



# The Didsbury

Your Guidebook Private Rent-Block A

# Contents

Welcome to your new home	03	Emergency relocation information	32
Contacts	04	End of tenancy clean	33
Emergency contacts	05	FAQs	34
Moving in	06	Fire safety advice	35
Reporting maintenance	07	Fire instruction notice for tenants	37
Tips for tenants	08	Further useful information	38
Utilities and outgoings	13	Fire safety arrangements	39
Location of utilities	14	Legionella	40
APPLIANCES AND FIXTURES	16	Local information	41
Energy Efficiency	23	Complaints procedure	47
Looking after your home	25	Customer feedback	49
Rubbish / Recycling arrangements	27	Customer feedback form	50
Credit ladder	30	End of tenancy clean	33
Customer procedures	31	FAQs	34

# Welcome to your new home

We would like to take this opportunity to welcome you to your new home at Scheme name, a Populo Living property.

We want Scheme name to be a place you are proud to call home. Our philosophy as both a landlord and managing agent is to compliment the lifestyles of our Tenants, striving for excellent customer service from pre move-in to post move-out.

This guidebook will provide you with useful information and advice regarding your property, as well as contact details for our friendly staff in the Customer Services Team, and in case of emergencies outside working hours. We encourage you to read this carefully upon moving in!

We also want our tenants to live healthily and happily, see more information linked in the appendices for some opportunities in the Newham area to help you lead an active lifestyle, and meet the locals!

We hope that you enjoy your new home and being a member of the Populo community.

Yours sincerely,

**Erica Faria**

**Property Manager**

# Contacts

## **The Customer Services Team**

For any enquiries from maintenance issues to your tenancy or simply to give us feedback please contact The Customer Services Team at Populo Living on:

**Email:** [hello@populoliving.co.uk](mailto:hello@populoliving.co.uk)

**Tel:** 020 7112 8901

Our opening hours are 9am to 5pm, Monday to Friday. Any office appointments or property visits will be during these hours.

## **Property Manager**

Your Property Manager is Erica Faria who will be your main point of contact at Populo Living. Do not hesitate to contact Erica with any queries you may have throughout your tenancy. If Erica is not available, the Customer Services Team will be able to assist you.

**[Erica.Faria@populoliving.co.uk](mailto:Erica.Faria@populoliving.co.uk)**

**Tel:** 0207 112 8901

**Mobile:** 0773 343 2562

Populo Living 373 High Street Stratford London  
E15 4QZ

**[Email: hello@populoliving](mailto:hello@populoliving)**

Tel: 020 71128901

# Emergency contacts


## Emergency Out of Hours Maintenance

To report any emergency maintenance issues outside of our office hours stated above, as well as on bank holidays, please call:

**020 3006 8333**

If you are in immediate danger, please call 999

## Nearest A&E:

HOSPITAL	
 <u><a href="#">NEWHAM HOSPITAL</a></u> Glen Road, Plaistow, London, E13 8SL	<u><a href="#">TELEPHONE</a></u> 020 7476 4000 <u><a href="#">ON LINE</a></u> <a href="https://www.bartshealth.nhs.uk/newham">https://www.bartshealth.nhs.uk/newham</a>

## Emergencies:



**Emergency** – always dial **999** textphone 18000

## Non-Emergencies:


To report less urgent crime and disorder to the Police call 101.

For example:

- You want to report crime in your area
- You want to speak to Police about a general enquiry

**Non-emergency** – dial **101** textphone 18001 101



POLICE STATION	
 <u><a href="#">FOREST GATE POLICE STATION</a></u> 350-360 Romford Road London, E7 8BS	<u><a href="#">TELEPHONE</a></u> 020 7476 4000 <u><a href="#">ON LINE</a></u> <a href="https://www.bartshealth.nhs.uk/newham">https://www.bartshealth.nhs.uk/newham</a>

# Moving in

## KEYS

On move-in day we will provide you with one set of keys per person that is named on the tenancy agreement. Populo will retain a management key which can be accessed by the property managers or maintenance contractors. Please be aware that if you lose or damage your keys you will be required to pay for a replacement key/lock and labor costs associated with fitting. You cannot change the locks without prior permission from Populo.

## CYCLE PARKING

Cycle Stores are located courtyard side of your block, entrance to these stores are external.

A fob will be provided to gain entry, should you lose your key fob you will be required to pay for a replacement.

You are responsible for locking your bike within the designated storage area,

Extra external bike racks have been provided for visitors to use.

# Reporting maintenance

**At Populo Living we aim to provide an excellent and efficient management service, which is particularly important when it comes to maintenance issues.**

**Response times to maintenance queries depend on the urgency of the issue. We will do our best to follow the following response times:**

## **Routine – 14 days**

Repairs with a slight inconvenience to the resident, e.g. including but not limited to minor problems with toilets, baths, sinks, doors or windows, sticking, plaster repairs, brickwork and other non-urgent internal and external repairs.

## **Urgent – 7 days**

Repairs that affect comfort or convenience e.g. including but not limited to immersion heaters not working (when another form of water heating is available), loss of heating in one or two rooms, minor water leaks, faulty electrical switches or sockets.

## **Emergency – 24hrs**

To avoid potential further danger to the Property and inconvenience, e.g., including but not limited to complete failure of heating and hot water during the winter months, failure of lighting or electrical sockets, burst pipes, major leaks ceiling collapse.

## **Visit Times**

Maintenance visits will be carried out between 9-5pm Monday to Friday. Access will be granted to properties using the management keys. If you wish to attend this must be at the appointed time and by a person over 18.

**Please note:** Your home is new and there will be a 'settling in period', during which time you may experience minor defects that require attention.

A defect is anything that may go wrong with the fabric of your home. The builder who constructed your home is responsible for any construction defects that may occur during the first year after the work was completed.

When you report an issue to the Populo management team we will assess the nature of the issue and action it accordingly.

## **End of Defects Liability Period –**

At the end of the defects liability period Populo Living will be in contact to arrange an inspection of your home with you and the builder. If there are any defects to be rectified, these will be agreed with the builder, who will make arrangements with you for them to be rectified.

# Tips for tenants

## **You will be charged for missed call outs**

Circumstances when you may be liable for a call out charge:

- You fail to report a repair and there is resultant damage to the property due to it not being attended to.
- If you arranged to be present for a contractor visit but fail to attend at the agreed time.
- If a maintenance issue that has been reported is no longer an issue, but you fail to notify Populo Living resulting in an unnecessary call out
- If the maintenance issue is a result of the tenant not reading the appliance manual correctly or damaging/ misuse of any equipment  
e.g. filling up cupboards which contain boilers too much so that the system cannot operate or is accidentally switched off, blockages to plumbing caused by tenant misuse such as flushing items such as nappies down toilets.

## **Top tips:**

- Read through the appliance manual before reporting the repair in case there is a simple fix. We can email copies if you are missing any
- Provide as much information about the issue and steps you have already taken to resolve and where possible take photos and/or a video of the issue as we can send this to our contractors
- Clean the seals & trays of your washing machine monthly to avoid build up & smells
- Always keep extract fans on when washing, boiling water or drying clothes.

## **Keep Safe**

Keep your property safe and secure:

- Please do not allow non-residents to follow you into the property
- If you smell gas – call national grid immediately 0800 111 999
- If there is a disturbance, please call 101. This is the police non-emergency number
- If you or the property are in immediate danger call 999 to obtain the most appropriate service.



# Tips for tenants

## Before you report a repair

- Read through the appliance manual before reporting the repair in case there is a simple fix. We can email copies if you are missing any
- Collate as much information about the issue and steps you have already taken to resolve and where possible take photos and/or a video of the issue as we can send this to our contractors

## Things to try before calling for assistance

### PROBLEM

### ACTION

#### Water leak

If you find a leak first thing you should do is turn the stop cock off and then contact your property manager.

The main stop cock, located under your kitchen sink and in the utility cupboard, will turn off the supply to the entire flat in the event of an emergency. In addition all appliances which have a water supply have their own isolation valve to allow for maintenance or replacement without draining the entire system.

#### No electricity

The consumer control units control the electrical supply to your home, splitting the incoming sources into the various sub-mains before being distributed around the flat.

The consumer control unit contains an RCD (Residual Current Device) and MCB's (Miniature Circuit Breakers). The RCD is the incoming device, which can act as a switch to isolate all the electrical supply to that particular circuit.

Individual electrical circuits in your home are also provided with an MCB, with each being clearly labelled inside the lid of the distribution boards to enable easy identification.

The RCD is also designed to 'trip' if there is a surge in the electricity supply such as when an electrical shock occurs, this helps prevent serious accidents which may result in damage and injury. MCB's can also allow individual circuits to be isolated should this become necessary for maintenance.

### **Heating Interface Unit (HIU)**

Please check the manuals for your HIU.

- Please check your HIU display control unit.
- The heating is set to be on at that time.
- The programmer is not set to off.
- The room thermostat is not set too low.
- The thermostatic radiator valves are on and not shielded by curtains or furniture.

### **Lights not working**

The lighting circuit may trip 'OFF' if a bulb blows. If this happens you should follow this procedure:

1. Check whether the circuit breaker is in the OFF position.
2. Switch circuit breaker to ON position.
3. Identify faulty bulb.
4. Switch off circuit breaker
5. Replace fault bulb.
6. Switch circuit breaker to ON position.

If the bulb is not faulty and the circuit breaker will not hold in the on position, contact an electrician.

### **Faulty doors and/or windows**

Always ensure that handles / locks are fully engaged before trying to operate windows and doors. Do not force the mechanism.

### **Smoke / heat alarm beeping**

Hush button may be jammed. If not, check that the green mains power light is on. If the light is not on or you have tested the alarm by pressing the button on the underside and the alarm has not sounded, a fault may exist and the unit could need replacing.

NEVER tamper with the rechargeable batteries or remove or replace them.

**Faulty telephone**

Check that the phone is properly connected to the phone socket. If possible, see if another phone will work from the phone point, in which case it is the telephone itself that is faulty. If not, use another phone to contact British Telecom to establish if the fault is in fact a fault on your line / with BT.

**Faulty television**

Check that the television is properly connected to the power socket and the aerial socket. If the television does not work at all, check to see if the main circuit breaker (MCB) has cut out in the consumer control unit (CCU). If possible, see if another television will work from the same power socket and aerial socket. If that television works then the fault is likely to be with the other television.

**Blocked kitchen sink**

If a blockage occurs in the kitchen sink when it is full of water, try to remove the blockage by using a suction cup plunger to force water up and down the waste pipe. If the sink has an overflow, the suction cup will work better if the overflow is blocked with a damp rag.

If this does not work, empty the sink by hand and try pouring boiling water and washing soda crystals down the pipe. Give them time to work try several times if necessary.

Try using the suction cup again. If we are called out to clear a drain and it is not faulty but misused, you will be charged for the call out.

**Blocked bathroom sink or bath**

Blockages in the bathroom are normally caused by a build-up of hair and soap and become noticeable when water drains away more slowly.

You can try to remove the obstruction by using a piece of bent wire to fish down the plug-hole to bring up the material causing the problem. This must be done gently to avoid damaging the waste pipe

## Consumer Unit Controls

Turning Mains Power on and off.

RCD/Main Switch: When this is in the OFF position all circuits are isolated (dead) from the electrical supply.

Circuit Breakers: When these are in the OFF position only individual circuits connected to the current breakers are isolated (dead) from the electrical supply, ie. If the MCB labeled cooker is switched to the OFF position only the circuit to the cooker will be isolated.

To set circuits live:

1. Switch on main switch
2. Switch on circuit breakers
3. Set circuits dead
4. Switch off circuit breakers

Switch off main switch

## Mechanical Extract Ventilation System-MEV

Your property is ventilated by a Mechanical Extract Ventilation System.

1. Check the system is switched on the utility cupboard.

Check your filters

# Utilities and outgoings

## **Please note, these bills are not included in your rent or Council Tax**

We will notify the Council upon your move in and you will receive bills via post. If you are a student or applying for single persons discount you will need to contact Newham Council to organize this.

## **Water**

We will notify Thames Water upon your move-in.

## **Electricity**

You will need to organize electricity with British Gas or you can write to us if you wish to change provider.

## **Heating**

Your heating and hot water is being provided by Switch 2 Energy. You will need to contact them to set up your account.

## **Wi-Fi**

You have been provided with Hyperopic super-fast broadband. You will need to contact Hyperopic if you wish to use this service.

## **Telephone**

You have been provided with a BT fibre line, which can also be used for your broadband if you wish.





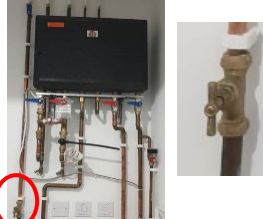
If you decide to have a telephone installed, you should make all arrangements direct to BT for a telephone Service. You will need to request at the time that all points are activated, if you wish to use them. There may be an additional charge should you fail to mention the additional points.


## **TV**

Provision has been made for you to receive Sky Q. You will need to contact them to open an account and pay a monthly subscription. If you already have a sky account, you will need to let them know that you have moved.

# Location of stopcocks, isolation valves & fuse boxes

When you move into your new home you may need to find some items immediately, you will be shown the exact location of these during your move-in tour.

Item	Location	
Electric meter	Located internally within your utility cupboard.	
Consumer Unit	Located internally within your utility cupboard.	
Water Meter	Within the communal riser cupboard on each floor. Populo Living will take your water meter readings. <b>Note:</b> GF external entrance, your water meter will be in your utility cupboard within your flat.	
Leak detection panel	Located internally within your utility cupboard.	
Water mains stopcock	Below your HIU (circled)	

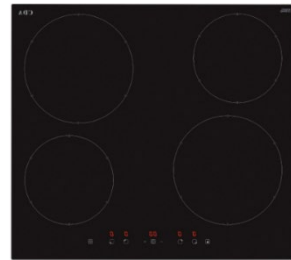
Item	Location	
Heating Interface Unit	Located internally within your utility cupboard.	
Heat interface unit control panel	Located internally within your utility cupboard. Switch 2.	
Smoke Detectors	Located within the living room and bedrooms.	
Heat Detectors	Located within the kitchens.	

# Appliances and Fixtures

## Appliances



CDA Built in electric single oven  
Model number SL100SS  
Extra large capacity fan oven  
7 Function dial control  
Stainless steel



CDA Integrated electric induction hob  
Model Number HN6111FR  
60cm easy clean glass  
Four cooking zones and seamless touch control  
Black



CDA Wall unit microwave oven  
Model Number VM551SS  
5 Power Levels  
8 Auto cook programmes  
Stainless steel



SMEG Integrated cooker hood  
Model Number K152E2  
charcoal filter  
3 speed  
SILVER





CDA Fully integrated dishwasher  
Model Number WC142  
5 Programs  
Height adjustable to basket and delay timer.  
Stainless steel



CDA 70/30 integrated fridge freezer  
Model Number FW872  
Fridge 4 glass shelves-2 salad crisper draws  
4 indoor balconies and an egg tray  
Freezer 3 storage compartments and an  
Ice tray

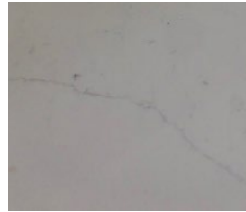


CDA freestanding washer dryer  
Model Number C1860  
8KG wash Load 6KG dry load  
15 programmes  
White

## Kitchen Units



Manufacturer:	Product:	Range:	Colour:
Lemongrass	Units	18mm thick doors	Dove Grey Matt
Lemongrass	Worktop	Tectonica Slate 40mm	Bianco Mysterio



Manufacturer: Reginox  
Model: Colorado comfort under mount sink



S Manufacturer: Hansgrohe Focus  
Model: 31817000  
Chrome  
tainless steel



Heating Interface Unit (HIU)  
Heating and Hot Water



Smart metering device – Home display

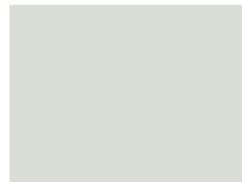


Emmeti  
Underfloor heating control panel

### Sanitary ware



Cooper Square  
1600mm x 700mm Single Ended Bath - White  
White with Chrome



Utopia Furniture Limited  
Fitted bath panel on frame  
Laminate finish Glacier Grey



Shower to Bath

Hansgrohe showerselect thermostat-two outlets/square chrome

Hansgrohe Croma

100 jet 1 Ecosmart U'C Set 650mm

Chrome



Shower to Shower Trays

Hansgrohe Crometta S 240 1 jet SH Eco smart

Chrome



Vitra Loop O Flush Plate – Chrome Plated Matt

Vitra Concealed Cistern 3/6 Litre



Vitra Sento Back to wall WC Floor Pan

Product Code 59850030075

White



Hansgrohe Logis Universal Toilet Roll Holder –

Chrome



Hansgrohe Logis Universal two towel hooks

Chrome





Vitra Sentro Semi-Recessed washbasin  
535 x 455 cm 1 tap hole  
White



Hansgrohe Logis single lever basin mixer 70 with push open waste  
Product code 71077000  
Chrome



Merlyn Ionic MB2  
Single square bath screen



Merlyn Ionic Source 1200mm  
sliding door (1150-1190) Chrome  
Or  
1400 mm sliding door (1350-1390)  
Chrome



MX Durastone 1200 x 700 mm ABS Plymer Stone  
Tray White Low Profile with Shower Waste  
or  
MX Durastone 1400 X 700mm ABS Plymer Stone Tray White Low  
Profile with Shower Waste



Zehnder Klaro  
Towel warmer 500 x 1148  
Colour: Jasmin  
Wall Mounted 500 x 1200mm  
With matching radiator valves



Vitra Nexus Classic Mirror Cabinet 1000mm  
White gloss

# Energy Efficiency

1. Don't leave appliances on standby!  
Almost a billion pounds of electricity is wasted in the UK every year by people leaving appliances on standby. It can cost the average household around £40-£50 per year.
2. Install Energy saving recommended bulbs!
3. Only boil as much water as you need!  
If we all did this we would save enough electricity to power two thirds of the UK's street lighting.
4. Always turn off your lights when you leave a room!
5. A dripping tap wastes enough water to fill a bath in two weeks!
6. Buy Energy saving recommended appliances!  
Energy saving appliances use less energy and could save you up to £45 a year.
7. Wash your laundry at 30C!  
Washing as 30C rather than normal temperatures means you use 40% less electricity.
8. Switch energy supplier to a green tariff!  
Environmentally Friendly or 'Green Tariffs' often don't cost any more than standard tariff for the same company and by switching suppliers you could even save money.
9. Avoid Plasma TV's!  
If you need a new TV avoid plasma screens as they consume far more energy and have a shorter lifespan than CRT or LCD televisions.
10. Mobile Phones!  
Don't leave your mobile phone charger plugged in when not in use.

# Energy labels

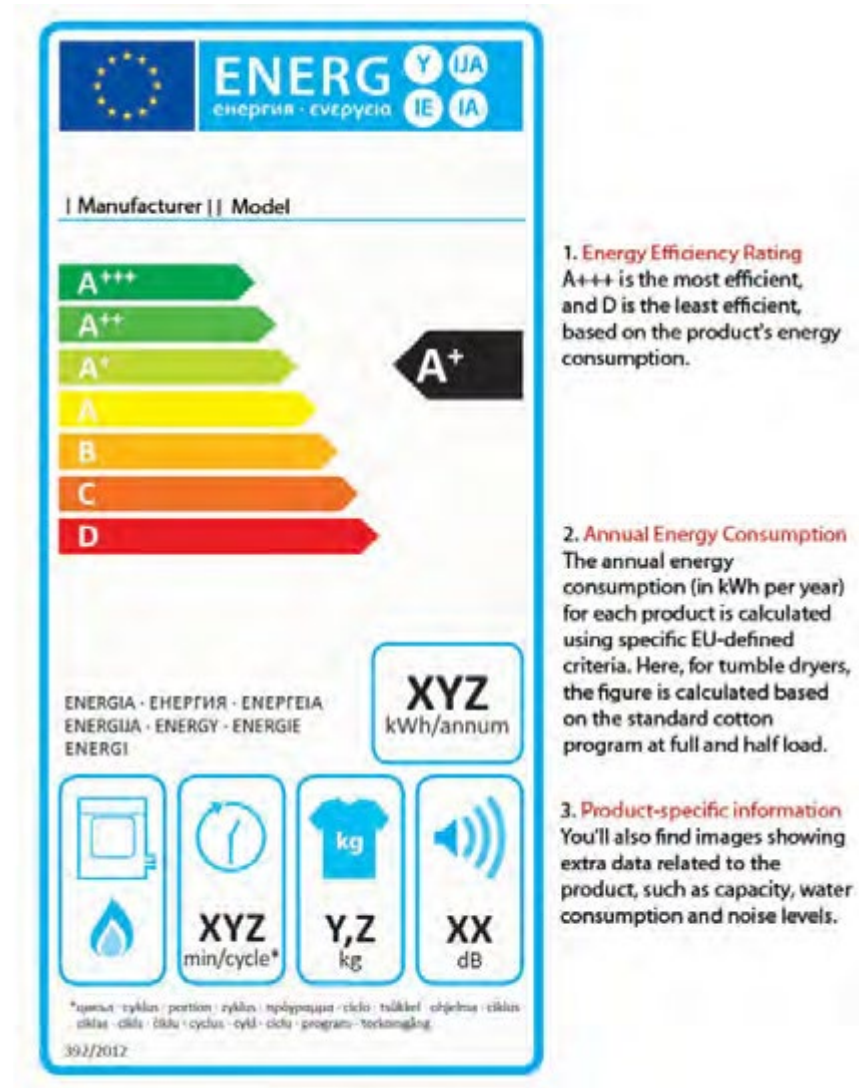
The displayed energy label, rates products from A (the most efficient) to G (the least efficient) and is required by European law to be displayed at the point of sale on the following products:

- Washing machines, washer-dryers
- Tumble dryers
- Fridges, freezers and fridge freezers
- Dishwashers
- Electric ovens
- Energy-saving light bulbs
- Air conditioners

Fridges and freezers have two additional ratings A+ and A++. And, to make it more confusing, from end 2011, new A+, A++ and A+++ energy ratings for fridges, washing machines and dishwashers will be compulsory for all new models on the market.

## How is it awarded?

Appliances are graded on their energy consumption in kWh\* (units of energy used per hour). So the less kWh used, the more efficient the appliance. Manufacturers are required to self-certify products based on EU criteria set for each product type.





# Looking after your home

## Noise levels

Please be considerate to your neighbours and keep noise to a minimum. We reserve the right to serve notice on tenants who we receive significant complaints about.

## Wall fixings

Please do not hang any pictures, shelving or brackets for wall hung television screens without written consent from the landlord. We can arrange hanging for you but you will be charged for this service.

Fixtures cannot be hung directly above or below light switches or electric sockets. Cabling for these is always run vertically either from above or below these points.

## Underfloor heating

Your home is provided with underfloor heating. The control panel (Emmetti) is located near your front entrance door. Should you experience any issues contact Populo Living please do not touch the heating manifold within your utility cupboard.

## Extractor fans

Your property is ventilated by a Mechanical Extract Ventilation System (whole apartment ventilation system). This runs constantly at a low level in order to prevent condensation build up and promote a constant flow of fresh air throughout the property.

The system is very economical and should not be switched off unless required for maintenance. This can be done by using the isolator switch.

You have circular vents in each room that gently draw in the moist/stale air and it is then expelled outside the property. The MEV system unit and isolator switch are located in your hallway cupboard.

You have a boost switch in the kitchen and the bathroom extraction is activated when the lights are turned on.

At times of increased moisture such cooking you should boost the system using the boost switch in the kitchen. Continue to run the boost until the excess moisture has been extracted, then turn off the boost switch. The fan will also help to remove unwanted smells.

**NOTE:** Your cooker extractor hood is a recirculating hood only and will not extract fumes to the outside air. Clean any build-up of dust from grilles on a regular basis and do not cover the extract the vents as this will stop the unit from operating correctly.

**NOTE:** Do not tamper with cover or obstruct the extractor outlets as this will interfere with the operation of the unit.



**Mechanical Extract Ventilation**



**Extraction Vent**

## MOISTURE FROM OCCUPATION

Condensation is steam or water vapour, which reverts to water on contact with a cold surface. If allowed to persist, condensation can damage clothes, bedding, floor coverings, decorations and the home itself. Next to shrinkage, condensation is the most common problem in new homes. Once the building materials have dried out, modern standards of insulation should ensure that you no longer experience condensation. However, some normal daily activities produce a great deal of water vapor, which can cause condensation around the home.

## MINIMISING CONDENSATION

- Do not place large items of furniture against walls as pockets of trapped air can lead to serious surface condensation on both the wall and the furniture.
- Floor length curtains can trap cold and moisture thus creating condensation. Ideally curtains should stop at the radiator or be tucked behind the radiators when heating is on.
- Keep doors closed whilst cooking / bathing.
- Cover saucepans with lids on lowest heat settings when cooking.
- Avoid leaving kettles boiling.
- Do not dry clothes over radiators – use a clothes airer.
- Do not block extract ventilators or grilles.
- Ventilate cupboards and wardrobes. Do not put too many things in them so preventing circulation and where possible put them on internal walls.
- Always try to keep your home warm with some sort of background heating, even in you are not at home.
- If condensation does occur, wipe up as much as possible
- NEVER turn off your mechanical extract ventilation fan located within your utility cupboard

# Rubbish/recycling arrangements



## In Your Flat

You will find facilities for collecting household rubbish and products that can be recycled in the base unit of your kitchen. These 3 bins provide you with 10 litres of space each.

## Communal Bin Store

What bins and containers should I have?

Communal bins are located in the refuse area Courtyard side of your block. These can be accessed internally.

Bins will be clearly labelled as recycling or general waste.

## Refuse Bins

Recycling bins in Newham are green with orange lids.

- Squash cardboard boxes
- Remove any soap pumps
- Clean, dry and loose items only
- No black bags



Please only put the following items in to your recycling bin.

### Cans



### Cardboard



### Cleaning products



### Magazines and paper



### Plastic bottles



**Rubbish bins in Newham are black, grey or green.**

Metals, glass and organic waste get recycled from your rubbish collection. The leftover rubbish waste gets transformed into fuel and is used to generate electricity and heat homes.



**How often does my bin get emptied?**

Newham Council has made the following arrangements for waste collections: General waste collections will be made weekly on Fridays. Recycling collection will be fortnightly on Friday (every second week).

**Where can I find more information?**

Newham Council have a lot of information on their website <https://www.newham.gov.uk/waste>

**Please put the following items in to your rubbish bin.**

**Black bin bags**



**Food waste**



**Food containers**



**Nappies**



**Glass and drink cartons**




**Yoghurt pots, carrier bags, cling film and crisp packets**



### Waste tips and Recycling points

Along with the locally recycling points, Newham Council has recycling centres nearby where you can take a number of household items and garden waste.

	RECYCLING CENTRES
<b>PRIORY ROAD – MINI RECYCLING CENTRE</b>	Priory Road, London, E6 1QA
<b>JENKINS LANE REUSE AND RECYCLING CENTRE</b>	Jenkins Lane, Barking, London, IG11 0AD

### Fly Tipping

Please be aware that if it comes to our attention that items have been fly-tipped into the refuse area, CCTV will be checked and where possible, the cost of the removal of items will be charged back to the resident.

# Credit ladder

Benefit from having your rent contribute to your credit rating.

We have teamed up with CreditLadder and Experian to take part in The Rental Exchange. The Rental Exchange is a way to strengthen your credit report without you needing to take on new credit. The scheme enables you to share details about the rent you pay with CreditLadder on a monthly basis. This is then shared with Experian and included in your credit report, meaning you will then be recognised for paying your rent on time.

One of the benefits of improving your credit history is being able to access finance, or finance at better rates. Examples include credit cards, loans, gas and electric, mortgages and even mobile phone contracts.

Once you've signed up and started to have your rent reported, you, and those making lending decisions will be able to see this on your Experian statutory report. More information can be seen at:

[www.experian.co.uk/consumer/statutory-report](http://www.experian.co.uk/consumer/statutory-report)

Homeowners with a mortgage have an advantage as their mortgage payment history can count towards their credit history and we strongly believe that your rent payment history should be used in the same way to help you access more affordable credit. You can find out more information from

<https://www.creditladder.co.uk/faq/browse> or [www.experian.co.uk/crain](http://www.experian.co.uk/crain)

## What do I need to do?

We will need you to click on the following link <https://www.creditladder.co.uk/GregoryHouse> and sign up to CreditLadder. The process will take no more than a few minutes. To allow us to help you improve your credit history you will need to give CreditLadder read only access to your bank account through which your rent is paid. All details are protected using 256-bit bank grade encryption and the connection is delivered through a partner that is approved by the Financial Conduct Authority (FCA). Each month when your rent is paid CreditLadder automatically let Experian know you're paying your rent on time. We, CreditLadder and Experian, will ensure that your information is treated in accordance with the Data Protection Act so you can have peace of mind that it will be kept secure and confidential and your information will not be used for marketing purposes.

## When will this happen?

The sooner you sign up, the quicker you'll be able to benefit. If you have any further questions feel free to contact CreditLadder by email at [help@creditladder.co.uk](mailto:help@creditladder.co.uk) or visit the CreditLadder website.

# Customer procedures

## **Rent Collection**

You must pay your rent on or before the payment date. Please be aware that if you are paying by standing order or credit card, there is likely to be a delay between the money coming out of your account and into ours, so please leave sufficient time for this. If at any point in your tenancy you believe that you will be unable to pay rent, contact the Customer Services Team immediately so you can be given the best possible assistance.

## **Renewing Your Tenancy**

You will be written to three months before your property is due for renewal. Please note that the new proposal may include rent increases.

## **Ending Your Tenancy**

Please notify us in writing if you wish to end your tenancy. Refer to your tenancy agreement for the required notice period for this (usually two months).

## **Viewings**

If you give notice to end your tenancy, in order to relet your property you will need to allow access for viewings in line with your tenancy agreement. We ask for your cooperation during this period and that you keep your flat in a clean and tidy condition. You will usually be given 24 hours' notice prior to a viewing and management keys will be used for access so it is not necessary for you to take time off work unless you wish to be there.

## **Check Out Procedure**

Once you have given notice to end your tenancy, we will organise a check out appointment, before which you must have organized a professional end of tenancy clean. This report will enable the most efficient return of your deposit. Please ensure all keys are returned on the last day of the tenancy.

**Please see your signed tenancy agreement for further details**

# Emergency relocation information

We are pleased to be able to advise you that we have now finalised our plan for relocating our customers should one of our developments require emergency evacuation.

In the event that your building is evacuated, and you require temporary accommodation we will initiate our emergency relocation plan. You will receive a text message from our appointed relocation agents who would be instructed to find you alternative accommodation immediately.

All parties have been provided with the appropriate information so this would still be the case even if this happens in the middle of the night.

We hope never to have to use this procedure but wanted you to be aware that it is in place so you can feel safe in the knowledge that you would be looked after efficiently should the need arise.



# End of tenancy clean

## **How to avoid reductions from your deposit**

Your tenancy requires you to arrange an end of tenancy clean. Ask your chosen cleaning company for a professional 'end of tenancy' clean! Check if they offer a return service after 48 hours in case anything is unsatisfactory. You also have the option for Populo to organize one for you at a fixed price. Please contact Customer Services to enquire!

## **Some things to look out for**

Pay special attention to any carpets, mattresses (these may need a steam clean to remove sweat marks), furniture, white goods.

**Marked walls:** whilst the check-out will allow for some wear and tear, excessive marks on the walls you may need to have the walls repainted if they cannot be cleaned off.

**Bathroom silicon seals:** if these acquire mould during the tenancy it is your responsibility as tenant to rectify this before the check-out.

**Air vents:** these often acquire dust, mould and food debris which will need to be removed.

**The dishwasher and the washing machine:** have appropriate products been used to remove any odours or product build-up? If maintained properly throughout the tenancy these should be easy to clean, however you can purchase deep cleaning products at a low cost.

Thank you in advance for your cooperation on this. Please do contact the Customer Services Team if you have any further questions.

## **Useful links**

<https://www.ukwhitegoods.co.uk/help/cleaning-help/cleaning-maintenance/3027-mould-lumps-in-a-washing-machine/>

**Washing Machine cleaner:** <http://www.dr-beckmann.co.uk/products/appliance-cleaners/service-it-deep-clean/>

**Dishwasher Cleaner:** <https://www.finish.co.uk/features/dishwashing-articles/products/dishwasher-cleaner/>

# FAQs

## Can I make alterations to my property?

If you request to make an alteration to the decoration of your property you will need Populo Living's permission first. Please call the Customer Services Team to discuss. Please also note that if the request is made after your tenancy has been signed this could incur a fee. We will normally allow for minor decorations such as putting up shelves as long as you agree to return the property to its original state at the end of your tenancy.

## Do I need to take out insurance?

You as tenant are responsible for taking out contents' insurance for your home but Populo takes care of the building's insurance.

## What if I lose my key / fob?

If you lose your entry fob, you can re-order a replacement from us, this will incur a £20 charge. If you lose your key the same applies. If you are locked out of your flat it is your responsibility to call a locksmith if it is out of office hours, and you must provide Populo with a new management key.

# Fire safety advice

Populo are committed to maintaining high standards of safety for all residents within the premises. With this in mind the following advice has been prepared as a reminder of some key fire safety issues that should be considered by all residents. The advice is taken from current fire authority guidelines.

Small fires are common, causing serious injuries and extensive damage to property and possessions. By following a few simple steps and by maintaining a basic level of awareness you can considerably reduce the chances of fire in your home.

The easiest and most effective way of protecting your home is by ensuring that you have at least one smoke alarm, and regularly making sure that it works.

The following points will help keep you, your family and your home safe and should be considered (where applicable):

- If not already provided ensure that you have smoke alarms on each level in your home. Keep them free from dust and test them regularly (ideally once a week). Ensure that you change the batteries in your alarm at least once a year.
- Agree a plan of action in the event of fire, so that everyone in your

home knows what to do and how to escape. Advice on the action to take in the event of fire is provided in the next section.

- Keep the exits from your home clear so that people can escape if there is a fire. Do not store anything in your hall or corridor, especially anything that will burn easily.
- Make sure that everyone in your home can easily find the keys for doors and windows.
- Take extra care in the kitchen – accidents while cooking account for over half of fires in the home.
- Never leave young children alone in the kitchen.
- Take extra care when cooking with hot oil. Consider buying a deep-fat fryer which is controlled by a thermostat (if you don't already have one).
- Never leave lit candles in rooms that nobody is in or in rooms where children are on their own. Make sure candles are in secure holders on a surface that doesn't burn and are away from any materials that could burn.
- Do Make sure cigarettes are stubbed out properly and are disposed of carefully, and never smoke in bed.
- Get into the habit of closing doors at night. If you want to keep a child's bedroom door open, close the doors to the lounge and kitchen.
- Don't overload electrical sockets. Remember one plug, one socket.
- Keep matches and lighters where children can't see or reach them.

# Fire safety advice

- Take special care when you are tired or have been drinking.
- Don't leave the TV or other electrical appliances on standby as this could cause a fire. Always switch it off and unplug when it's not in use.
- Use the fixed heating system fitted in your home. If this is not possible, only use a convector heater. Do not use any form of radiant heater, especially one with either a flame (gas or paraffin) or a radiant element (electric bar fire).
- Do not store things in the cupboard(s) where your gas and electricity meters are fitted.

If you or a member of your household has any difficulty seeing, hearing or moving about the home, you will need to take extra care to deal with the risk of fire. Your local Fire and Rescue Service will be able to assess how safe your home is and provide advice, as required.

You should plan how to escape if there is a fire in your home. (The attached fire action notice provides further guidance in this area). Your flat shares common areas with other occupants. The owner / managing agent of the building has the responsibility to ensure that the necessary fire precaution measures needed in the common areas are installed (see the arrangements section for further details).

The owner / managing agent of the building carries out regular fire safety risk assessments of all common areas and ensures that adequate fire safety standards are maintained and all fire precaution equipment is fully operational and routinely serviced, as required. Full details of these fire safety arrangements are contained in the following section of this document.

If you cannot escape you will need to find a room where you can wait for assistance. This is particularly important if you have difficulty moving around or using stairs. It is advisable for your safe room to have a window that opens and a phone. If you are in any way concerned about your ability to safely evacuate the building please contact your local Fire and Rescue Service or the building owner / managing agent.

# Fire instruction notice for tenants

The building has been built / refurbished in such a way as to protect the people in it if a fire breaks out. The important thing to remember is that if the fire starts in your home, it is up to you to make sure that you can get out.

## **If a fire breaks out in your home**

- If you are in the room where the fire is, leave the room straight away, together with anybody else, then close the door.
- Do not stay behind to try to put the fire out.
- Tell everybody else in your home about the fire and get everybody to leave. Close the front door behind you and leave the building.
- Do not use lifts.
- Do not use a balcony unless it is part of the escape route from the building.
- CALL THE FIRE BRIGADE (see points opposite).
- Leave the building and stand well clear and wait for the fire brigade.
- If you have any relevant information regarding the location / cause of the fire you should pass this information on to the fire brigade.
- Do not re-enter the building until the fire brigade say that it is safe to do so.

## **If there is a fire in another part of the building**

The building is designed in such a way that if there is a fire in another part of the building, occupants will be safe in their apartments while the fire brigade attend and manage the emergency.

If you are made aware of a fire emergency in the building, feel the effects of fire or are instructed to evacuate by the fire brigade, leave your home immediately and evacuate the building.

The common parts of the building are provided with a smoke control system. This is different from a fire alarm system as it is designed to clear smoke from corridors and stairways to enable the fire brigade to safely access the building and for occupants to leave. If smoke enters the common parts of the building the ventilation system should automatically activate.

## **Calling the fire brigade**

The fire brigade should always be called to a fire, even if it only seems as a small fire. This should be done straight away.

- Dial 999 from a land line or 112 from a mobile phone.
- When the operator answers give the telephone number you are ringing from and ask for FIRE.
- When the fire brigade reply tell them clearly the address where the fire is.
- Do not end the call until the fire brigade have repeated the address to you and you are sure that they have it right.

# Further useful information

## Escape routes

- Each block is provided with a single means of escape from all floors by the main staircase.
- Emergency lighting is provided throughout the common areas to ensure escape routes are illuminated in the event of a power failure.

## Assembly points

On evacuating the building, occupants should make their way to the street to the front of the premises and move to a safe distance away from the building. You should then await further instruction from the fire brigade.

## Emergency services

- The person who contacted the emergency services should make themselves known to the fire brigade on arrival.
- You may be asked for information to assist the brigade, for example:
  - The location of the fire;
  - The nature of the fire;
  - Whether anyone is known to be trapped inside the building;
- The emergency services should have clear access to the building at all times and cars should not be parked in such a way that would obstruct them from doing so. When on site the emergency services should not be hindered from doing their job.

## Re-entering the building

Having evacuated the building, you should not re-enter the building until instructed to do so by the Senior Fire Service Officer at the scene. It is the responsibility of individual persons to ensure that they do not re-enter the building until instructed to do so.

## Evacuation arrangements for people with disabilities

As the residential parts of the building are private dwellings, the landlord / managing agent does not have any direct responsibilities to provide assistance to disabled residents during an evacuation. However it is recommended that any residents who may need assistance during an evacuation (either because of limited mobility, hearing or sight impairments etc) contact their local fire protection officer for further advice.

# Fire safety arrangements

The following fire safety arrangements are provided for the premises and maintained by the landlord / managing agent:

- The fire risk assessment and this emergency plan for the premises will be reviewed on an annual basis and/or after any significant changes to the fabric or use of the building.
- The emergency plan can also be used in other circumstances where an evacuation is required for example a gas leak.
- The communal areas of the site are kept non-smoking.
- The fire service should be informed of every fire outbreak even if it has been extinguished. The event will be logged, even if it is a false alarm.
- Reasonable precautions have been taken to ensure unwanted individuals cannot access the premises.
- Residents should ensure that they do not block any fire escape routes or doors.
- Adequate control measures are provided between the managing agent and any contractors carrying out work on site, including any hot work.
- A copy of this emergency plan will be issued to all contractors who carry out work in the building.
- The building is provided with an automatic smoke control system connected to a central panel with an integral standby supply. The main alarm panel is located in the main ground lobby area where it can be easily located by the attending fire and rescue service.
- A competent person will conduct maintenance and testing on the main smoke control system within the common areas. Residents are responsible for testing smoke detection to their own apartments.
- A competent person will also routinely test and inspect emergency lighting to all common areas, as required.
- All testing and maintenance will be recorded in the fire log book.
- The main electrical installation is periodically tested and inspected, as required.

# Legionella

Legionnaires' disease is a serious and potentially fatal lung infection caused by legionella bacteria. Populo maintains the water tanks that supply your home and regularly test for Legionella, there are also things you should do in your home to protect you and your family.

## **Raise the temperature to 60°C or higher**

Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.

## **If your shower has not been used for a week or more**

...run water from both hot and cold supplies through the shower hose and showerhead for two minutes. To ensure no spray escapes from the showerhead, run it through a bucket of water or full bath.

## **If your shower has not been used for two weeks or more**

...disinfect the showerhead. The showerhead should be removed, and the shower run for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.

## **If your property has been empty for a while (e.g. after a holiday)**

...flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold-water pass through. Next, flush the shower through as described above. Finally, let any other taps run for two minutes.




# Local information

## Medical

To search for your nearest GP, go to: [www.nhs.uk/Pages/HomePage.aspx/](http://www.nhs.uk/Pages/HomePage.aspx/)

HOSPITAL	
 <p><b><u>NEWHAM HOSPITAL</u></b> Glen Road Plaistow London E13 8SL</p>	<p><b><u>TELEPHONE</u></b> 020 7476 4000</p> <p><b><u>ON LINE</u></b> <a href="https://www.bartshealth.nhs.uk/newham">https://www.bartshealth.nhs.uk/newham</a></p>
CARE CENTRE	
 <p><b><u>EAST HAM CARE CENTRE</u></b> Shrewsbury Road London E7 8QP</p>	<p><b><u>TELEPHONE</u></b> 020 8475 2001</p> <p><b><u>ON LINE</u></b> <a href="https://www.elft.nhs.uk/service/275/East-Ham-Care-Centre">https://www.elft.nhs.uk/service/275/East-Ham-Care-Centre</a></p>
DOCTORS	
 <p><b><u>MARKET STREET HEALTH GROUP</u></b> 52 Market Street London Greater London, E6 2RA</p>	<p><b><u>TELEPHONE</u></b> 020 8548 2200</p> <p><b><u>ON LINE</u></b> <a href="https://www.marketstreethealthgroup.org/">https://www.marketstreethealthgroup.org/</a></p>
DENTIST	
 <p><b><u>EAST HAM DENTAL CARE</u></b> 480 Barking Road East Ham London E6 2LT</p>	<p><b><u>TELEPHONE</u></b> 020 8472 0638</p> <p><b><u>ON LINE</u></b> <a href="https://weence.com/dentists/london-2/east-ham-dental-care/">https://weence.com/dentists/london-2/east-ham-dental-care/</a></p>

## Entertainment

<b>Police</b>		
POLICE STATION		
	<b><u>FOREST GATE POLICE STATION</u></b> 350-360 Romford Road London E7 8BS	<b><u>TELEPHONE</u></b> 0300 123 1212  <b><u>ON LINE</u></b> <a href="https://www.policestationreps.com/Police_Stations/Forest-Gate-Police-Station.php">https://www.policestationreps.com/Police_Stations/Forest-Gate-Police-Station.php</a>
<b>Education</b>		
NURSERY and PRIMARY SCHOOL		
	<b><u>NELSON PRIMARY SCHOOL</u></b> Napier Road London E6 2SE	<b><u>TELEPHONE</u></b> 020 8472 0642  <b><u>ON LINE</u></b> <a href="https://nelson.newham.sch.uk/">https://nelson.newham.sch.uk/</a> <b><u>E-Mail</u></b> <a href="mailto:info@nelson.newham.sch.uk">info@nelson.newham.sch.uk</a>
SECONDARY SCHOOL		
	<b><u>LITTLE ILFORD SCHOOL</u></b> Napier Road London E6 2SE	<b><u>TELEPHONE</u></b> 020 8478 8024  <b><u>ON LINE</u></b> <a href="https://www.littleilford.newham.sch.uk/">https://www.littleilford.newham.sch.uk/</a> <b><u>E-Mail</u></b> <a href="mailto:info@littleilford.org">info@littleilford.org</a>
SECONDARY SCHOOL		
	<b><u>BRAMPTON MANOR ACADEMY</u></b> Roman Road East Ham London E6 3SQ	<b><u>TELEPHONE</u></b> 020 7540 0500  <b><u>ON LINE</u></b> <a href="https://www.bramptonmanor.org/">https://www.bramptonmanor.org/</a> <b><u>E-Mail</u></b> <a href="mailto:info@bramptonmanor.org">info@bramptonmanor.org</a>

**Schools /  
Nurseries**

	<b>BANKS</b>
<b>Barclays Bank</b>	306 Romford Road, Forest gate, London E7 9HH
<b>HSBC</b>	118 High Street North, East Ham, London E6 2HX
<b>Santander</b>	46-48 High Street North, East Ham, London E6 2HJ
<b>Lloyds Bank</b>	14 High Street North, East Ham, London E6 2HN
<b>NatWest Bank</b>	37 High Street North, East Ham, London E6 1HS
	<b>LIBRARY</b>
<b>MANOR PARK LIBRARY</b>	685-693 Romford Road, Manor Park, London, E12 5AD
<b>THE GATE LIBRARY</b>	2-6 Woodgrange Road, Forest Gate, London, E7 0QH
<b>GREEN STREET LIBRARY</b>	337-341 Green Street, Upton Park, London, E13 9AR
	<b>LEISURE CENTRE</b>
<b>EAST HAM LEISURE CENTRE</b> <a href="https://www.activenewham.org.uk/east-ham-leisure-centre">https://www.activenewham.org.uk/east-ham-leisure-centre</a>	324 Barking Road, London, E6 2RT
<b>LEYTON LEISURE CENTRE</b> <a href="https://www.better.org.uk/leisure-centre/london/waltham-forest/leyton-leisure-centre#">https://www.better.org.uk/leisure-centre/london/waltham-forest/leyton-leisure-centre#</a>	763 High Road, Leyton, Waltham Forest, London, E10 5AB
<b>MANOR PARK FITNESS CENTRE</b> <a href="https://www.activenewham.org.uk/manor-park-fitness-centre">https://www.activenewham.org.uk/manor-park-fitness-centre</a>	464 High Street North, London, E12 6QN

## **Public Transport**

### **Underground / Tube stations**

EAST HAM STATION is within 1 mile away (District / Hammersmith & City lines)

UPTON PARK STATION is 1.4 miles away (District / Hammersmith & City lines)

(Please see Appendix A: London Tube Map)

### **National rail stations**

BARKING STATION is 1.03 miles away (Overground line-National Rail)

<https://ojp.nationalrail.co.uk/service/ldbboard/dep/BKG>

WOODGRANGE PARK STATION is 1.31miles away (Overground line-National Rail)

<https://www.nationalrail.co.uk/stations/WGR/details.html>

FOREST GATE STATION is 1.85 miles away (Overground line-National Rail)

<https://www.nationalrail.co.uk/stations/FOG/details.html>

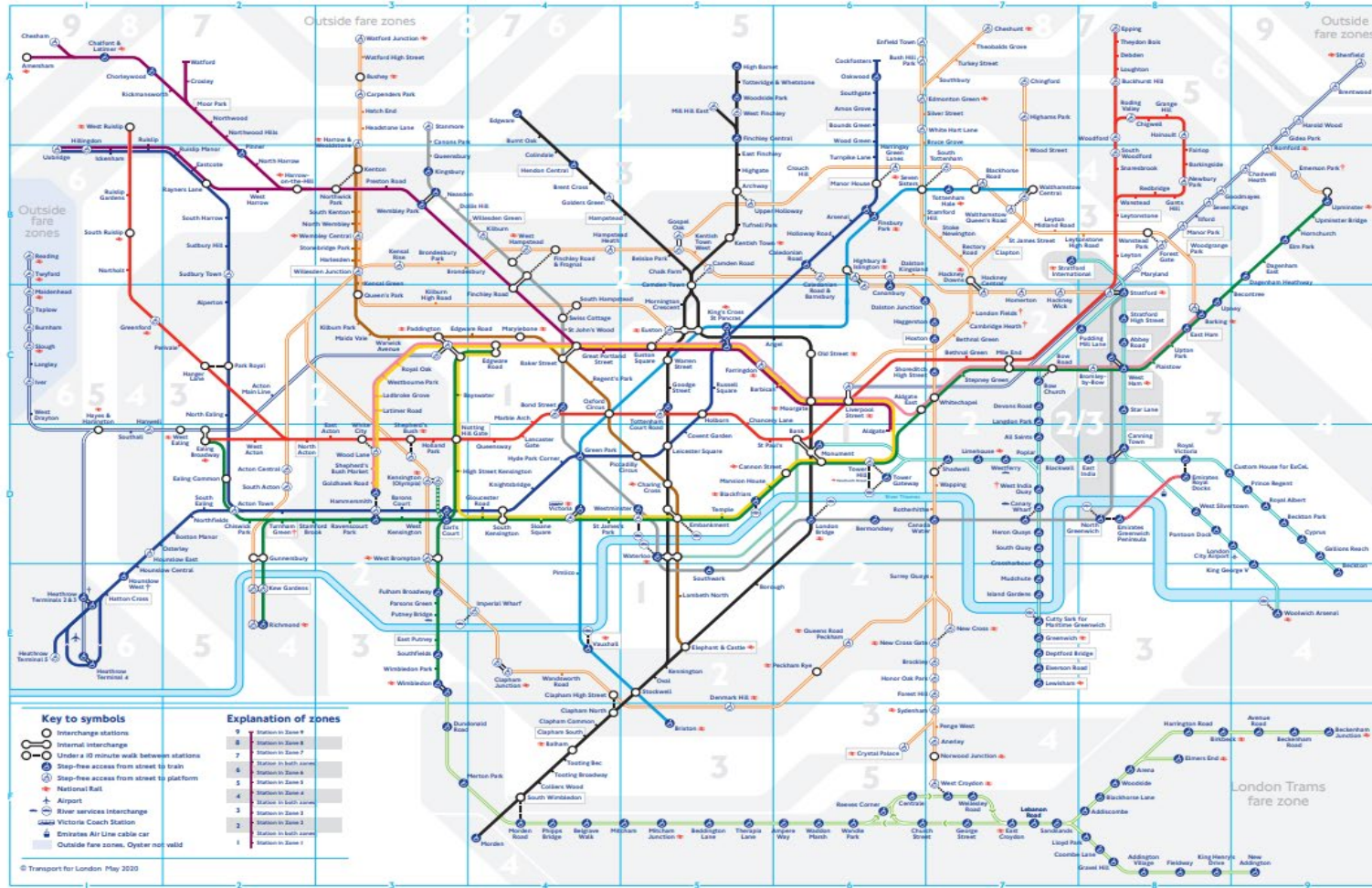
### **Bus Services**

Appendix A; Bus/Tube maps

Appendix B: Complaint Procedures

## **APPENDICES A) London Tube Map & Tramlink Map**

# Tube map



# Buses from Manor Park

## Key

- 86 Day buses in black
  - N86 Night buses in blue
  - Connections with London Underground
  - Connections with London Overground
  - Connections with National Rail
  - Connections with Docklands Light Railway
  - Connections with river boats
  - Except evenings
- Red discs show the bus stop you need for your chosen bus service. The disc appears on the top of the bus stop in the street (see map of town centre in centre of diagram).

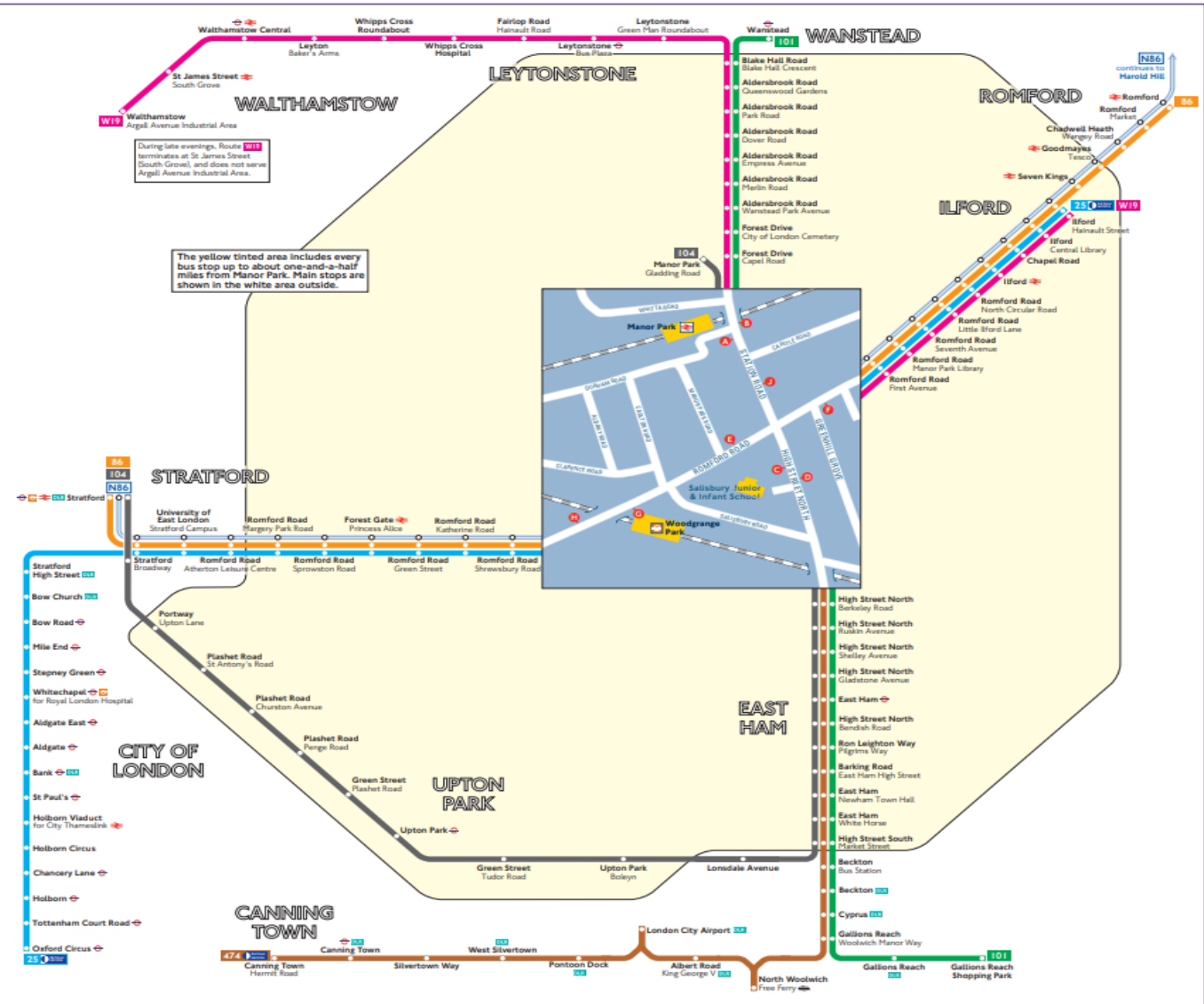
## Route finder

### Day buses including 24-hour services

Bus route	Towards	Bus stops
<span style="background-color: blue; color: white; padding: 2px;">25</span>	Ilford	<span style="background-color: red; color: white; padding: 2px;">E</span> <span style="background-color: red; color: white; padding: 2px;">H</span>
	Oxford Circus	<span style="background-color: red; color: white; padding: 2px;">F</span> <span style="background-color: red; color: white; padding: 2px;">G</span>
<span style="background-color: orange; color: white; padding: 2px;">86</span>	Romford	<span style="background-color: red; color: white; padding: 2px;">E</span> <span style="background-color: red; color: white; padding: 2px;">H</span>
	Stratford	<span style="background-color: red; color: white; padding: 2px;">I</span> <span style="background-color: red; color: white; padding: 2px;">C</span>
<span style="background-color: green; color: white; padding: 2px;">101</span>	Gallions Reach	<span style="background-color: red; color: white; padding: 2px;">B</span> <span style="background-color: red; color: white; padding: 2px;">D</span> <span style="background-color: red; color: white; padding: 2px;">J</span>
	Wanstead	<span style="background-color: red; color: white; padding: 2px;">A</span> <span style="background-color: red; color: white; padding: 2px;">C</span>
<span style="background-color: grey; color: white; padding: 2px;">104</span>	Manor Park	<span style="background-color: red; color: white; padding: 2px;">A</span> <span style="background-color: red; color: white; padding: 2px;">C</span>
	Stratford	<span style="background-color: red; color: white; padding: 2px;">B</span> <span style="background-color: red; color: white; padding: 2px;">D</span> <span style="background-color: red; color: white; padding: 2px;">J</span>
<span style="background-color: brown; color: white; padding: 2px;">474</span>	Canning Town	<span style="background-color: red; color: white; padding: 2px;">B</span> <span style="background-color: red; color: white; padding: 2px;">D</span> <span style="background-color: red; color: white; padding: 2px;">J</span>
<span style="background-color: purple; color: white; padding: 2px;">W19</span>	Ilford	<span style="background-color: red; color: white; padding: 2px;">B</span> <span style="background-color: red; color: white; padding: 2px;">J</span>
	Walthamstow	<span style="background-color: red; color: white; padding: 2px;">A</span> <span style="background-color: red; color: white; padding: 2px;">F</span>

### Night buses

Bus route	Towards	Bus stops
<span style="background-color: blue; color: white; padding: 2px;">N86</span>	Harold Hill	<span style="background-color: red; color: white; padding: 2px;">E</span> <span style="background-color: red; color: white; padding: 2px;">H</span>
	Stratford	<span style="background-color: red; color: white; padding: 2px;">I</span> <span style="background-color: red; color: white; padding: 2px;">C</span>



© Transport for London TFL 26923.09.13 (T)  
Information correct from September 2013

# Complaints procedure

## **We're here to listen.**

### Complaints, compliments and your suggestions

We want you to be happy with the services you receive and we want to know when we get things right. We want to improve on what we do by building on our successes and learning from our mistakes by:

- Listening to your feedback, good or bad
- Dealing with complaints efficiently and effectively
- Keeping you up to date with progress
- Being honest and open about the process

We will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail to deliver on our promises, you may want to make a complaint, this leaflet tells you how to do it.

## **Stage 1 – Local Investigation**

We have a team of Customer Service Co-ordinators to handle your complaint. If you want to make a direct complaint;

Send a letter to the Customer Services Team (please see blue box)

Email your complaint to: [hello@populoliving.co.uk](mailto:hello@populoliving.co.uk)

Phone us on: 0207 112 8901

If you can't do this yourself, you can ask a friend or relative to help you.

We will always try to resolve your complaint on the day we receive it. If we need time to look into it, we will acknowledge that we have received your complaint within two working days. We will aim to provide you with a full response within ten working days. If we can't get back to you within that time, we will explain why and tell you how long it will take.

## **Stage 2**

If you feel your complaint has not been handled correctly you can ask to progress to Stage 2. Depending on the nature of your complaint and your tenancy/agreement with Populo, we will determine the next stage and inform you of this. This will usually be by a Senior Management review. If necessary we will advise you when it is appropriate to contact a designated panel or person, the Housing Ombudsman Service or a First-Tier Tribunal (FTT).



# Complaints procedure

The Stage 2 Complaint will be reviewed by a Senior Manager. They will undertake a thorough and detailed investigation to ensure your complaint has been handled in a fair and appropriate manner and a written response will be provided to you within 20 working days.

## **Stage 3 – The Property Ombudsman**

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied you may seek redress through The Property Ombudsman, that provides a free, independent service for dealing with unresolved disputes.

The Property Ombudsman will not consider your complaint until you have exhausted our internal procedure.

Any referral to The Property Ombudsman must be made within twelve months of the date of our Senior Review letter.

Their details are as follows:

### **The Property Ombudsman**

Milford House  
43-55 Milford  
Street Salisbury  
Wiltshire SP1 2BP  
**[www.tpos.co.uk](http://www.tpos.co.uk)**

---

### **Populo Living (Complaints)**

Customer  
Services373  
High Street  
London E15 4QZ  
**Email us:** [hello@rpopuloliving.co.uk](mailto:hello@rpopuloliving.co.uk)  
**Phone us:** 0207 112 8901



# Customer feedback

We welcome and value any feedback from our customers, whether you are recommending one of the team for a pat on the back or have some constructive critique to assist us in improving our service, we would love to hear from you!

## **Complaints, compliments & suggestions**

We want you to be happy with the services you receive and we want to know when we get things right. We want to improve on what we do by building on our successes and learning from our mistakes by:

- Listening to your feedback, good or bad
- Dealing with complaints efficiently and effectively
- Keeping you up to date with progress
- Being honest and open about the process

We will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail to deliver on our promises, you may want to make a complaint. You can download the form from our website:

[https://www.populoliving.co.uk/media/1458/populo-living\\_complaints-and-suggestions-2020.pdf](https://www.populoliving.co.uk/media/1458/populo-living_complaints-and-suggestions-2020.pdf)

## Customer feedback form

**Name**.....  
**Address**.....  
**Daytime contact no**.....  
**Email**.....

The details of your feedback will remain confidential to Populo, contractors acting on our behalf and independent organisations that we occasionally ask to carry out quality checks.

### Tell us about your feedback (use a separate piece of paper if needed)

.....  
.....  
.....  
.....

### What do you think we should do?

.....  
.....  
.....  
.....

When you have completed this form, please return it to [hello@populoliving.co.uk](mailto:hello@populoliving.co.uk) or:

Populo Ltd  
Customer Services  
373 High Street  
London  
E15 4QZ



# Welcome

Enjoy your new home

