

SQP
LONDON E14

HOME USER
GUIDE



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WELCOME TO SOUTH QUAY PLAZA

Congratulations on your new home at South Quay Plaza.

South Quay Plaza is a landmark development designed by world leading architects Foster + Partners and built by Berkeley Homes. The building has been designed to maximise space in the 2.6 acres of gardens that surround it, allowing sunlight to flood the gardens and provide dual aspect views for many of the apartments.

Located just a few moments from the heart of London's fastest growing business district, SQP is incredibly well connected. Within a short walk is the South Quay DLR station, Canary Wharf underground station and the forthcoming Elizabeth Line (Crossrail).

A resident's portal called MySQP has been created to ensure you benefit from a wealth of added value.

Via the MySQP portal you will be able to book added value services and experiences and explore local amenities. The portal will also provide you with useful information on the development and the local area, enabling you to access what you need in your own time.

Welcome to your new home!



INTRODUCTION

ABOUT LEGAL & GENERAL HOMES LTD

Established in 2018, Legal & General Affordable Homes is helping to tackle the housing crisis by developing new affordable homes across England.

We firmly believe that a home that is affordable is the cornerstone of a good life. Our mission is to provide a home that people can afford through a Landlord on which you can rely.

We understand the importance of providing a range of services to help manage your home effectively.

DELIVERING A QUALITY SERVICE

Being a customer of Legal & General Affordable Homes isn't just about the bricks and mortar. We believe that delivering a great experience is also an essential ingredient.

We'll be by your side throughout this journey, continually working to offer the services you require at the time you need and with the peace of mind that we are a new business backed by a 200 year-old organisation.

This Home User Guide provides you with details of your new home and who to contact should you require support. It's all designed so that you can take pride in your home knowing that Legal & General Affordable Homes has ensured the important things are taken care of, helping you to make the most of life's opportunities.

A HOUSING MANAGEMENT SERVICE YOU CAN TRUST

At Legal & General Affordable Homes, we want you to move into a home, not just a property and it's our job to provide a good quality home that's affordable and backed by services that are easy to access and simple to use.

We will work closely with RHP, your Management Provider to ensure you are provided with an excellent experience when you need us, giving you peace of mind in your new home.

RHP will be your main point of contact for any matters relating to your home; this can include paying your rent, reporting defects or repairs, and addressing any other specific queries you may have.

We will work together to ensure your neighbourhood is looked after. This will be done through regular checks of communal areas and promptly addressing any Estate Management issues.

RHP will provide more information relating to your move; your tenancy, the management of your home and guidance on various customer and Landlord responsibilities directly.

So, here's to your new home.

Congratulations once again.

We hope that you enjoy being a part of our community, that you settle in well and enjoy your new home. We hope you enjoy making your home here and that this is the beginning of a long relationship with us.

For more information please visit or contact us.

RHP
Web: www.rhp.org.uk

Legal & General
Web: www.landgah.com

CONCIERGE & BUILDING MANAGEMENT TEAM

CONCIERGE

At South Quay Plaza you have a dedicated Concierge & Estate Management team who will be available 24 hours a day, 7 days a week, setting a new benchmark in service to residents.

Please ensure you have completed the Residents Registration Form to benefit from these services.

Contact Details:
Tel: 0204 509 1386
Email: Concierge@mysqp.co.uk

ESTATE MANAGEMENT TEAM

Your Estate Management Agent is POD.

POD will work in collaboration with LGAH and Berkeley Homes to manage South Quay Plaza on a day to day basis, providing you with a dedicated onsite team.

If you encounter any communal or wider estate issues, please direct these to POD, via the Concierge.

MANAGEMENT PROVIDER

Legal & General Affordable Homes have appointed RHP as your Management Provider.

RHP will oversee any issues that fall outside of the Concierge Team's remit, defect reporting and service charge collections. RHP will liaise with POD and Berkeley Homes to offer the most suitable and timely response to your issue.

Contact Details:
Tel: 0800 049 5409
Email: LGAH@rhp.org.uk
Web: www.rhp.org.uk

ACCESS

BUILDING

As a resident you will be issued, by L&G, with 3 access control fobs. This will provide you with controlled access into the building via the revolving door and the adjacent disabled pass door.

Legal & General residents fobs are restricted to floors 2 to 14.*

*Access to cycle storage facilities will be available.

Access will always be controlled or monitored by the Concierge. In the event of an emergency the doors release remotely however the Concierge will have full access to lock/unlock the main doors, where necessary.

The lobby will be staffed 24 hours a day by a member of the Concierge team, who will be there to greet, relay messages, and advise residents as they pass through into the lift lobby. At no times should the revolving door, pass door or secondary door into the lift lobby be pushed otherwise this will result in malfunction and/or entrapment which will require specialist engineer attendance.

Wheelchairs and pram users will have their fobs reprogrammed to always release the pass door to avoid the need to call the Concierge team to release the automated pass door.

The building exit is located on the ground floor. To exit the building through the access-controlled doors you will need to use the 'push to exit' button.

PRIVATE LOBBY & LIFTS

To access the private lift lobby, you will need to present your fob to the reader located on the wall to release the automated glazed double door.

F O B S

In the event your fob stops working, the Concierge team will be able to re-programme on site.

Requests for additional fobs can be made to RHP. Provided that the request is genuine, RHP will authorise POD to issue. Please note that a maximum of 2 fobs can be requested at any one time. A charge will be applicable for replacement fobs so please ensure these are kept in a safe place. Payment will need to be made to POD in advance. Payment details will be provided upon request.

GUEST ACCESS

Guests can either be provided entry by the Concierge, or call your apartment directly using the external Video Intercom, located adjacent to the revolving door.

When the resident allows access to the visitor, a signal is sent to the Concierge desk advising the Concierge that a visitor has been allowed into the building and will be going to which ever floor the apartment is on and the apartment number. The Concierge will then remotely call a lift for the resident.



POST & DELIVERIES

POST & ROYAL MAIL

Royal Mail deliveries will be posted directly to your front door.

There is a storage room located at the Concierge where packages, internet deliveries, special deliveries may be delivered by commercial carriers to any resident who is not at home during the delivery period (subject to size and space availability).

DELIVERIES

It is important that you are aware all deliveries, especially vehicle-based deliveries, and courier deliveries, will enter the development via the basement loading bays. Therefore, any parcel you may receive will be processed as follows prior to being ready for collection:

Process	Average time taken	Resident notified
1. Upon delivery a parcel is first checked in by the security team at the basement security control room.	30 mins	No
2. Parcels are then temporarily stored in a designated storage area in the basement.	30 mins	No
3. A member of staff then periodically moves the parcels up to the concierge storage areas from where you can collect them.	30 mins	Yes
Total average time until a parcel is available for collection	1 hours and 30 minutes	Yes

Note that you will be automatically notified via e-mail once your parcel is available for collection. The average time until collection may of course vary during busier periods.

Parcels will not be readily available for collection once delivered by the courier - therefore any courier notification you receive will not mean your parcel is ready for collection.

Please contact the Concierge team for any delivery related queries. For example, if there is a time you are likely to collect a certain delivery or if you will be unable to collect a package for some time. This will help the security and concierge teams to efficiently control the two parcel rooms.

LARGE DELIVERIES

It is important to note that the Concierge cannot accept large parcels that may not be easily moved or stored. In general, this is parcels of more than 10kg in weight, or 1 metre in terms of the parcel's width, height, or depth, as such parcels cannot be safely moved by the Concierge. For such large parcels please make your own direct delivery arrangements.

FOOD DELIVERIES

Unfortunately, takeaways and food shopping deliveries cannot be accepted by the Concierge team as there are no facilities within which food can be suitably stored. Therefore, any food delivery courier will be directed to your apartment so that you can receive the delivery accordingly.

In addition to this any fast food or takeaway delivery will be permitted controlled access to the lift lobby so that they can deliver direct to your door. The Concierge cannot accept delivery on your behalf.

FIRE STRATEGY

In case of fire, you should follow a stay put strategy. This means that only the apartment where the fire is located is evacuated.

This is due to the high level of compartmentation in the building, where a fire elsewhere in the building will not cause the evacuation of the apartment unless it is deemed necessary by the attending fire service.

Procedures for stay put properties:

If fire occurs in YOUR home

- Alert everyone in your home
- Do not try to put the fire out, get out, stay out and dial 999 or 112
- Immediately LEAVE the apartment, quickly but quietly and close the door. The fire will activate the alarm and sprinklers in your apartment only.
- DO NOT use lifts in an emergency
- Once outside, get a safe distance from the block
- When safe to do so, alert Concierge of the fire and your safety

If fire occurs in ANOTHER APARTMENT or COMMUNAL AREA

- If a fire occurs in ANOTHER APARTMENT IN YOUR BLOCK, OR THE COMMUNAL AREA, remain in your apartment, close the front door and call the fire service
- Your property has been designed to contain a fire and you will be safer in your apartment until the fire service arrives

A FIRE EVACUATION

If you find yourself in a communal area and are alerted to a fire by a member of staff, please evacuate and follow staff guidance.

In the event of a fire evacuation all access doors will release and there will be free access throughout the building. Please remain calm and carefully make your way through the fire exits.

Details of said regulations can be found in your SQP Living Guide.

FIRE ALARMS

- If a smoke detector is activated within another apartment, the alarm sound will be activated within that apartment only
- If you hear the alarm in your apartment, please evacuate immediately. Alarms in other apartments will not be activated, however a notification is sent to the Concierge
- If smoke detectors are activated within common corridor the Mechanical Smoke Ventilation System (MSVS) will activate in the affected area to ensure visibility in the corridor and protect the escape stair from smoke. Automatic opening vents (AOV) will also open. No communal alarm will be raised; however, reception desk will be notified
- There is a sprinkler system within your apartment that will be activated by extreme heat in the event of a fire, alongside the audible alarm. The sprinklers will only operate within the apartment that the fire originates from, please evacuate your apartment. A notification will be sent to concierge that the system has been activated

APARTMENT LEASE & RESTRICTIONS

NATURE OF YOUR LEASE

The Lease outlines your obligations and rights as a Lessee. It also explains the services you can expect from the Estate Management Team. Some of the key components of the lease can be found below.

SERVICE CHARGE

You will be provided with details of your service charge and payment dates at point of completion. Any service charges excesses shall be held by the Landlord on account of future service charges due or applied to the reserve fund.

GROUND RENT

You will be provided with details of your ground rent and payment dates at point of completion.

LEASE COVENANTS & ESTATE REGULATION

Please be advised that subletting is strictly prohibited in any circumstance.

PETS

No pets are allowed without consent of the Landlord (which can be revoked if cause a nuisance or foul in common areas). This will also need to be requested from the Managing Agents.

REPAIRS

It is the resident's responsibility to keep the apartment and fixtures and fittings in a good and substantial state of repair. Apartment floors (excluding kitchen and balcony) are to be covered in carpet and underlay/ sound deadening materials. Refer to the General Upkeep & Maintenance section for further information.

WINDOWS & BALCONIES

The external surfaces of the building are cleaned via the Building Maintenance Unit (BMU) located on the roof. The scheduled dates for the window cleaning will be advised by the Managing Agent once you move into your property.

BUILDING HEIGHT

SAFETY & SWAY

Living in a tall building will undoubtedly provide you with an unrivalled and enjoyable experience from day one. However, it is important to be mindful of some key safety considerations:

- Be mindful of high winds, do not open windows beyond their permitted tolerances and ensure small to medium items are not placed near open windows – in high winds such items can be pulled out from the building if they are left near open windows
- Keep curtains, blinds or other such items secured when windows are open, particularly during windy months which tend to be between October and March
- Keep all windows and sliding doors shut to ensure your own safety during stormy weather
- Do not dispose of anything from your windows
- Do not attempt to maintain your windows or clean them externally

In tall buildings a phenomenon called 'stack effect' can also occur during the winter months. This is caused by warm air rising throughout the building when the weather is cold outside.

Hampton Tower has been carefully designed to minimise stack effect where possible but undesirable effects include whistling, humming and difficulty opening doors may occur. These conditions will vary depending on the weather outside and disappear during the warmer months when the air temperature outside equals or exceeds the air temperature inside.

NUISANCE & NOISE

Residents must adhere to the following:

- Not to be a nuisance or annoyance to the Landlord or to the lessee or occupier of any other apartment or parts of the Building or Estate
- Do not use the apartment for anything illegal or immoral
- Do not use the apartment for any trade business (working from home is permitted)
- Not to block or obstruct the Common Parts
- Do not litter or deposit rubbish anywhere in the Building or Estate
- Not to use excessive volume or noise in that it will create a nuisance or annoyance to anyone else in the Building
- Do not hang anything from the balcony or windows or allow anything to be visible from the exterior
- No satellite or other transmission receiving dishes are to be erected on the exterior of the Building or apartment
- No net curtains or sheets that are visible from the outside are to be hung, all fixed window coverings must be cream backed
- No smoking in the Common Parts
- No BBQ's within the estate or demise
- No naked flames or burners within the Common Parts
- No ball games or other games on communal terraces within the Estate
- Do not dispose of any toxic or harmful chemicals within the bin store or refuse chute
- No items to be left outside of the apartment
- Only bicycles to be stored in the cycle store

SETTLEMENT

Your home will be drying out during the first year and shrinkage cracks will undoubtedly appear. This is perfectly normal and should not cause any concern as it will not be structural. Shrinkage cracks are to be dealt with as part of household maintenance and are not covered by the warranty of the property. If you believe a crack to be excessive (2mm or wider) please follow the defects process and report this to RHP.

Common shrinkage issues are:

- Cracks in plaster – usually around the corners of the room and where the ceiling meets the walls
- Cracks where the walls meet woodwork such as the skirting and door frames

You can minimise the cracking and variance of moisture levels in your apartment by using:

- Gentle heating
- Keeping as even a temperature as possible
- Maintaining ventilation. The mechanical ventilation and heat recovery system should be left running 24 hours a day to control moisture levels within the property. Please do not worry about the running cost of this as the electrical requirement is minimal and has little impact on electricity bills
- Ensure that the boost facilities on the extract fans are used in the kitchens and bathrooms whilst cooking or bathing
- Leave a space between large pieces of furniture and the external walls
- Do not overfill your cupboards, as this will prevent the air circulating
- Bath/ shower with the bathroom and en-suite doors closed to maximise the effect of the ventilation in these areas and prevent moisture travelling to other areas of the apartment
- Drying clothes in the washer/ dryer rather than in any of the rooms

GENERAL UPKEEP & MAINTENANCE

It is the resident's responsibility to maintain and keep the apartment in good shape.

- You must allow access into the apartment for repairing, inspecting, or maintaining any specialist required equipment
- Ensure all fire doors within the Estate are kept closed at all times
- Apartment sprinkler and fire detection will be maintained annually as part of the service charge - you must allow access
- Report any, and all communal maintenance issues including damage to communal fire doors or prevention systems to the Landlord or their appointed managing agent
- Comply with maintenance requirements that may be issued regarding the doors

Please do not:

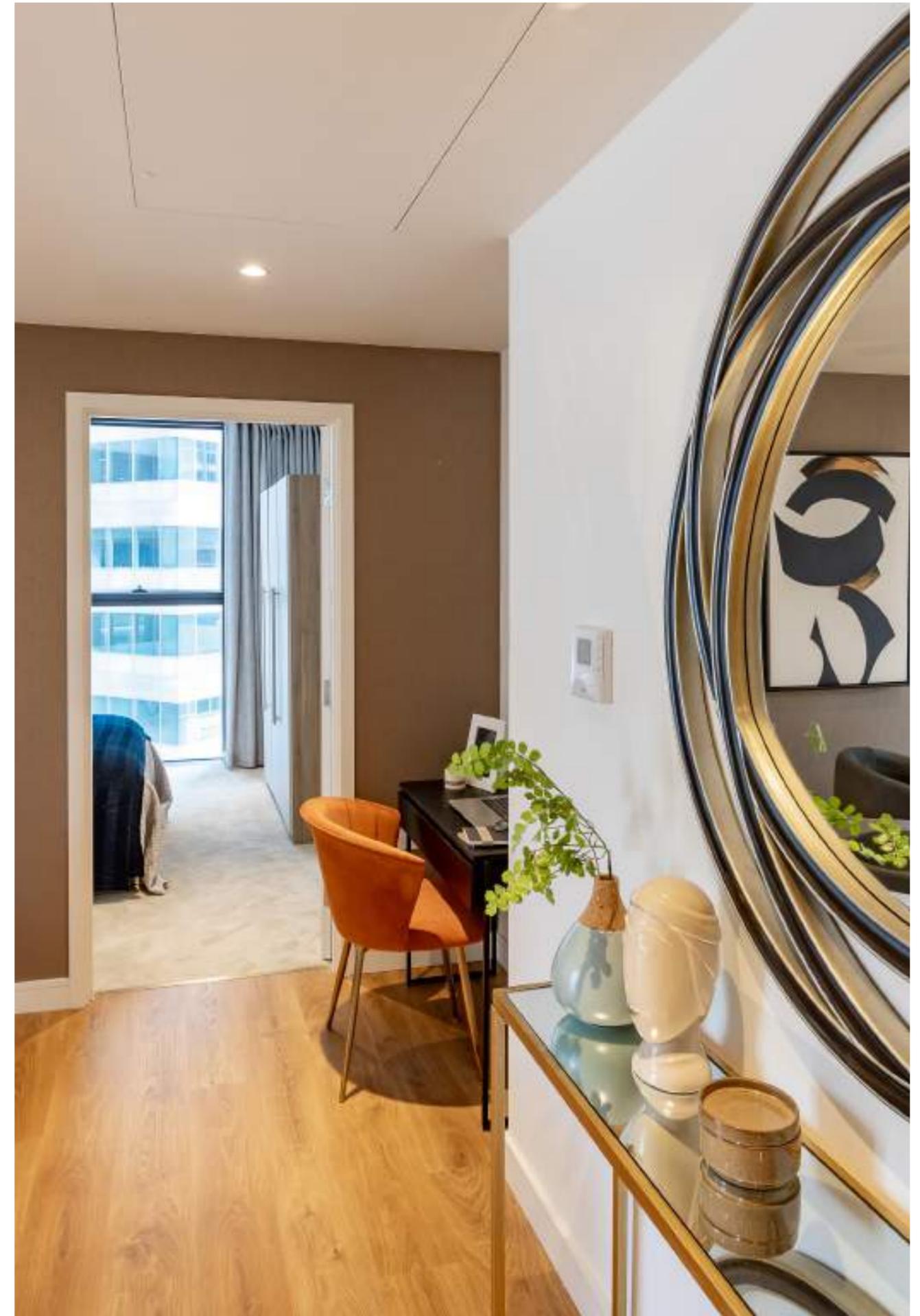
- Make any structural alterations to the apartment
- Cut, damage, or alter any of the internal walls
- Damage, tamper or remove with any of the fire safety prevention or compartmentation systems within the apartment
- Damage or interfere with the moving parts of the windows or doors
- Disable any leak or fire detection systems

GUESTS

When bringing guests into the building, please ensure they conform to the regulations.

LANDLORD

The Landlord can enter the property at any reasonable time upon reasonable prior notice for inspecting the state of repair and condition.



BUILDING INSURANCE & WARRANTIES

NHBC

Your apartment is subject to a 10-year NHBC warranty and a 24-month warranty period covered by L&G (known as the defect liability period) of which the first 12 months are covered by Berkeley Homes.

DURING THE FIRST TWO YEARS: BUILDER WARRANTY AND NHBC GUARANTEE

We pride ourselves on ensuring all apartments at South Quay Plaza are delivered in optimum condition. However, should any defects become apparent in your new home within the first 24 months of occupation, please inform RHP customer service team. They will log all issues and ensure an appropriate response is provided as soon as possible. Please note, after the first two years of occupation, your apartment will continue to be covered by the NHBC warranty scheme.

DURING YEARS THREE TO 10: INSURANCE AFTER THE BUILDER WARRANTY

During the insurance period after the initial builder warranty period has expired, Buildmark is designed to protect your home from damage caused where the property has not been built to NHBC requirements. For further details on what these NHBC requirements, please visit the NHBC website.

WHAT IS NOT COVERED?

Buildmark does not cover general wear and tear, condensation, normal shrinkage, cosmetic damage, or damage arising from failure to maintain the property. Please refer to your policy document for information on all exclusions and limitations that apply.

NHBC contact information
NHBC Advice Centre
Tel: 0844 633 1000
Web: www.nhbc.co.uk

DEFECTS

DEFINITION OF A DEFECT

A defect is a fault in the construction of a new build property that adversely alters the practical use or enjoyment of the property, or a fault in the installation or manufacture of items of equipment which form part of the construction.

Common defects that may occur are:

- Leaks from pipes
- Heating or hot water problems
- Non-flushing toilets – this does not include blockages which would be the resident's responsibility
- Doors not closing properly
- Faults with extractor fans
- Light and electrical fittings (except bulbs that have exceeded their lifecycle). Replacement bulbs are the responsibility of the resident
- Shrinkage – where the resulting cracking is greater than 5mm in width or depth. Cracking of small width and depth are the responsibility of the resident and can be easily repaired during personalised decoration after purchase

REPORTING DEFECTS

If you find any defects within your apartment, please report the defect to RHP's Customer Service Team on 0800 049 5409 or via email on LGAH@rhp.org.uk. Please ensure you provide the following so your defect can be recorded properly:

- Apartment number
- Photographs if possible
- Up-to-date contact details
- Issue Location
- Issue description
- Any other helpful information

RHP will validate whether the issue meets the definition of a defect, prior to reporting it to Berkeley Homes.

- A Berkeley Customer Care Coordinator will then log the issue and arrange the appropriate action. This can include rejecting the issue if it is caused by misuse/ damage and is not covered by the developer warranty. Berkeley will arrange access with the LGAH resident directly but keep RHP informed of the appointment agreed

- Berkeley will report back to RHP within 1 working day after the appointment to either close the issue or advise of further actions required
- Berkeley will not liaise directly with LGAH residents outside of the above process. Any queries received by Berkeley directly from LGAH residents will be directed to LGAH and Berkeley will take no action until contacted by LGAH and follow the above process

RESPONSE TIMES FOR DEFECTS

Once you have contacted RHP, the response times by Berkeley are as follows:

- Initial response within 24 hours of receipt
- Appointment within 24 hours for an emergency – full power outage, loss of heating/ hot water, leak
- Appointment within 3 days for serious issues – i.e. external door locking issue
- Appointment within 7 days for all other issues – i.e. toilet flush running, cupboard not closing etc.
- A visit by a Berkeley Customer Service manager may be arranged to validate any of the above

All L&G residents will benefit from 12 months cover from completion of their property.

INSURANCE

We strongly advise that you arrange a comprehensive contents insurance policy covering you for fire, burglary, housebreaking, storm, flood and other risks as soon as you move in.

Legal & General does not insure you for the contents of your home, or your personal possessions so cannot be held responsible should anything happen to these.

ESTATE SERVICES

CCTV

The exterior of the building, the entrance hall and the lift lobby are monitored by CCTV which is relayed to the Concierge desk and to the central security hub.

CCTV will only be provided to the police or an appropriate authority or, persons acting in regard to a civil claim.

POD can only release CCTV footage to an individual if requested, and the footage is only of the individual. A charge would be applied in the instances listed below:

1. A contractor needs to provide the footage and incurs costs
2. Footage needs to be edited to obscure individuals when a request is made by an individual shown in the footage

DOORS

Any doors that are forced or left open will provide an alarm back to the security office. All alarm circuits are connected via the access control system and interfaced to the CCTV and mapped to initiate event activated recording of the alarm/associated camera. There will not be an alarm for denied entry if door stays closed.

REFUSE DISPOSAL

A refuse chute is available for your use in the lobby service cupboard on every floor.

- Please separate waste into each separate type
- Where possible wrap your refuse and use pedal bin liners or supermarket bags
- Break down cardboard boxes as small as reasonably possible before putting into chute

Put bulky items aside for alternative disposal. Anything bigger than 400mm² should not be put in the chute. Removal of bulky items is the responsibility of individual residents. The Estate team are available to assist with removal if and where necessary, however please note that this needs to be booked in advance by contacting Concierge.

Bulky items of waste should be kept inside your apartment until ready to dispose of. Do not leave in communal corridors.

When depositing waste in the chutes, you will need to select the type of waste to be deposited down the chute by pushing the recycle, or general waste button on the selection panel above the door. The waste will then move down the chute into the correct bin as required.

Please note that your waste must be disposed of correctly within the chute otherwise the waste can become contaminated. Therefore, it is important to select the right waste option when you dispose of your waste.

It is also important that large items are not forced into the chute and that only items of a suitable size are disposed of via the chute/s to ensure there are no blockages.

Ensure door is properly shut after use.

USING THE HOPPER

DOOR

- Make sure the Red Light is off - This means the chute is ready to use
- If the red light is on this means the chute is either in use or has been locked
- Locking of the chute would be to replace bins or clean etc.
- To dispose of bagged waste, begin with opening the hopper by the handle with one hand
- With your other free hand place waste bag in hopper.
- Make sure your free hand is now out the way of the closing door
- Close/Release hopper by using the handle.
- Please make sure your refuse has left the hopper once shut
- If the bag is still in the hopper you may need to reduce the amount you are putting in

USING THE BI-

SEPARATOR

Select the type of waste to be deposited down the chute by selecting the respective button on the panel above the door. The options are General Waste and Recycling.

Once selected, the deflector on the bi-separator adjusts to the designated position.

When the bi-separator is in position the green led will illuminate.

At this point you can open the door using the handle with one hand and dispose of the waste with the other.

If the chute is busy, the red led will illuminate. This means that someone at another entry is using the chute or the bins are being changed over/emptied. The hopper door will remain locked in this condition until the user is finished or the bin changeover is complete.

BIN STORE

Access to the bin store in B1 will be controlled via the access fobs for all residents and other authorised personnel. Residents will need to request access to the bin store from Concierge to deposit bulky items.

LIFTS

The main core of the building is served by 6 lifts arranged into 4 passenger lifts and 2 goods lifts.

The lift lobby doors will be controlled with residents required to use their fobs to access the lift lobby. If you have forgotten your fobs, the Concierge will be able to release the doors and select the level required from their desk.

From within the lift you will be able to select the floor you wish to travel to within any access restrictions. Other floors that free access will not be available to are:

- Basement 1 – restricted access to security control room and delivery holding store only
- Basement 2 – access is only available to residents who have purchased a car park space and/or those who have registered to store a bicycle

Access via the stairwell to the floors listed above will require authorised fob access; all other levels will be free access from the stairwell. In the event of a fire all stair core will be unlocked.

You will be able to access any floor via the ground floor stairwell, however for entry to the stairs, you will require a fob. The stairwell at all other levels other than the floors listed above, will have open access from the floor side via a push bar/emergency handle.

To exit the building via the ground floor you will need to use the 'push to exit' button to exit through the access-controlled doors

Passenger Lift:

- Lift Measurements: Door: 1000mm wide x 2100mm high
- Internal Lift Car Dimensions: 1300mm wide x 2100mm deep x 2215mm high
- Maximum Lift Weight: The maximum load is 1425kg or 19 persons

Larger Goods Lift (Fire-fighting Lift):

This lift should not be used for goods or move-ins unless it is unavoidable. Use of these lifts must be booked with Concierge so that it can be monitored and ensured that the other fire-fighting lift is fully operational.

- Lift Measurements: Door: 1000mm wide x 2100mm high
- Internal Lift Car Dimensions: 2000mm wide x 2100mm deep x 2215mm high
- Maximum Lift Weight: The maximum load is 1425kg or 19 persons

LANDSCAPE AREAS

The communal gardens and outside spaces are accessible to the public and residents, subject to Estate regulations. Please note that landscaped areas of the development are subject to a phased opening. This is further detailed within the moving in guide.

CYCLE STORAGE

The secure cycle store* area on level B2 requires use of a fob on entry and exit to release the lock on the secure cycle store gate.

Only authorised users will have access to this basement. Cyclists will use their fob to gain entry via the designated cycle entry door and to control the cycle lift that provides entry to the Level B2 cycle store area. Egress from the cycle store gate is via the request to exit button next to the gate.

Once at the ground floor, the resident simply needs to exit the cycle lift and apply the fob to the proximity reader to allow final exit onto the street.

Residents who wish to use the cycle storage facilities must complete a cycle registration form which can be found on the MySQP portal or provided by the Concierge.

* Please note that during initial occupations a temporary bike store may be in operation.

PARKING

No parking is provided to LGAH residents. There are no visitor parking bays at SQP.

DOOR & WINDOW

CLEANING &

MAINTENANCE

External:

Your windows will undergo cleaning of exterior surfaces organised by the Estate Management.

Internal:

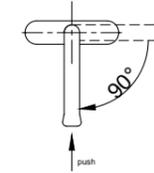
Internal yearly maintenance of windows is also organised by POD, which is funded by the service charge. The Managing Agent will make contact to schedule said checks and it is imperative that access is given. The cost of said yearly maintenance is included within your service charge however any subsequent repairs or maintenance may incur additional charges that will fall to the individual leaseholder to fund.

Aside from this, it is your responsibility as the resident to clean the interior glass of any windows and balconies (if applicable) during the year, following the below:

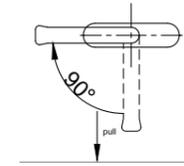
- The internal glass and frames will need to be cleaned as required with a non-alkaline agent, such as soapy water and a soft or micro fibre cloth that will not damage the surface and then dried thoroughly with a soft cloth
- The gaskets and seals will need to be checked a minimum of every 6 months for tears and deformation
- The drainage channels will need to be checked a minimum of every 6 months and kept clear of any debris etc.
- The door and window operation will need to be checked a minimum of every 6 months to ensure everything is still moving correctly
- The moving components including the sliding locks and window handles, will need to be cleaned of any dust and dirt and lubricated a minimum of once a year with acid free grease spray the window hinges will also need lubrication
- Do not lubricate the door hinges as this is not required. Do not use a silicon based lubricant as this can seize the mechanisms. This applies to both sliding and side hung doors
- An annual service will be carried out and access must be allowed for this visit
- Any issues with the operation of the windows or sliding doors must be immediately reported to the Concierge team

WINDOW OPERATION

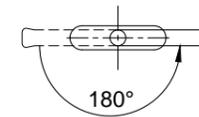
The windows can be opened to approximately 100mm by turning the handle towards you and pushing the window outwards.



The window can then be locked into position by turning the handle right. The handle should be turned left and the window can be pulled closed.



To lock the window, turn the handle to the right, when you wish to close the window.



Do not open windows beyond their permitted tolerances and do not tamper with the restrictors as this can not only damage the windows and incur additional charges which would fall to the individual leaseholder but also pose a significant safety risk.

Do not leave windows open during windy conditions and should you experience any issues with the windows, please report this to the Concierge immediately.

The sliding Juliette balcony doors have a latch that needs lifting upwards to release the door, which will allow the door to slide open. When you wish to close the door, slide the door back into the closed position and push the latch down.

Items must not be placed near or on the window frames as they may be sucked or blown out causing hazard to people below.

All window covering/ blinds must be cream backed. For instructional videos on how to operate windows, please refer to the online portal.

FIXTURES,
FITTINGS &
FINISHES



FINISHING SCHEDULE

Description	Specification	Supplier
Ceiling Finish	Super Matt White Emulsion – RAL 9010	Dulux
Ceiling Finish to Wet Rooms	Moisture resistant painted plasterboard – Vinyl Matt White Emulsion – RAL9010	Dulux
Wall Finish	Super Matt White Emulsion – RAL 9010	Dulux
Joinery - Skirting, Architrave	Matt finish – RAL 9010 – Water based paint Quick Dry Gloss	Dulux

WARDROBES

Specification	Manufacturer
Double Door Wardrobe – Standard Doors with Handles – Shelf and Hanging Rail – no lighting	Aranworld

APARTMENT WINDOWS & DOORS

Description	Specification	Manufacturer
Internal Doors Handle	CSL1192 Lever – Brushed stainless steel	T&A Architectural Ironmongers Ltd
Front Entrance Door Lever Handle	Polished stainless steel with Brown leather insets – Reference BHTALH	T&A Architectural Ironmongers Ltd
Entrance Doors	Solid Timber door 54mm – Brushed stainless steel accessories – Crown cut FSC American Black Walnut veneer finish	Soundcraft Doors
Internal Doors Handle	Solid timber door single leaf – High quality paint finish Matt RAL 9010 - 2040mm – FD30 fire rating	Vicaima Ltd

FLOORING

Description	Specification	Manufacturer
Bathroom and Shower Room Floor Tiles	DRS69 spectrum Matt – 600mm x 600mm x 10mm Rectified Porcelain – Joint 3mm	Domus Tiles
Feature Tile	Jewels DMJE12 – 600mm x 600mm x 10mm Rectified Porcelain – Joint 3mm	Domus Tiles
Bathroom and Shower Room Wall Tiles	DRS74 Spectrum Polished – 600mm x 600mm x 10mm Rectified – Joint 3mm	Domus Tiles
Tile Trim	Stainless Steel Tile trim	Schlüter-Systems Ltd
Mastic Colours	Floor tile/ Wall Tile – 112 Medium Grey Wall tile / Wall Tile – 112 Medium Grey Wall tile/Feature tile 111 Silver Grey Wall tile / Bath – White	Mapei
Grout Colours	B62 8HD – United Kingdom Floor Grout 3mm spacer – 113 Cement Grey Wall Grout 3mm spacer – 112 Medium Grey Feature Grout – hite	Mapei
Bedroom Carpets	Lifestyle Bespoke medium – Headlam Corporate Pile. Quality Sava – Colour depending on apartment colour scheme	Lifestyle
Carpet Underlay	Technics 6 underlay 6mm thick 0.66 TOG	
Engineered Flooring to Living, Dining, Kitchen, Hall and Reception Rooms	Pergo living expression laminate – class 32	Domus Tiles
Door Threshold	Aluminium Profile: Aluminium Alloy 6063 T6 – Black Pr_35_90_31_90	

KITCHEN

Description	Specification	Manufacturer
Range	Moon (008-Handle Less)	Commodore Kitchens
Base and Wall Units	White Matt Lacquer Velvet finish	Commodore Kitchens
Tall Units	White Matt Lacquer Velvet finish	Commodore Kitchens
Carcass and Plinths	18mm White MFC glued and Doweled with Blum soft close Drawer Boxes and Hinges	Commodore Kitchens
Handle	Recessed Handles fingerplates	Commodore Kitchens
Worktop & End Piece for Breakfast Bar/Island	Kensho 20mm Silestone Composite Worktop with bevelled edges	Cosentino
Upstand/Splashback	RAL7040 – 6mm Back Painted Glass Splashbacks	Commodore Kitchens
Sink	1810 Zendo 34/18 – 500 1.5 bowl / single bowl undermounted sink - studio have single bowl	The 1810 Company
Mixer	1810 Cascata Square Spout (Brushed Steel)	The 1810 Company
Recycling/Waste	1 x Waste separating pull out kitchen bin 3 x 10ltr compartments	The Bin Company (UK) Ltd

APPLIANCES

Description	Manufacturer	Model	Energy rating
Single Oven	Bosch	HHF133BS0B	A
Integral 45cm Dishwasher	Bosch	SPV25CX00G	A+
Integral 60cm Dishwasher	Bosch	SMV40C00GB	A+
Integral 70/30 Split Fridge/Freezer	Bosch	KIV38X22GB	A+
60cm Ceramic Hob	Bosch	PKE611CA1E	-
Free-standing Washer/Dryer	Neff	V7446X2GB	A
Sklock Telescopic Built In hood Extractor	Elica	SKLOCK-LED-60	-
Zendo 340/180 1.5 Undermount Sink Satin SS	The 1810	ZD/3418/U/S/BBL022	-
Zendo 180/340U BBR Undermounted Sink Satin SS	The 1810	ZD/1834/U/S/BBR024	-
Zendo 500U Single Bowl Undermount Sink Satin SS	The 1810	ZU/50/U/S/021	-

Residents are advised to register their appliances using the QR scan code. When you scan the code with your smartphone, you should be directed to the manufacturer's mobile website. The landing page will offer mobile registration links to product literature and videos in some cases.

SANITARYWARE

Description	Manufacturer	Model
WC Pan – Sento Rim Wall Hung white	Vitra	77488003-0075
WC Seat – Sento Slimline Soft Close white	Vitra	100-003-009
WC frame – Duofix WC frame 82cm frame with concealed cistern	Geberit	Omega20
WC Flush Plate – Dual Flush Plate Omega20 Gloss Chrome	Geberit	115.085.KH.1
Basin – Sento Semi recessed basin 550mm with one tap hole – Polish Finish	Vitra	5637B0003-0001
Basin Mixer – Ion Mini Mono C/W - Polished Chrome	Vado	38.50 38.50
Basin Waste – Click Clac waste - Polished Chrome	Vado	ION-100M/CC-C/P
Bathtub – Saniform Plus 1700x750 heavy gauge enamelled steel bathtub with Partial Antislip finish	Kaldewei	373
Bath/Shower Valves – Tablet Altitude Horizontal Concealed 2 Outlet, 3 Handle – Polished Chrome	Vado	210.00
Bath Filler – Bath filler waste and overflow with clic-clac waste operation	Vado	WG-81389-C/P
Shower Arm – Slide rail shower kit with round single function rub-clean shower handset - Polished Chrome	Vado	AMT-SFRK/2-FR/6/c/p
Wall outlet CP – Polished Chrome	Vado	ELE-OUTLET-C/P
Bath /Shower Screen – Chrome Components - 10mm clear glass with Easy Clean glass finish	Glass Designs	N/A
Toilet Roll Holder – Polished Chrome	Vado	SHA-180CP
Heated Ladder Towel rail	Bridge House	126008
Robe Hook – Shama Wall Mounted Hook - Polished Chrome	Vado	SHA-186-C/P
Shaver Socket – Ultra Screwless – Chrome	Deta	8571CW
Worktop – Composite top in 26mm thickness Silver Ash, colour ref: 113 with 5mm overhang	Velstone	N/A



LOOKING AFTER YOUR APARTMENT

ALTERATIONS

All alterations require Freeholder consent in accordance with the lease. Alteration requests should be passed to RHP/L&G for first approval. If they would be happy to consent, then this needs to be passed to POD to obtain Freeholder consent.

FIXINGS TO WALLS

The walls surrounding, and within, your property are constructed as follows:

External walls:

A combination of plasterboard on an insulated metal framework with an external cladded leaf.

Walls between apartments:

2 layers of plasterboard each side of an insulated metal stud system.

Walls within your apartment:

1 layer of plasterboard each side of an insulated metal stud system.

It is recommended that you avoid hanging any objects from external walls. This will assist with maintaining the thermal qualities within your home.

There is a 1200mm ply board section inside the walls above media panels in the living area and bedrooms for wall mounting TV's. This is fitted approximately 1200mm above floor level.

When fixing to the internal walls within your apartment it is recommended that appropriate fixing methods are used however you will need to make sure what you buy is suitable and that it will take the weight of what you intend to hang.

Please also remember to use a detector to ensure that there are no water pipes or electric cables in the location you intend to use fixings.

SANITARYWARE

To prevent the build-up of limescale, dirt or mould all acrylic and ceramic sanitaryware should be wiped down immediately after use with a soft cloth and warm soapy water. Use a non-abrasive cream cleaner or multi-purpose surface cleaner on a weekly basis. Please avoid household chemicals like paint stripper, nail varnish remover or strong disinfectants. These can damage bathrooms. If they do accidentally come into contact, then rinse the area thoroughly with water.

You can use a bleach in the toilet bowl if you need to, however, don't leave strong bleach or cleaners in the bowl for extended periods of time or overnight.

FLOOR & WALL TILES

It is important to introduce a frequent cleaning regime. First remove any loose dirt or grit by vacuuming or sweeping with a dry brush. Follow by cleaning with warm water with a neutral, low sulphate detergent. This should be followed by a final rinsing with clean water to remove any residual dirt.

The routine cleaning of glazed ceramic wall tiles should be carried out after the removal of any loose dirt or grit by wiping off with a dry cloth, followed by washing with warm water with a neutral pH neutral or suitable non-aggressive detergent. Aggressive detergents should not be used. Rinse with clean water to ensure thorough removal of the detergent solution. The installation should be given a final wipe down and polish with a clean, dry, soft cloth.

Every six months a detailed thorough examination should be carried of all tiles / grouts /silicone to confirm integrity. Should any faults be found then these should be rectified immediately. This is to prevent water ingress into the structure that would be extremely detrimental to the life expectancy of the product.

KITCHEN CARE

Gloss Door Care: Clean using only a solution of 95% lukewarm water with no more than 5% soap. Use a clean, damp (not wet) microfibre cloth. Any cooking marks must be wiped immediately. Do not allow liquids to seep into joints of doors and wipe any spillages immediately. Never attempt to clean the entire kitchen in one go, instead concentrate on smaller areas at one time.

Do not use any of these products to clean your kitchen doors:

- Wax furniture polish
- Bleach / chlorine based cleaning products
- Abrasive cleaners
- Solvents
- Alcohol based cleaners
- Ammonia or any other similar product
- Scouring pads or abrasive cloths

Railing handle systems undergo a special finishing process to give its surface a lasting shine – it is acrylic lacquer, bake coated in its final stage of manufacture. Gentle care and cleaning will help preserve this shine. Wiping over the surface with a slightly dampened cloth, adding a few drops of washing up liquid is all that is needed. On no account should abrasively cleaning agents or conventional metal polishes be used.

Please be extremely careful with foods and drink that could cause staining or marks such as lemon or red wine. If this should happen, please ensure there are cleaned up immediately following the above advise.

GLASS & METAL FINISHES

Mirrors and Glass should be cleaned with proprietary glass cleaner. It is important not to wear rings of other jewellery that may scratch the surface while cleaning, any broken glass should be replaced immediately. All internal glass in the façade can be kept clean with mild soap and water alone.

IRONMONGERY

Clean with a proprietary non-abrasive cleaner as required. Every six months oil and grease locks, hinges and moving parts to ensure smooth operation. All fittings should be checked to ensure they are surely fixed in position and any adjustments carried out. A light odour free oil should be used.

INTERNAL CLEANING FOR WINDOWS & BALCONIES

Cleaning and maintenance of external balconies will be organised by the Estate Management team. Residents are required to clean the internal surfaces only.

Glass:

All of the glass can be kept clean with mild soap and water alone. However, if cleaning has been postponed for too long, and the dirt is especially tenacious, a more aggressive cleaning technique may be required, which could increase the risk of surface damage.

Stainless Steel:

Stainless Steel surfaces to the balconies can be cleaned with a clean sponge, soft cloth or soft-fibre brush then rinse with clean water and dry.

Rules to follow:

- Match Cleaner to Finish
- Make a Spot Test to be Sure
- Observe Cleaning Frequency
- Follow the Manufacturer's Recommendations
- Do Not Mix Cleaning Agents
- Avoid Drips and Splashes



UNDERFLOOR HEATING & COOLING CONTROLS

A centralised boiler system provides heating and hot water to your apartment through the heat interface unit (HIU) situated in the utility cupboard.

Cooling is provided by chillers located at Level B1, they provide chilled water to the fan coil units located within the ceiling void of the kitchen/living room and bedrooms. In the event that it has been left running, the system will turn off automatically after 24hours with no operation.

To turn back on, adjust the manual thermostat in the chosen room. There is a set procedure for resetting this:

1. HIU spur to off
2. Hot and cold rocker switch to neutral
3. All thermostats set to minus, wait 30 seconds
4. HIU back on
5. Hot and cold switch to cold
6. FCU's will then start up

An Underfloor heating system has been installed to each apartment bedroom, living room and bathroom. Room temperature can be adjusted using thermostat located in each room.

Located in the utility cupboard there is an interlock switch, this toggles between off (middle), down (cooling) and up (heating).

MECHANICAL VENTILATION HEAT RECOVERY (MVHR)

A mechanical ventilation heat recovery (MVHR) unit has been installed in your apartment to provide continuous background ventilation. The unit provides heat recovery via a plate heat exchanger, extracting heat from the exhaust air and transferring to the intake air. This transfer of energy enables an energy saving to already tempered air within the apartment. The MVHR is automatically controlled by the integral control panel.

Your MVHR units are commissioned specifically for your apartment and settings should not be altered. It is also recommended that the unit is not turned off for long periods of time.

Boost mode will be enabled automatically when moisture is detected in the return air. There is a boost switch located on the integral control panel, this will increase the extract rate to the higher setting.

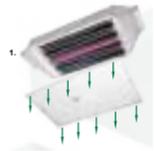
NOx filters are fitted on the intake air to the MVHR unit to minimise indoor air pollution in accordance with NHBC requirements and air quality recommendations.

The below are the plots where they have been installed.

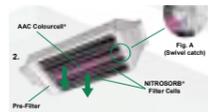
- Plot 01 (Level 02-07)
- Plot 02 (Level 02-07)
- Plot 03 (Level 02-06)
- Plot 04 (Level 02-03)

The filter consists of chemically absorbent polycarbonate transparent filter cells. The cells will change colour when filter is fully spent, indicating filter replacement is required. To replace the filter, follow the steps outlined below:

1. Remove the access panel from the unit by undoing the series of screws retaining the panel in place



2. Withdraw the filters individually from the unit by retaining swivel catch to one side



3. Remove the Pre filter and replace with a new filter ever 6-12 months



4. After the filters have been removed, reinstall the replacement filter cells into the unit and move the swivel catch to retain them in place



5. Replace the access panel with securing screws

HOT WATER

The sanitary appliances within your apartment will be supplied with hot water via the Heat Interface Unit (HIU). The HIU will be set at 55°C. The HIU temperature can be elevated to 60°C by the user if required. Baths and basins will be provided with thermostatic mixing valves (TMV). Shower mixer valves will also include integral TMV control.

WATER QUALITY & SAFETY

The Chilled Water System is automatically circulated to ensure there is no stagnant water. The Low Temperature Hot Water is a closed system with treated water and therefore does not need maintenance from the residents.

It is recommended that taps are left running for a few seconds before using the water.

It is recommended that water flushing is carried out upon return to your property after a significant period away, for example on holiday. The process should take no longer than 5-10 minutes and will maintain water quality and prevent legionella bacteria to contaminate the water supply.

DOOR ENTRY

A door entry system has been installed in your building and apartment. The door entry panels are located at visitor entry points and will provide an audio indication when a visitor makes a call to the apartment.

1. The system will idle continuously until one of the door entry panels is operated by placing a call to the resident's apartment
2. The call is then diverted to the Concierge
3. The resident will hear an audio call tone and visual indication of the visitor calling
4. The Concierge can then pick up the call and have a two-way conversation with the visitor and grant them access through the associated door
5. The system will then return to idle after the Concierge has hung up the call
6. Once the door entry panel has been operated by making a call to the resident's apartment, the resident can answer the call and speak to the visitor directly
7. The system will then return to idle after the resident has hung up the call

FIRE PROTECTION

The structure of the building has a minimum fire resistance not less than 2 hours. All floors separating storeys have a minimum fire resistance not less than 2 hours and the apartment separating walls have a minimum fire resistance not less than 1 hour.

LEAK DETECTION

A Leak Detection system is installed at points around the apartment where a possible water leak may be present in non-accessible areas. The Detection Panel is installed in the Mechanical Utility cupboard. If there is a water leak in the detection areas this will register on the detection panel and the building management services should be notified immediately.

Concierge will also receive an alert and will come to the apartment. In the event no-one is at home, or a leak is found, water will be isolated to the apartment.

SPRINKLERS

Sprinklers are provided in all apartments and the residential corridors are equipped with a mechanical smoke ventilation system to extract the smoke in the event of fire. The majority of the basement and the amenity / ancillary spaces at ground to second floor have also been installed with sprinklers.

Internal apartment sprinklers are subject to yearly maintenance inspections organised by POD. The cost of this will be included within the service charge. Please note you will need to provide access to your apartment for maintenance at the time of request from POD.

The sprinkler heads are located above plastic caps in the ceiling and are susceptible to damage so care should be taken to avoid direct contact with the caps as this may trigger the sprinkler head.

- Do not paint the sprinkler heads
- Do not alter or apply any type of ornamentation or coating to the sprinkler heads

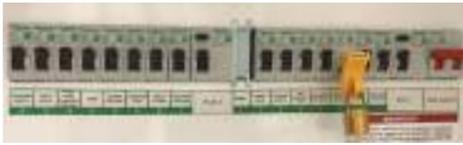
LIGHTING CONTROLS

Lighting in all rooms of the apartment is controlled via individual wall switches and also via the central control panel in the living area.

ELECTRICAL

The electricity supply enters your apartment via the main electrical service cable and electricity meter, located within the utility cupboard. Meter readings and your meter reference number can be taken from here.

The consumer unit, as pictured below, is located within the utility cupboard. It contains the main on/off switch along with a number of MCBs (miniature circuit breakers), which protect individual circuits in much the same way as a fuse; by “breaking” the circuit and shutting off the electrical supply in the event of a fault.



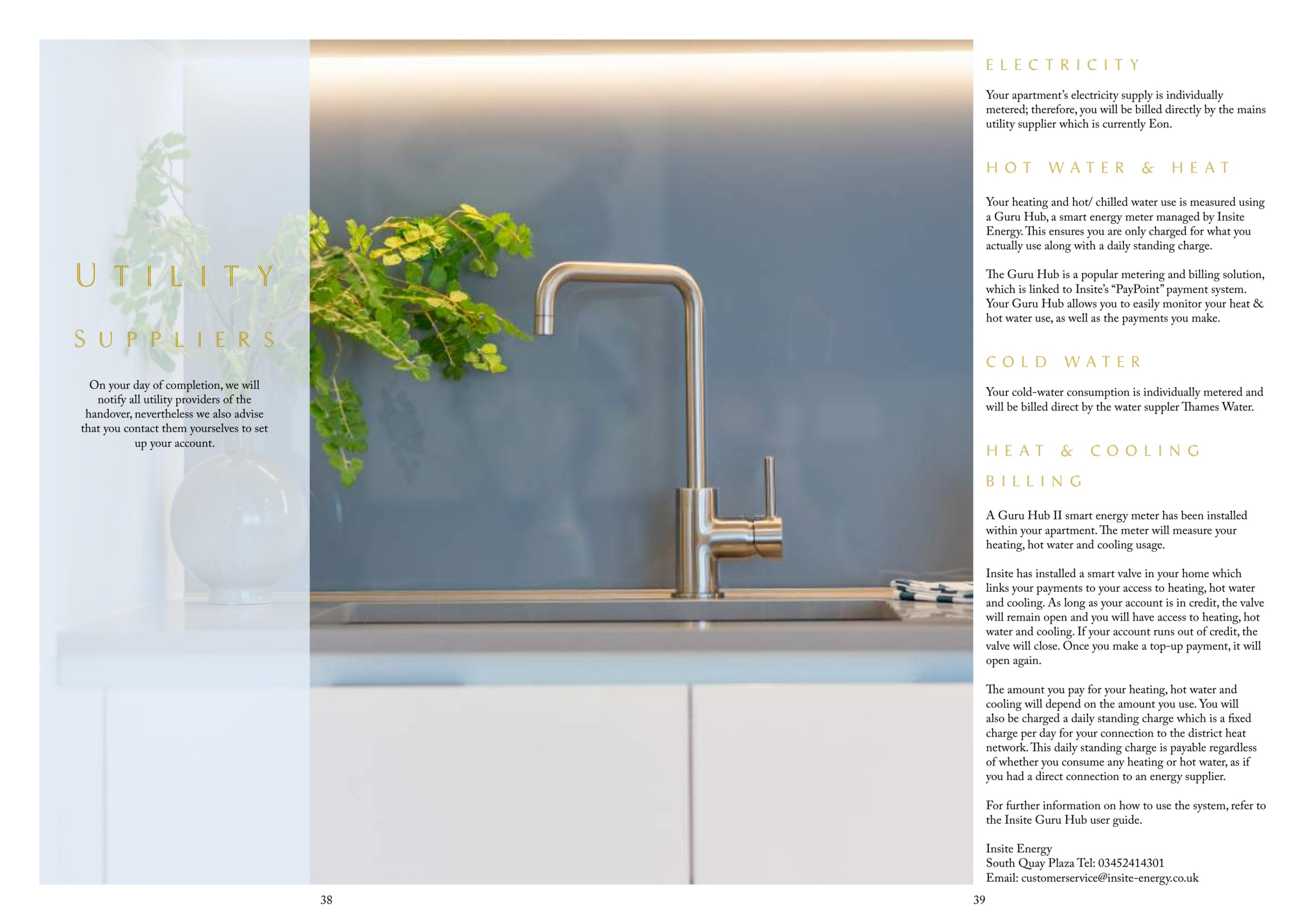
ELECTRICAL FAULT/ FAILURE

In the event of a loss of power to the entire apartment first check that the main switch on the consumer unit is not in the “OFF” position. If this is the case the flipping it back to the “ON” position should restore power to the apartment. If this is not the case, or if the above does not restore power to the apartment, then please contact RHP. If they are unable to assist you, contact the electricity service provider or your current electricity supplier.

If there is a loss of power to an individual circuit within your apartment:

- Disconnect, rather than just switch off, any appliance connected to the circuit on which the fault has occurred
- The switch on the affected MCB within the consumer unit will be in the “OFF” position. Switching the MCB to the “ON” position should restore power to the affected circuit. Do not keep switching the MCB if it does not restore power to the circuit or will not stay in the “ON” position
- To identify the faulty appliance, reconnect and switch on each appliance in turn
- If the cause of the fault cannot be identified, or the power to the affected circuit cannot be restored then contact RHP or a qualified electrician, as you may, for example, have a fault within a fitted socket or switch





UTILITY SUPPLIERS

On your day of completion, we will notify all utility providers of the handover, nevertheless we also advise that you contact them yourselves to set up your account.

ELECTRICITY

Your apartment's electricity supply is individually metered; therefore, you will be billed directly by the mains utility supplier which is currently Eon.

HOT WATER & HEAT

Your heating and hot/ chilled water use is measured using a Guru Hub, a smart energy meter managed by Insite Energy. This ensures you are only charged for what you actually use along with a daily standing charge.

The Guru Hub is a popular metering and billing solution, which is linked to Insite's "PayPoint" payment system. Your Guru Hub allows you to easily monitor your heat & hot water use, as well as the payments you make.

COLD WATER

Your cold-water consumption is individually metered and will be billed direct by the water supplier Thames Water.

HEAT & COOLING BILLING

A Guru Hub II smart energy meter has been installed within your apartment. The meter will measure your heating, hot water and cooling usage.

Insite has installed a smart valve in your home which links your payments to your access to heating, hot water and cooling. As long as your account is in credit, the valve will remain open and you will have access to heating, hot water and cooling. If your account runs out of credit, the valve will close. Once you make a top-up payment, it will open again.

The amount you pay for your heating, hot water and cooling will depend on the amount you use. You will also be charged a daily standing charge which is a fixed charge per day for your connection to the district heat network. This daily standing charge is payable regardless of whether you consume any heating or hot water, as if you had a direct connection to an energy supplier.

For further information on how to use the system, refer to the Insite Guru Hub user guide.

Insite Energy
South Quay Plaza Tel: 03452414301
Email: customerservice@insite-energy.co.uk



CGI depicts the landscaped gardens and is indicative only.

SUSTAINABILITY

MOISTURE FROM CONSTRUCTION

Your newly constructed apartment needs to be acclimatised gently for the first few months, so it can dry out gradually. When you move into your new home, there is moisture present that was absorbed by the building materials during construction.

The heating should be used sparingly at first, so the underlying building structure warms up and dries out gradually. At the same time, the evaporating moisture needs to be ventilated away to avoid problems with dampness and condensation. Please assist this drying out process by leaving windows open whenever possible.

During this process, small hairline shrinkage cracks may appear in the plaster. This is considered normal and is not a cause for concern. At the end of the first 12 months, these cracks can be filled prior to any redecoration.

CONDENSATION

Condensation can be a problem, even in new homes. Condensation is caused when steam or water vapour comes into contact with cold surfaces (in the same way that steam in the bathroom mists up the mirror). If condensation forms in your home, it will provide ideal conditions for mould to grow. Over time this will lead to an unhealthy environment and can spoil the appearance of your new home. Many daily activities produce water vapour, which may cause condensation if it is allowed to spread around the home. To prevent this;

- Use lids to cover pans when cooking to reduce steam. This will also help to save on energy as covered pans heat quicker
- Use the ventilation booster switch in your kitchen when cooking
- Keep doors closed when cooking, washing, bathing and drying clothes indoors
- Do not switch the MVHR unit off. This is designed to stop moisture spreading throughout the home by removing it from the room it is created in
- Homes that are heated continuously are less likely to suffer condensation problems. This is particularly important in the colder months as moist air (from showers or cooking) will condense on cold walls
- Use heating timer controls and thermostats to heat your home in a controlled and regular manner

ENERGY EFFICIENT FEATURES IN YOUR HOME

- Smart Meters – Smart Meters are the newest form of meters for your gas and electricity. You can have an In-Home Display Unit which will show you how much energy you have used. In turn, this will then help you to monitor your energy usage in your home
- Dual Flush System – With a choice of two flush buttons to press, you can help save water by using the relevant flush on your toilet
- LED Lighting – Another way of helping reduce the energy you use, we recommend on fitting LED bulbs throughout your home. Not only will this help save energy, it may help with your electricity bills

ENERGY CONSUMPTION & CONSERVATION

Using energy efficiently is good for the environment and can also save you money on your bills. The standard unit for measuring energy consumption is kilowatt hours (kWh).

Photovoltaic (PV) panels have been installed on the roof of Hampton Tower. These generate electricity from daylight which is used to power the communal areas. Generating this renewable energy from the solar panels lowers the running costs of the building.

Energy efficient white goods have been selected for your home. The EU energy efficiency labelling scheme gives ratings of A+++ to G where G is the least energy efficient. When buying a new appliance, check the energy label to ensure it has an efficient rating. The more efficiently an appliance uses energy, the cheaper it is to run.

ENERGY SAVING

HINTS & TIPS

As well as saving on your electricity bill, following the energy saving tips below will help your appliances to last longer.

General

- All lighting in your apartment is LED. These bulbs are much more efficient than traditional fittings. When replacing bulbs purchase energy-saving LED models
- Kettles are not very energy efficient so filling the kettle with only the water you need will save energy, and reduce your bills. Measure the amount of water you need with your mug and tip this into the kettle when making tea
- Turn off appliances at the plug rather than leaving them on standby. Appliances like TVs, games consoles, stereos, computers, washing machines, dishwashers and tumble dryers left on standby can use up to 85% of the energy they use when switched on

Fridge and freezer

- Keep your door seal clean. This will stop heat getting into your fridge, which leads to your fridge using more electricity
- Defrost the freezer compartment when the ice is 1.5cm thick – any thicker and the fridge will use more electricity
- Vacuum the back of the fridge every six months to avoid a build-up of dust. Dusty coils mean that the fridge will have to work harder, increasing your electricity bills
- Place heavy items such as milk cartons close to the door hinges. This will place the doors under less stress
- If your fridge starts to freeze, or if the food goes off quickly, adjust the thermostat
- Clean and drain your fridge freezer every few months. This will help to prevent leaks that could damage your floor

Dishwasher

- Keep the sprayer arm clear from any obstruction
- Check the dishwasher's drain regularly and remove any food or objects from the filter (the manufacturer's manual will explain where the filter is and how to clean it)
- Clean the inside of your dishwasher. Grease, detergent residue and calcium deposits can build up. You can use a couple of cups of white wine vinegar to wash them away

Washing machine

- Keep your door seal clean
- Wash clothes at a low temperature to reduce costs. Washing at 40°C will use a third less electricity than washing at 60°C. Most modern washing detergents are designed to wash clothes well at 30°C, or even at 15°C
- Run the washing machine with full loads rather than half loads. One full load uses less energy than two half loads

Heating

- Turn your thermostat down to reduce your heating bill over time
- Close windows when the heating is on to stop the heat escaping
- Wear warm clothes when indoors during winter months instead of turning the heating up
- Set the heating controls so that your property is heated only when you are at home. If you are out for long periods of time, set your controls to turn off
- Your home has a high level of thermal insulation to prevent heat loss, keeping your home warm and reducing your bill. For improved indoor air quality, your home is fitted with a Mechanical Ventilation with Heat Recovery (MVHR) which runs continuously in the background. Fresh air entering your home passes through a heat exchanger where it is warmed by the stale air leaving. This means that you do not waste the energy that has been used to heat your home during winter. This function is not used in the summer so that heat can escape to keep your home cool. You should not touch this except to clean the filters or use the boost button

For more energy saving good practice information refer to the Energy Saving Trust.

Web: www.energysavingtrust.org.uk

WATER EFFICIENCY AND CONSERVATION

The south-east of England is a 'water-stressed' area, meaning that there is not enough water to meet the high demand. This is due to many reasons, including climate change (which affects weather patterns causing flooding and drought) and also the growing population. As well as the environmental benefits, saving water in your home will help you to save on your water bills. It will also help you save on your heating bill as it requires energy to heat hot water. Below are some water efficient features of the development, and tips on how to save water in your home;

- Take shorter showers
- Turn off the tap while brushing your teeth
- Run full loads when using dishwashers and washing machines
- Fix dripping taps and leaks and/or report them.
- All homes at SQP are designed to achieve a water efficiency of 105 litres per person per day if used correctly
- The landscaping at SQP is fed by a 15,000 litre rainwater harvesting tank and topped up by mains water

SUSTAINABLE DIY

When performing any DIY on your apartment, try to ensure you follow steps to reduce the environmental impact of the works.

Wood is a renewable natural resource, but the Earth can produce only so much, and Britain is one of the largest over consumers in the world. For new wood and wood products, ensure anything you buy carries the logo of the Forest Stewardship Council, which indicates that it has come from responsibly managed forests.

Visit FSC's website (www.fsc-uk.org) for more information, including products and where to buy them. See also Friends of the Earth's Good Wood Guide.

Thermafleece insulation makes use of a renewable UK product – sheep's wool. Warmcel insulation and insulating boards are made from old newspapers.

Often 'green' and 'natural' are seen as synonymous. But buying recycled synthetics can divert resources from landfill – creating one more cycle in a human-created system, rather than making yet more demands on already

overburdened ecosystems. Recycled plastic fencing, for example, can be more environmentally sound than new wood – even though it's less 'natural'.

For flooring, one good approach is to choose natural, renewable materials such as coir, sisal, jute, cork and wool; real linoleum (not its PVC imitation) is also a traditional natural product. On the other hand, you could go for recycled carpets – these will usually use mixed fibres, and so cannot guarantee to be 'natural'.

The range of green DIY products available is expanding and green DIY suppliers offer not only a good range of products but also advice and information on the products and their use.

For further information on reducing your environmental impact, visit www.greenchoices.org.

DIY SAFETY

Please consider the following safety points before undertaking any DIY projects:

- Do you need to take any precautions e.g., ventilation or use protective equipment
- Do you have the right tools and are they in good working order?
- Remember to check for the location of pipes or cables beneath wall or floor surfaces using a cable detector before drilling

PAINT & VOLATILE ORGANIC COMPOUNDS (VOC)

Some of the most harmful chemicals found in paint are volatile organic compounds, or VOCs. VOCs are unstable, carbon-containing compounds that readily vaporize into the air. When they enter the air, they react with other elements to produce ozone, which causes air pollution and a host of health issues including breathing problems, headache, burning, watery eyes and nausea.

Low-VOC and VOC-free paints, which are now widely available and sold by most major paint manufacturers, are a far safer and environmentally friendly alternative. When performing any painting in your home, it is recommended that you use paints which are low in, or completely free of, VOC's.

SUSTAINABLE DRAINAGE SYSTEM (SUDS)

A sustainable drainage system which meets the performance requirements stated in BS EN 12506 has been installed within South Quay Plaza.

The installed surface water drainage system allows the surface water captured throughout the footprint of the building to reduce within the attenuation chamber adjacent to the dock wall which will maintain a constant water level the same as the water level within the dock. When rain is captured and water level increases, the flap valves will be forced open and allow the water to flow into the dock.

Maintenance – The foul water infrastructure will be maintained by the free holder. Due to the high risk associated with access to the surface & foul water systems; the maintenance is on a reactive basis, if any blockage occurs a specialist contractor who is trained and competent will handle the situation. In most cases jetting of the pipes is sufficient which can be completed from the surface level.

The benefits of a Sustainable drainage system include but are not limited to the following:

- Flood risk management – reducing the risk of flooding from development
- Water quality management – reducing the impact of diffuse pollution
- Improving amenity and biodiversity – the integration of green infrastructure with SuDS solutions can help to create habitat, recreational and biodiversity areas
- Water resources – SuDS can help to recharge groundwater supplies and capture rainwater for re-use purposes
- Community benefits – attractive, well designed public open space that incorporate SuDS can help to create better communities through social cohesion and quality of life improvements

WASTE & RECYCLING

Recycling is important for the environment. There are finite resources in the world and by sending your waste to be recycled, it can be cleaned, screened, and reprocessed into new materials, and manufactured into new items. Contaminated waste may end up in landfill which is very expensive for local councils – as of 2020 there is a charge of £94.15 per tonne.

The London Borough of Tower Hamlets collects your waste. It is important that you segregate recyclable and black bag waste. There is a segregated bin in one of your kitchen cupboards to help you keep these waste streams separate.

A refuse chute is available for your use in the core lobby in every floor. To make use of this, please separate waste into each separate type. Where possible wrap your refuse and use pedal bin liners or supermarket bags. Break down cardboard boxes as small as reasonably possible before putting into chute. Please put bulky items aside for alternative disposal and note that anything bigger than 400mm² should be avoided putting in the chute.

Don't force oversize or bulky items into the chute (anything bigger than 400mm²), discharge cigarette ends into chute or discharge loose glass or breakable items into chute

The following items can be put in your recycling:

- Plastic bottles e.g. cleaner and detergent bottles, milk and drinks bottles, toiletries and shampoo bottles
- Plastic packaging e.g. food pots and tubs, plastic trays, yoghurt pots
- Cardboard e.g. egg boxes, toilet roll tubes, food and drink cartons, cardboard punnets
- Paper e.g. junk mail, envelopes, telephone directories, magazines, newspapers
- Glass e.g. Glass bottles and jars
- Metal packaging e.g. aerosols, drinks cans, food tins
- Foil e.g. aluminium foil

To get the most out of your recycling:

- Flatten boxes to fit the most in your bins
- Rinse out plastic food containers
- If cardboard is saturated with oil, tear the affected section and put this in your black waste
- Batteries should not be put in your normal waste but can be recycled at many supermarkets

For more information visit www.recyclenow.com or contact London Borough of Tower Hamlets.

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

Tel: 020 7364 5000

Web: www.towerhamlets.gov.uk

RESPONSIBLE SHOPPING

Our choices when we shop affect the environment and the lives of people in the supply chain. Try and shop for local and seasonal products. Choosing products which have not travelled so far means they have a lower carbon footprint (have caused less carbon emissions on the journey to where they were made/grown to your home).

Many products have sustainability certifications. Look out for schemes such as the ones identified below for reassurance that the product you are purchasing is ethically and environmentally sustainable;

- PEFC and FSC certified wood items
- Cruelty Free certified beauty and cleaning products
- Soil Association Organic food products
- Fairtrade products
- MSC certified seafood
- Rainforest Alliance products

SUSTAINABLE TRAVEL

Transport for London aims to get more people making journeys by active travel methods. Examples of active travel are walking and cycling. The nearest TfL cycle hire docking stations to SQP are;

- Lightermans Road, Millwall
- South Quay East, Canary Wharf

Where active travel is not possible, there are excellent public transport links close to SQP including South Quay DLR station and Canary Wharf (Jubilee line).

Using public transport is better for the environment than traveling by petrol or diesel vehicles.

Visit www.tfl.gov.uk/plan-a-journey/ to work out your best route when planning a journey.

T R A V E L



CGI depicts the landscaped gardens and is indicative only.

LONDON

UNDERGROUND/ DLR

Canary Wharf is possibly London's best-served district for transport. Its Underground station (Jubilee line) is only a 500-metre walk from South Quay Plaza.

Directly opposite South Quay Plaza is South Quay DLR (Docklands Light Railway) station, only a short journey to London City Airport (the only airport situated in London itself) and Stratford International station, which connects to all the UK's Eurostar stations.

Walking distance from South Quay Plaza:

DLR (South Quay)1 min
Underground (Canary Wharf) 10 mins

For further information, please refer to the Transport for London website, www.tfl.gov.uk.

CYCLING

The London bike sharing scheme, Santander Cycles, has several docking stations in the area, as follows:

- Fisherman's Walk West
- Heron Quays DLR
- Jubilee Plaza
- South Quay East
- Upper Bank Street
- Import Docks
- Westferry Circus

For further details on buses, and general info on getting around London on bicycle, please visit the Transport for London website www.tfl.gov.uk/maps/cycle.

LONDON CYCLING

INFORMATION LINKS

London Cycle Network:
Web: www.londoncyclenetwork.org.uk

London Cycling Campaign
Web: www.lcc.org.uk

Sky Ride
Web: www.goskyride.com

Cycle Route Network Map

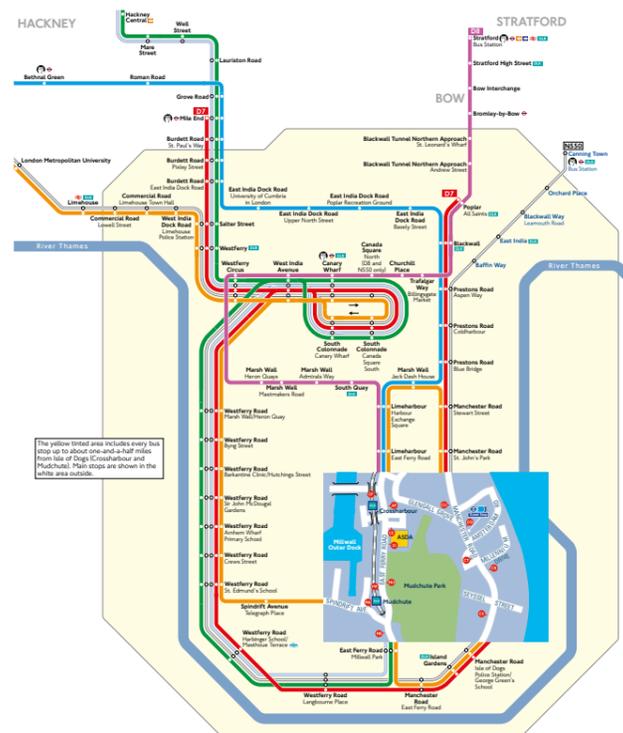


Key

	Traffic-free route on the National Cycle Network
	Traffic-free route (not on the National Cycle Network)
	On-road route on the National Cycle Network
	On-road route (not on the National Cycle Network)
	National Cycle Network route number

For further information visit:
www.osmaps.ordnancesurvey.co.uk or
www.sustrans.org.uk/national-cycle-network

BUS



Bus route	Towards	Bus stops
135	Crossharbour	C, D, F, G, J
	Old Street	B, C, E, F, G, J
277	Crossharbour	C, D, F, G, J
	Dalston Junction	B, C, E, F, G, J
D3	Bethnal Green	B, C, G, J
	Leamouth	C, F, H
D7	Mile End	B, C, E, F, G, J
	Poplar	C, D, F, G, J
D8	Crossharbour	D, G, J
	Stratford	B, C, F, H
N277	Crossharbour	C, D, F, G, J
	Islington	B, C, E, F, G, J
N550	Canning Town	C, D, F, G, H, J
	Trafalgar Square	B, C, E, F, G, H, J

RIVER

A short walk from South Quay Plaza is Canary Wharf Pier, which offers 4 peak ferry services an hour into Westminster, with a journey time of 26 minutes. South Quay Plaza is located on the north side of South Quay DLR station, immediately south of the Canary Wharf estate.

Distance from South Quay Plaza:
River Bus17 mins

For further details on buses, and general info on getting around London by river, please visit the Transport for London website www.tfl.gov.uk/maps/river.

CROSSRAIL

Opening in 2022, London's newest high-speed rail link, Crossrail, will provide quick access to the heart of the capital and beyond. Canary Wharf's Crossrail station will connect to Heathrow airport in 40 minutes and to 40 intercity terminals.

For further information, please refer to the Crossrail website, www.crossrail.co.uk.

CAR CLUB

The nearest car club bay is operated by Enterprise and is located around 200m south west of South Quay Plaza along Millharbour.

The following car club companies also operate in Tower Hamlets:

Company	Contact Details
Enterprise Car Club	Tel: 0345 266 9290 - option 1 Web: www.enterpriseclub.co.uk
Hertz	Tel: 020 7365 3369 Web: www.hertz247.co.uk
Sixt	Tel: 01246 506220 Web: www.sixt.co.uk
Zip Car	Tel: 0333 240 9000 Web: www.zipcar.com

The following car clubs operate "Free-Floating vehicles" in Tower Hamlets:

Company	Contact Details
DriveNow	Tel: www.drive-now.com/en Web: 0207 018 8269
ZipCar Flex	Tel: 0333 240 9000 Web: www.zipcar.com/en-gb/flex
Ubeeqo	Tel: 0330 8080 384 Web: www.ubeeqo.com/en-gb

RESPONSIBLE TRAVELLING

Travelling either around your local area or on holiday to far away lands can put pressure on the environment, as extra carbon and greenhouse gas emissions are emitted.

Ideas for a greener traveling experience

Take the bus or walk – Especially for short, local journeys – public bus services or walking can save carbon emissions, time and money. It can help your fitness levels too!

Get cycling – Cycling is good for you, good for the environment, it's fast, it's convenient, it gives you freedom and independence, takes you from door to door and is reliable. For cycle routes, please see the following map or contact Transport for London (TfL) for a free map (see details below).

Take the train on holiday – Taking the train instead of a car or plane can help relieve your stress levels as well as getting you there quicker. By taking the train you could also cut your carbon emissions by up to 80%*.

Offset any flights you take – Carbon off-setting schemes are available to help you calculate your CO2 emissions and then to donate money into off-setting schemes such as tree planting, research and grants for new green technology and further schemes

Below is some further information about sustainable travel ideas in your local area:

Sustrans W: www.sustrans.org.uk
T: 0845 113 00 65



Sustrans is a sustainable transport charity. The website includes information about the National Cycle Network, cycle routes and other cycling events.

National Rail Enquiries W: www.nationalrail.co.uk
T: 08457 48 49 50



The service provides advice on journey planning and train service updates. It has operator information, latest changes and disruption information.

Transport for London W: www.tfl.gov.uk
T: 0207 222 1234



TfL manages London's transport network. It is responsible for London's buses, the Underground, the Docklands Light Railway (DLR) and the management of Croydon Tramlink and London River Services. The website has information about all London's transport and provides free maps of cycle routes in the city

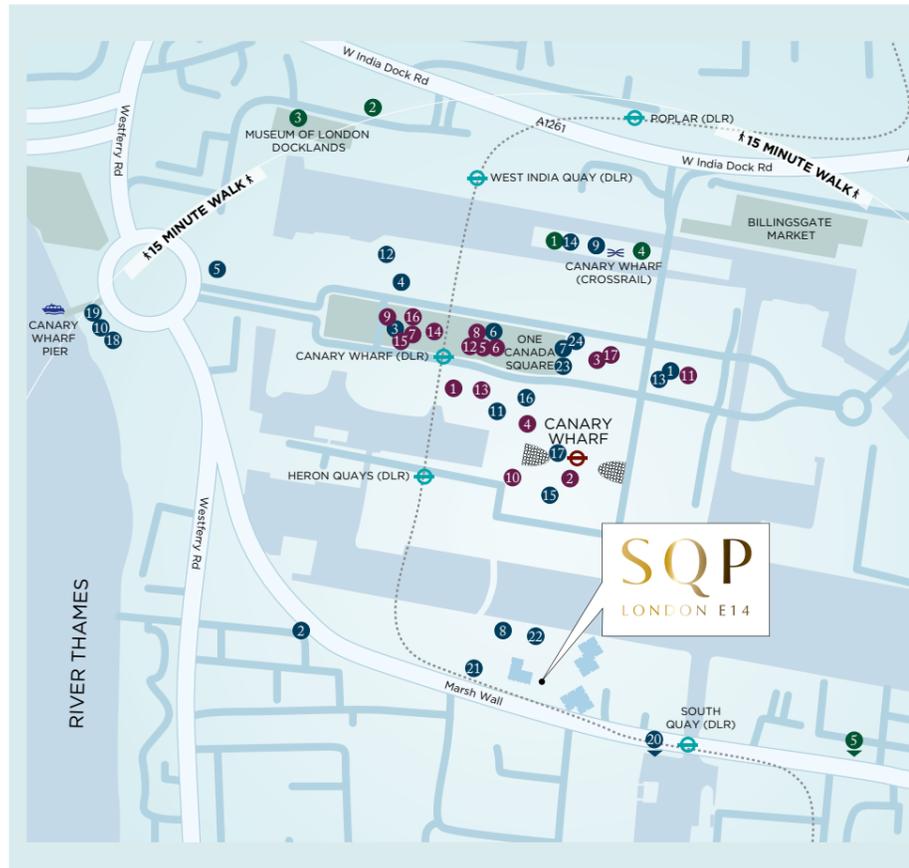
National Express W: www.nationalexpress.com
T: 08705 808080



National Express is the largest scheduled coach service provider in Europe. The coaches operate to 1000 destinations all over the UK. The website has coach route and ticket information.

AREA GUIDE

Within a 15-minute walk from your home, you will have access to a wide range of amenities, including, bars, restaurants, and retail outlets as listed below.



BARS & RESTAURANTS

- | | | |
|-----------------------|----------------------|-------------------------------------|
| 1 Plateau | 9 The Breakfast Club | 17 Notes Coffee Roasters & Wine Bar |
| 2 Bokan @ The Novotel | 10 Gaucho | 18 28 West |
| 3 Boisdale | 11 Smollensky's | 19 Royal China |
| 4 Iberica | 12 The Pagnation | 20 Floating Lotus |
| 5 Tom's Kitchen | 13 The Pearson Room | 21 The Hilton |
| 6 One Canada Square | 14 Sticks 'n' sushi | 22 Goodmans |
| 7 Roka | 15 Le Pain Quotidien | 23 Wahaca |
| 8 Hazef | 16 Carluccios | 24 The Parlour Bar |

RETAIL

- | | | |
|---------------------|-----------------|---------------------------|
| 1 Aspal of London | 7 Space NK | 13 Bang and Olufsen |
| 2 Oliver Bonas | 8 Thomas Pink | 14 Penhaligon's |
| 3 Montblanc | 9 Massimo Dutti | 15 Reiss |
| 4 The White Company | 10 Jo Malone | 16 Rituals |
| 5 Paul Smith | 11 Waitrose | 17 Watches of Switzerland |
| 6 Church's | 12 Tesla | |

ARTS & CULTURE

- | | | |
|------------------------------------|-------------------------------|------------------------|
| 1 Everyman Cinema Canary Wharf | 3 Museum of London Docklands | 5 Mudchute Park & Farm |
| 2 Cineworld Cinema West India Quay | 4 Crossrail Place Roof Garden | |

SEASONAL EVENTS

- Winter – Ice Skating – The 80 metre long rink is open for 16 weeks of skating during the winter months
- Summer – Food Markets – Themed food markets with a variety of exciting gastronomic delights from all over the world
- Canary Wharf Squash Classic – Annual international squash tournament for elite squash players

ENTERTAINMENT

Billed as London's home of entertainment, The O2 is just a two minute* tube hop from Canary Wharf. Global superstars of music and sport choose The O2 to showcase their talents. It's where 2 million of Europe's hottest tickets are sold every year. With space for 20,000, The O2 is one of the world's largest arenas. However, The O2 includes other spaces, including club nights at Building Six, the red carpet experience at Sky Backstage, and a smaller arena at indigo. All this, plus 3D movies at Cineworld and a wide range of casual dining and bars make The O2 London's leading entertainment hub.

*Times are approximate. Source: www.tfl.gov.uk

EMERGENCY CONTACTS

Nearest Hospital:

The Royal London Hospital
Whitechapel Road
Whitechapel
London
E1 1FR
Tel: 020 737 77000 / 999 (emergencies)
Web: www.bartshealth.nhs.uk/the-royal-london

Nearest Police Station:

Limehouse Police Station
27 West India Dock Road
E14 8EZ
Tel: 101 (non-emergencies) / 999 (emergencies)
Web: www.met.police.uk

Nearest Fire Station:

Millwall Fire Station
43 Westferry Road
Isle of Dogs
London
E14 8JH
Tel: 020 8555 1200 / 999 (emergencies)
Web: www.london-fire.gov.uk/community/tower-hamlets

If you would like to have this home user manual reproduced in an alternative language, in large type, braille or as an audio CD, please contact RHP via the details provided below.

Tel: 0800 049 5409
Email: LGAH@rhp.org.uk
Web: www.rhp.org.uk





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