reserves the right to make these changes as required. A number of choices and options are available to personalise your home. Choices and options are subject to timeframes, availability and change.
- Floorplans shown are for approximate measurements only. Exact layouts and sizes may vary. All measurements may vary within a tolerance of 5%. The dimensions are not intended to be used for carpet sizes, appliance sizes or items of furniture.
- Maps are not to scale and show approximate locations only.
- All distances or journey / travel times are approximate and may not be direct. Where applicable, times have been established using relevant sources (maps.google.co.uk/nationalrail.co.uk).