



VISTA RIVER GARDENS

TRINITY ISLAND
•
MANCHESTER

OCCUPATION GUIDE

RENAKER

WWW.RENAKER.COM

CONGRATULATIONS ON THE PURCHASE OF YOUR APARTMENT AT VISTA RIVER GARDENS

FOR YOUR EASE OF REFERENCE, WE HAVE COMPILED THIS OCCUPATION GUIDE TO ASSIST YOU WITH MOVING INTO YOUR NEW HOME.

PRIOR TO COMPLETION

Notice will be served and legal completion will take place 10 working days after notice has been served unless an earlier date has been agreed with Renaker. Our Customer Relationship Executives will be in contact with you to book in a home demonstration and handover of your new home. The home demonstration and handover will take place after legal completion has taken place.

This guide has been compiled to provide you with the information you will require to assist with the practical move in. Furniture cannot be moved into the apartment until after legal completion, handover of keys and home demonstration has taken place with you or your representative. **If you will be using a representative to collect the keys on your behalf, please email authorisation to your Customer Relationship Executive along with contact details so a handover can be arranged on your behalf.**

When you are moving your furniture into your apartment you will need to book a moving in time slot with the concierge team. Slots are available Monday to Saturday and will need to be booked in advance to ensure the loading bay is available. Turn into Vista River Gardens from Trinity Way and follow the road to the rear of the building, where you will find the loading bay.

Should you have any queries on the day you are moving in, the concierge will be able to assist. The concierge is based on the ground floor at Vista River Gardens.

CONCIERGE TEAM CONTACT DETAILS

Email: concierge@vistarivergardens.com

Telephone: 07926 086 687

PARKING

On the day of your handover and home demonstration, your Customer Relationship Executive will meet you at Vista River Gardens, at the concierge, where you'll be introduced to the team.

If you have purchased a right to park in Vista River Gardens, you will need to provide the concierge team with your car registration details. Once your details have been registered on the system, you can begin parking. Fob access is required to get to the lifts once you have parked your car.

There is a height restriction of 2.1m into the car park.

Access to the underground car park is available by turning off Trinity Way into the development.

LEAVING KEYS

A keyholder system is in place. Concierge will go through the process with you.

PET LICENSE

If you have a pet, you'll need to apply for a Pet License with the Managing Agent, Zenith. There is an annual fee of £300 per animal, which is payable in two equal instalments. A sticker will be placed on your fob to indicate you have a valid pet license. For more information, please speak to a member of the Concierge Team.



DELIVERIES

When ordering taxis, groceries or takeaway food, the drivers / delivery personnel are encouraged to contact your apartment directly using the door entry system located outside concierge. If there is no reply the concierge team will take delivery of small parcels, but is unable to accept food, groceries or bulky deliveries.

The concierge is unable to accept large furniture deliveries. The resident or representative will need to be at home/have access to the apartment to accept furniture deliveries/installations.

REFUSE DISPOSAL

Household waste should be bagged, tied securely and placed in the rubbish chute on your floor.

Waste cardboard from removal boxes and furniture packaging will need to be removed by your delivery company. Boxes should not be forced into the rubbish chute. If you do have any boxes that you wish to dispose of, these must be taken down to the basement and put in the correct recycling container. A member of the concierge team can show you where this is.

In the event the rubbish chute is blocked, the CCTV will be checked, as unblocking the chutes attracts a cost that will be borne into the service charge.

Your Customer Relationship Executive will show you where the refuse chutes are and how they operate at handover.

At no time should packaging or other refuse be stored in the communal corridors or the stairs, as this would block access and represent a hazard to residents.

BICYCLES

All bicycles will be stored in the fob controlled cycle store located in the basement.

Your Customer Relationship Executive will show you where the bicycle store and bicycle path is located during your handover.

Residents who wish to store their bicycle in the bike store will need to register their bike with the concierge team. Once your bike has been registered access will be added to your fobs.

THE RESIDENTS' LOUNGE

The residents' lounge, terraces and work pods are all located from the ground floor to level three. The communal space is open from 8:30am - 10:00pm.

BOOKABLE RESIDENTS' AMENITIES

Some residents' amenities will be bookable through the Residents' App. When residents accept the terms and conditions on the app when they make a booking, they are agreeing to be invoiced after the booking should there be damage or excessive cleaning needed.

THE RESIDENTS' GYM

Before using the gym for the first time, you'll need to sign a waiver form at the concierge. After signing, access will be added to your fob.

The gym is open:

6am - 10pm Monday to Friday

8am - 9pm on weekends

RESIDENTS' APP

A Residents' App is available and allows you to do things like:

- Communicate with the concierge team
- Find out about ongoing property management
- Stay up to date with upcoming social and community events
- Request electricity and water meter readings
- Book the multi-use suites

The concierge team will provide instructions for downloading the Residents' App and can walk you through how it works.



IMPORTANT INFORMATION

When purchasing and organising your furniture delivery, please consider the size of the lift doors, stairwells, communal hall doors and apartment entrance doors.

LIFT DIMENSIONS:

There are four lifts that travel up the building with easy access to the loading bay. The communal lifts will have protection on them whilst residents move in.

Lifts 1, 3 and 4: 1275kg / W1200mm, D2300mm, H2500mm. 17 person, from ground floor to level 53. Handrail at circa 80mm to left and rear. Clear door opening H2100mm, W1000mm.

Lift 2*: 1275kg / W1200mm, D2300mm, H2320mm. 17 person capacity. From ground to level 53. Handrail at circa 80mm to left and rear. Clear door opening H2100mm, W1000mm.

*Lift 2 is a firefighting lift and shouldn't be used for moving of materials / large goods.

Please also consider the size of the loading bay and internal doors when buying furniture:

Loading Bay Door: W1446mm H2230mm

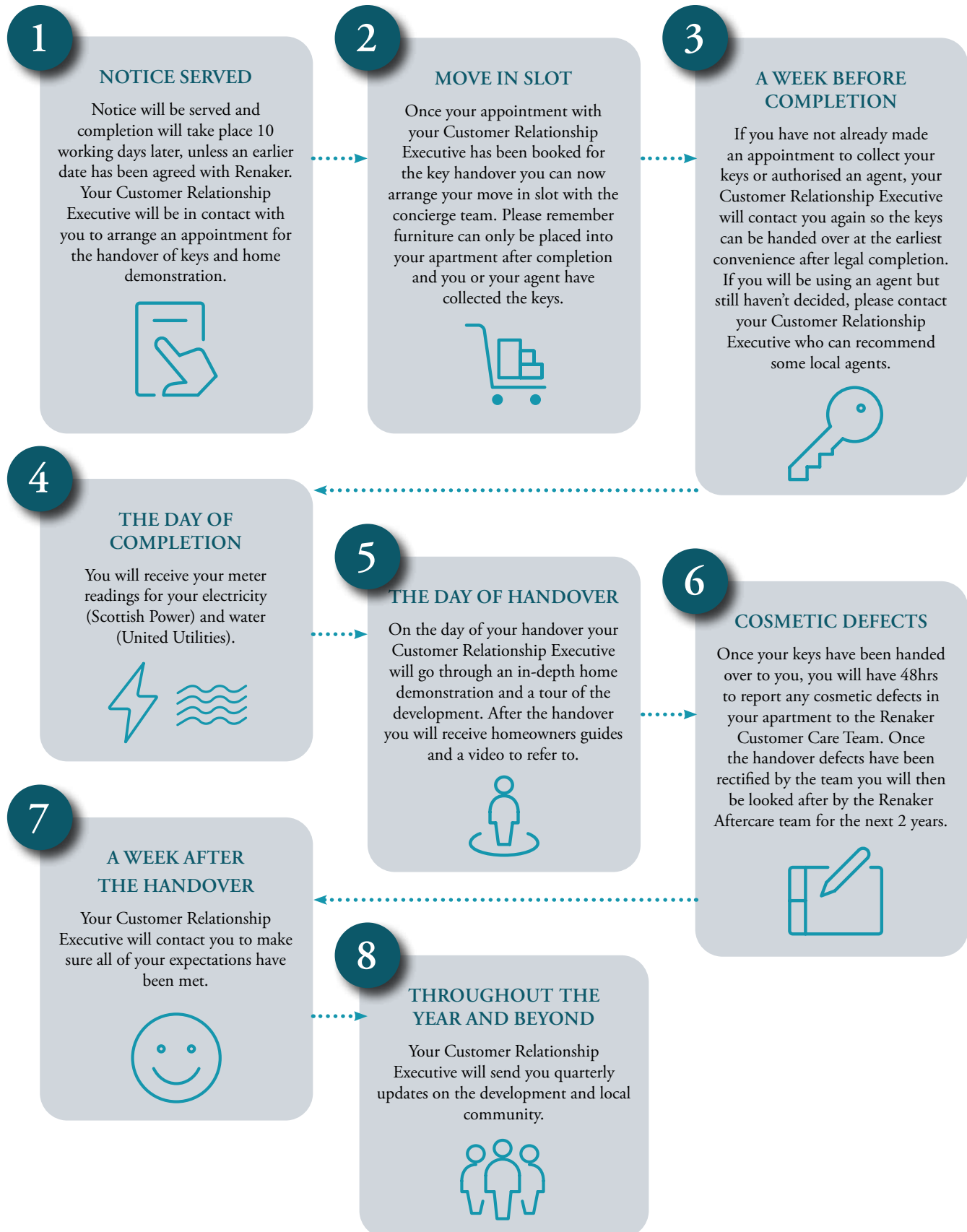
Ground Level Door: W1010mm H2100mm

Please do not jam the lift doors open. This causes the lift to break down and requires the lift company to reset the lift, which attracts a cost that will be borne by the service charge. The concierge will provide a key to lock the doors open while you load and unload.

Communal doors should not be wedged open.

WHAT HAPPENS NEXT...

VISTA RIVER GARDENS HANDOVER TIMELINE



WITH YOU EVERY STEP OF THE WAY

WHAT TO EXPECT WHEN BUYING YOUR NEW HOME WITH RENAKER

Upon legal completion your dedicated Customer Relationship Executive will go through an in-depth home demonstration on how your apartment operates with you or your appointed agent. They will also show you around the development and introduce you to the concierge team, and give you a tour of the private amenities. If you will be using an agent, then email authorisation

must be sent to your Customer Relationship Executive in advance. This will ensure an appointment can be made at the earliest convenience to handover the keys to your apartment.

Please contact the Customer Relationship Executive for your floor.



SARAH HOLT

Customer Relationship Manager

M: 07742 404 679

E: sarahholt@renaker.com

Odd Floors: 5 - 53



ANETA ABRAMCZYK

Customer Relationship Executive

M: 07596 579 321

E: anetaabramczyk@renaker.com

Even Floors: 4 - 52

