

# Riverstone Kensington

*Riverstone*

The life you want to live



Exceptional London living for people over 65



“Riverstone excites me. Exceptional residential experiences and a place you can call home, offering safer living within a vibrant location and community so you can live life your way. I hope it excites you too.”

A handwritten signature in black ink, appearing to be 'Penny Hughes'.

**Penny Hughes CBE** – Chairman

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## CHAPTER 1

# Discover Riverstone

# Created for you

They say the future is a place where we'll spend the rest of our lives. Why can't that place be in the centre of London? We founded Riverstone by asking ourselves simple, direct questions just like this. Today, we're building stylish apartments you can own outright so that you can live in the neighbourhood you know and love, with all the exceptional amenities and hospitality services you require. And you can rest assured that professional care is available 24/7 should you need it. Living the life you want to live in London? Why ever not...

With a strong institutional backing and a passionate team, we have carefully selected the first locations in Kensington and Fulham with the aim of growing residences across the capital, creating a London-wide community.





## All you need in one place

At Riverstone we consider our amenities to be an extension of your apartment, where you can truly relax. The Library, Bar and Restaurant, Cinema, Spa and Club Room are just some of the first-class amenities and hospitality services you'll find on your doorstep. We want every day to be full of possibilities, by making sure you have easy access to everything you need.





*Inspiring*

## **Your home, your style**

We know every home is different but whatever your style or preference, a Riverstone apartment is the perfect choice. Specified to the highest standards, all apartments benefit from floor-to-ceiling windows that create a wonderful, light-filled environment. There is a selection of one, two, three and four bedroom apartments which have been carefully designed to ensure their layouts maximise space and provide ample storage; on average, a two bedroom apartment is in excess of 1,000 sq. ft. Apartments are designed to the Lifetime Homes Standard to ensure your home is adaptable to your changing needs.

## Charming gardens

“Our gardens for Riverstone are designed to provide unique environments and high-quality outdoor spaces to be enjoyed throughout the year. With a focus on health and wellbeing, we are creating beautiful, stimulating places which enhance their settings and provide opportunities for activities and relaxation, both of which play an integral role in the daily life of residents and their visitors.”

**Andy Sturgeon** – Landscape and Garden Designer.  
Winner of eight gold medals at the RHS Chelsea Flower Show.



*Welcoming*

## **At your service**

Our welcoming Concierge Team are on hand 24/7 to make sure everything runs smoothly. Whatever you need - whether that's help with handling deliveries, valet parking, booking theatre tickets or IT support services - our team will support you as little or as much as you would like. These services are all part of the annual Membership Fee, and key to making Riverstone a truly inclusive and welcoming community. Further information is available in the *All You Need To Know* booklet. As a Riverstone resident you will also have access to additional on-demand services such as housekeeping, room service and dog-walking as well as a wide range of spa treatments. Full listings of services and pricing are available on request.



## Health and Wellbeing

Think of Riverstone as a place where you can have as much choice as possible, living a lifestyle that helps you stay well. By creating an environment that inspires and invigorates, we put your needs and wellbeing at the heart of everything we do.

We also understand that being able to access any health or care support at a time it is needed is an essential consideration for residents. With our in-house expert wellbeing team and our chosen specialist partners, you can be confident that the very best support is always at your fingertips.

## A London-wide community

As a resident you automatically become a member of The Riverstone Club, with access to the superb amenities at every Riverstone location. You'll also benefit from partner offers and discount schemes for our restaurants, bars, spa treatments, hairdressing and exercise classes, including the service and goods of handpicked local businesses.

A carefully curated programme of events and lectures is open to all residents across the community and provides opportunities for learning, knowledge sharing and new experiences.



*Engaging*



## CHAPTER 2

# Welcome to Riverstone Kensington



# At home in an elegant neighbourhood

Located in one of the most sought-after areas of Central London, Riverstone Kensington has been designed to evoke the grand townhouses and garden squares that give the district its elegant and highly desirable character. Many of the apartments and shared spaces enjoy views of the beautiful landscaped gardens.



The beautifully crafted Portland stone façade of the apartments at Riverstone Kensington.





Kensington High Street

Hyde Park

The Serpentine

Royal Albert Hall

Knightsbridge

Natural History Museum

Victoria and Albert Museum

R

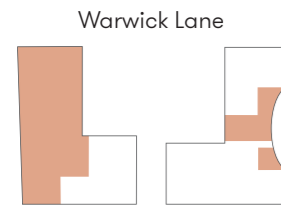
Overview  
**Masterplan**



Our 1, 2, 3 and 4 bedroom apartments are arranged across two buildings within wonderful landscaped gardens.

## Amenities overview

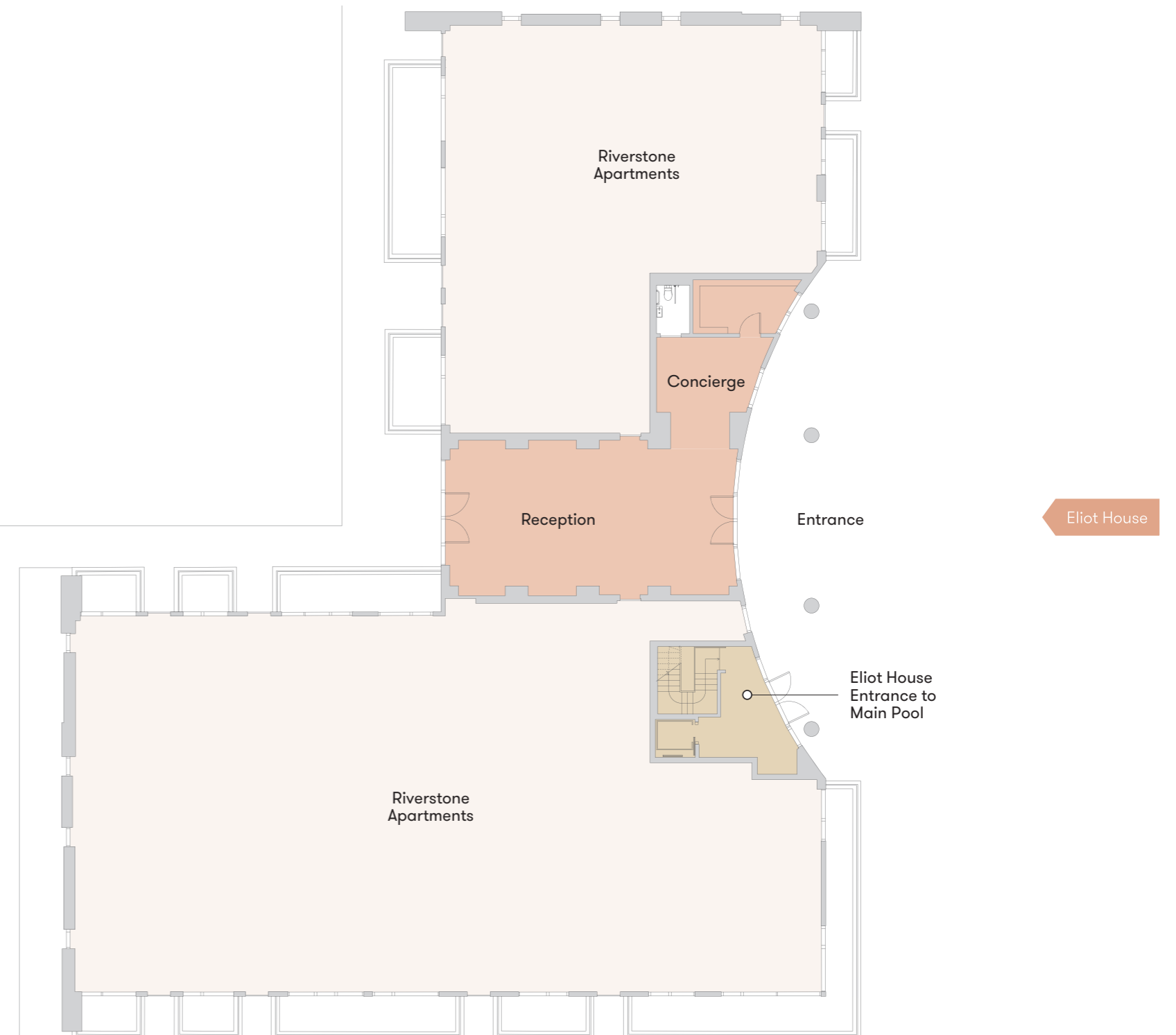
### Ground Floor



Warwick Lane

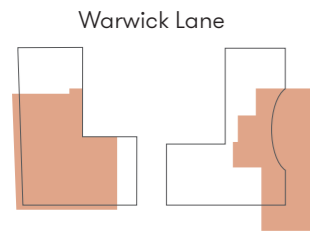


Riverstone Kensington's extensive amenities are set over two floors. The Restaurant, Bar and Club Room on the ground floor all overlook the private gardens and are vibrant interactive and social spaces. The beautiful curved Library, split between the lower ground and ground floor, is another lovely spot to spend time reading or just enjoying life's moments. The Restaurant and Bar is open to the public.



## Amenities overview

# Lower Ground Floor



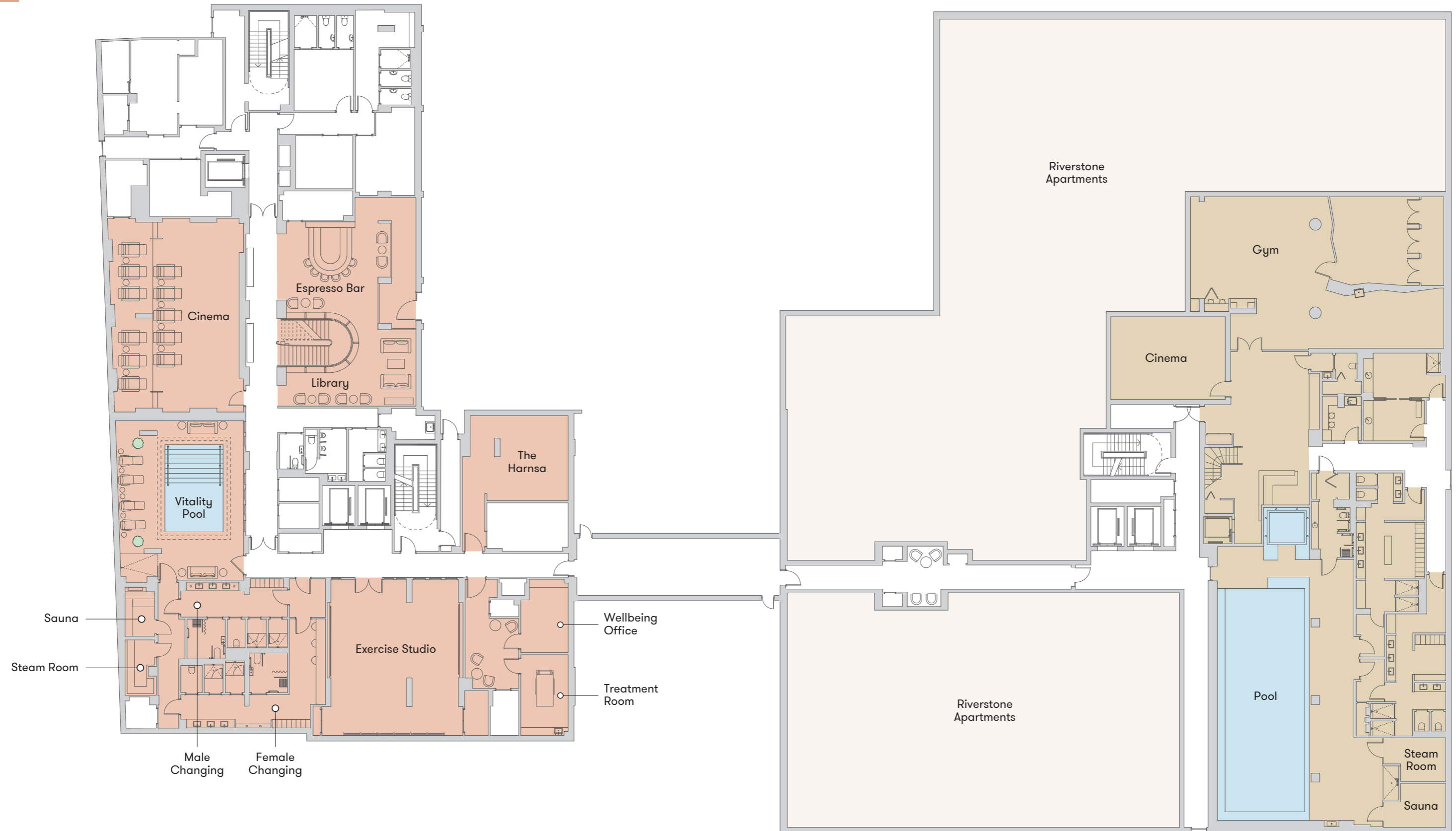
Warwick Lane

Warwick Road



Coe House

Eliot House



The lower ground floor amenities are located in both Coe House and Eliot House. Coe House comprises the Spa which includes a Vitality Pool, Sauna and Steam Room, a spacious Exercise Studio and two Treatment Rooms. There is also the Espresso Bar, hosted by our Barista Concierge, a Cinema and an Art Studio. The Royal Warwick Leisure Suite is located in Eliot House and includes the main Pool. As a resident, you will also have access to the Steam Room and Sauna, Gym and Cinema.

Residents only
  Royal Warwick Square Leisure Suite
  Riverstone Apartments



### An inviting arrival

An imposing tree-lined boulevard leads to the main entrance and drop-off area, where Riverstone's signature Orangery reception welcomes you. This is a friendly, warm space that sets the tone for the quality and attention to detail you'll experience throughout.

From the moment you arrive at Riverstone Kensington, our aim is to make life as easy as possible. Our friendly Concierge Team are always on hand, from helping you with your shopping bags and welcoming your guests to sharing places of interest and reserving a seat on our shuttle service to your favourite restaurant.



## Warm and welcoming

Move from the Orangery into the main Reception and Library, where the interiors are comfortable and inviting. The elegant, patterned wall covering, contemporary chandelier and curated wall art add character to these welcoming, light-filled spaces.



## Haven for book lovers

The exquisite Library features a curved, double-height staircase and provides pockets of private, personal spaces in which to relax and unwind at any time of day or night. With a selection of non-fiction books, novels, magazines and daily newspapers on offer, there's something for every mood and taste.





### Stylish hallway

The colonnade hallway links the ground floor amenity spaces and reflects the elegant palatial style of the townhouses in the area.





### Shaken and stirred

The Bar, which is also open to the public, overlooks the gardens and is a lovely focal point for social interaction. It has a striking serving counter and sumptuous seating that give the space a real sense of theatre. The bar itself is well stocked with a wide selection of spirits and fine wines. Sit back and let the bartenders prepare your favourite tippie, whether that's a signature beverage, fruit cocktail or a glass of champagne.

## Food for the soul

The Restaurant opens onto the gardens and is an enticing space to gather in throughout the day. Open seven days a week, the all-day restaurant, which is also open to the public, serves a brasserie-style menu with a classic British slant. Our changing and varied menu caters for all tastes and, if one day what you fancy is not on the menu, our mantra is 'if it's in the fridge, it's yours and, if it's not, we'll get it for you next time'.

For the best view of the action, there's bar seating at the Chef's Kitchen, along with more secluded areas with curved banquettes and booths. Comfortable seating is provided at individual tables. Friends and family are welcome any time at Riverstone, with Sundays particularly geared towards making it a fun and inclusive time for parents, children and grandchildren, whatever their age.







*Enriching*



### All-year-round enjoyment

The Spa and Vitality Pool are havens of restfulness and elegance, with the Vitality Pool benefiting from wide stairways descending into the water. Enjoy taking part in the regular fitness and exercise classes or simply relax and unwind.

The Vitality Pool, at 5.5 metres, is perfect for gentle exercise programmes or prescribed physiotherapy sessions, with its massage jets. The elegant Changing Rooms with individual changing areas, showers and lockers are dressed with a range of toiletries and essential grooming items, fresh towels and chilled water.

The Sauna and Steam Room are close by: why not visit them before or after a swim to add to your relaxation?



As a resident you have access to the Pool located within Eliot House. Please note this Pool can be accessed by residents of the adjacent buildings.



### Encouraging a healthy lifestyle

Whether you're a beginner or a more experienced gym goer, everyone is welcome in our high specification Exercise Studio, where keeping fit and maintaining a healthy lifestyle is a pleasure, not a chore. A spacious exercise floor and wall area is furnished with state-of-the-art fitness and conditioning equipment, yoga mats and stretch ropes. A selection of exercise classes help to make your fitness programme fun and social. Fresh towels, chilled water, flavoured water infusions and seasonal fruit are continuously replenished.



### Soothing and replenishing treatments

The Treatment Rooms and relaxation spaces are lit with subtle warm lighting and candles, while soothing music and our signature spa scent add to the calming, tranquil mood. There is a wide range of treatments to ease both body and mind. Friends and family are welcome to use the facilities.

## Discover your favourite brew

You can rely on a warm and friendly welcome from our Barista Concierge, who is on hand throughout the day in the delightful Espresso Bar. Sit back and enjoy a coffee, tea or infusion while you read your post which has been safely stored for you. You can also speak with the Concierge Team to book your place in an exercise class or treatments in the Spa.









### Connecting with nature

The private gardens at Riverstone Kensington are arranged as a series of interconnecting green promenades linking the apartment buildings and the communal spaces. We've ensured planting is strongly coloured, textured and scented to stimulate the senses.

Residents are invited to help grow herbs and nurture fresh produce in the sustainable vegetable garden, which supplies our chefs with seasonal ingredients for the Restaurant. But if you're not green-fingered, Andy Sturgeon and his team have created the gardens to be inclusive spaces, with plenty of shady spots and seating areas to sit back, relax and enjoy the outdoors. An activity lawn for yoga, tai chi and croquet is also available.

Our Concierge Team is on hand to adjust outdoor seating areas and shelters and provide cosy blankets in the cooler months allowing for all-year-round use and enjoyment of the gardens from both inside and out.



**Best seats in the house**

Our Cinema offers classic luxury, with its soft-lit, tiered auditorium, indulgent seating, handy footrests and widescreen viewing. Select your on-screen pleasure from the extensive library of contemporary and classic movies, regularly updated with the latest releases. This multi-functional area is used for events too, such as resident activities, guest talks, open-mic nights, a live game or the Wimbledon finals: you choose. You can enjoy drinks and nibbles with family and friends from the well-stocked Bar.



### Warmth of home

The Club Room, with its cosy sofas and armchairs, is a great place to be served the tittle of your choice, meet for a coffee or catch up on the day with friends. With its feature fireplace, the Snug is the ideal spot to kick off your shoes and relax.





## CHAPTER 3

# Apartments to Call Home

# A sense of belonging

Each apartment has been designed to ensure it feels like home the moment you step through your front door. A spacious place to relax and enjoy time with family and friends, with floor-to-ceiling windows and contemporary finishes throughout. All apartments benefit from a private terrace or balcony, and most are arranged over a single floor.

Clean lines and classically neutral decor make the perfect backdrop for your treasured belongings. Whatever your style or whatever home means to you, we will be there to help you make it your own.





## Open plan and adaptable

Our apartments provide flexible environments that allow you to create the cooking, dining, relaxing and socialising spaces you need. They already include discreet features that make life easier and are designed to the Lifetime Homes Standard, which means they are adaptable in other ways too. If your needs change, you can readily make your apartment more accessible, or you can add safety, security and support features that will help sustain your comfortable and independent lifestyle.



## Easy-to-use heating and cooling

Comfort cooling is provided in all apartments and we've installed simple heating controls for you to set the temperature just as you like it. Heating and ventilation is cleverly concealed to maintain the beauty and elegance of your home. If you need us, we're always on hand to help with this and anything else in your apartment.

### Feel safe and secure

A digital emergency call system is discreetly integrated into your apartment and is operated by a touchscreen tablet in the hallway. Also available is a wearable device that is paired with your in-apartment console which allows high-quality, 24/7 two-way speech with our Concierge Team. It will operate both in the apartment and throughout the residence. An additional security measure is the intruder alarm, installed in every apartment.





*Calming*





### Cooking in style

Enjoy creating a culinary treat in your intelligently designed, streamlined kitchen. The clean lines, natural finishes and stone worktops create a calm and inviting environment with ergonomically-friendly height levels. High-quality appliances ensure you have all the latest kitchen features at your fingertips and we've made sure all appliances are straightforward to use, such as the double drawer dishwasher with the ability to use the top drawer only. Kitchen cabinets have been fitted with chrome handles, and integrated lighting means work surfaces are well lit and easily accessible. Electric hobs have been fitted as standard.



Three bedroom apartment kitchen with built-in high-quality appliances and stone worktops.





### Timeless and spacious bedrooms

Bedrooms are light, airy and peaceful and are lovely places to be. Master ensuite bedrooms and secondary bedrooms include fitted wardrobes, enabling a clutter-free, spacious environment and all bedrooms include plush, fitted carpets. Why not have the grandchildren over to stay for movie night or use the second bedroom as a home office? The choice is yours.

Further assistive technology can be easily installed; please speak to a member of our team for more information.

## Stylish yet practical bathrooms

Carefully chosen contemporary fixtures and fittings ensure a five-star bathroom experience. Generously sized, the bathrooms and wet rooms are designed to prevent slips and trips, with edges eliminated from the walk-in shower areas and slip-resistant tiles used throughout.

Ergonomically efficient taps and controls are easy to operate. Master bathrooms can be adapted to include hand bars and ceiling hoists, if required. Discreet chrome call buttons, that link to the emergency call system and on-site staff, are located at skirting level.



# Apartment specification

## Kitchens

- Individually designed layouts with fully integrated appliances
- Composite stone work surfaces with porcelain stone effect splashbacks
- Walnut veneered and lacquered finishes to cabinets with ergonomic chrome handles
- Stainless steel 1½ bowl undermount sink, with polished chrome Hansgrohe mixer tap and integrated Insinkerator food waste disposer
- Pull-out pan units where appropriate
- Recessed LED ceiling downlighters and recessed LED strip lights to wall cabinets
- Concealed multi-gang appliance panel and brushed stainless steel socket outlets above work surfaces, including USB outlets
- Küppersbusch inset touch dial control electric hob
- Integrated Elica extractor hood with high performance filtration
- Küppersbusch stainless steel multifunction oven with catalytic converter cleaning system
- Küppersbusch stainless steel combination microwave oven
- Küppersbusch built-in stainless steel warming drawer
- Küppersbusch integrated fridge / freezer
- Küppersbusch built-in wine cooler to 3 bedroom and penthouse apartments
- Integrated Fisher & Paykel double drawer dishwasher

- Free-standing Siemens washing machine and Siemens tumble dryer within vented utility cupboard / room
- Space-saving waste and recycling bins

## Bathrooms

- White enamelled steel bath with bath filler and tiled bath panel
- Hansgrohe polished chrome concealed thermostatic mixer / diverter with hand shower to selected baths
- Hansgrohe polished chrome concealed thermostatic mixer / diverter with hand shower, ceiling-mounted showerhead and frameless glass bath screen to selected baths
- Hansgrohe polished chrome concealed thermostatic mixer / diverter, ceiling-mounted showerhead and complete hand shower set to shower areas of bathrooms and shower rooms
- Walk-in shower area to bathrooms / shower rooms with demountable frameless glass shower screen
- Bespoke composite stone and walnut veneer vanity units with surface mounted basin, storage drawers and polished chrome deck-mounted Hansgrohe mixer taps
- Bespoke mirrored cabinets with shelving, shaver socket and concealed LED lighting
- Villeroy & Boch white wall-mounted WC pan with soft close seat / cover, concealed cistern and dual flush plate
- Built-in provision for future Villeroy & Boch 'ViClean' toilet to master bathrooms
- Shelved niche to bath / shower areas with recessed LED downlighters where appropriate

- Polished chrome ladder style thermostatically controlled heated towel rail to bathrooms and shower rooms
- Large format porcelain tile wall finishes to feature walls
- Large format porcelain tile floor finishes
- Extract ventilation to outside
- Recessed LED downlights to bathrooms / shower rooms / cloakrooms
- Provided accessories include toilet roll holder and robe hook
- Discreet low-level polished chrome emergency call button to each bathroom

## Electrical Fittings

- Ceiling coffers to principal reception rooms
- Recessed LED downlighters throughout
- Dimmable lighting control to all rooms (except bathrooms)
- 5-amp lighting circuit to reception rooms and bedrooms
- Automatic lighting to utility / services / coat cupboards
- Polished chrome power sockets and light switches (brushed stainless steel to kitchen)
- Blind boxes to principal reception rooms and master bedrooms, pre-wired for future automated curtains / blinds
- Pre-wired for future ceiling speakers to principal reception rooms and bedrooms

- Telephone and data points to principal reception rooms and bedrooms
- Television and satellite (terrestrial and Sky Q) points to principal reception rooms and bedrooms
- Hyperoptic superfast fibre broadband to all apartments
- Orcomm smart home system including future provision for automated lighting and curtain / blind control
- Integrated digital emergency call system, including wall mounted tablet to hallway, discreet low-level push buttons to bathrooms and wireless personal connectivity

## Heating and Cooling

- Heating and hot water from a communal system with metered supply to all apartments
- Electric underfloor heating to cloakrooms, bathrooms and shower rooms
- Comfort cooling and heating to all reception rooms and bedrooms
- Individual wall mounted temperature control to each habitable room together with Orcomm remote app control

## Interior Finishes

- Feature engineered walnut veneer entrance doors
- Engineered walnut veneer internal doors with matching veneered architraves



- Bespoke polished nickel and leather door handles throughout
- Painted finish to hardwood skirtings and porcelain tile skirtings to wet areas
- Interior fittings to utility / services / coat cupboards to suit
- Duplex staircases with glass balustrades, timber handrails and lighting, together with internal lift
- Bespoke fitted or walk-in wardrobes to master bedrooms - internal fittings include rails, shelves and integrated lighting
- Engineered timber floor finishes to hallways, kitchen and reception rooms
- Carpet floor finishes to bedrooms

#### Terraces

- Terraces to all apartments with architectural metal railings
- Stone paving to terraces with level thresholds and external lighting where indicated
- Stone paving to lightwell terraces with external lighting where indicated

#### Security and Peace of Mind

- Orcomm video entry system to hallway viewed by an integrated viewing screen
- Wireless intruder alarm to all apartments with main door sensor - extendable to suit individual requirements

- Interlinked mains supply smoke and heat detectors with alert messaging to Riverstone Concierge Team
- Domestic sprinkler system throughout (and Flamefast hob extractor fire suppression to open plan units)
- Multi-point locking, door restrictor and spy hole to apartment entrance doors
- Managed building access with dedicated concierge service
- CCTV to communal areas
- Integrated emergency call system, to both apartment and communal areas, with direct alerts to Riverstone concierge and care management teams
- All apartments designed to Lifetime Homes Standards, including reinforced bathroom walls for future mobility equipment, demountable shower screens for wet room access and level thresholds throughout
- Apartment leak detection connected to Orcomm smart home system and Riverstone Concierge Team

#### Lifts, Lobbies and Communal Hallways

- Passenger lifts serve all levels with direct access to underground parking levels and the amenities in both Coe House and Eliot House
- Bespoke carpet floor finishes and painted walls to communal hallways
- Tiled floors and painted walls to car park levels



Apartments enjoy generous living spaces for entertaining family and friends.



## Moving into your new apartment

We know that moving home is one of life's major decisions and we plan to be with you every step of the way. We can help coordinate arrangements and ensure every aspect of your move is considered in readiness for your move-in date. Your Moving In Team is here to help and nothing is too much trouble.

### What happens when I exchange contracts?

Once you exchange contracts, you will be introduced to a member of the Moving In Team who will provide you with all their contact details. This team member will become your main point of contact to keep things simple.

### What happens next?

You will be provided with a bespoke welcome pack in advance of your move-in date. This includes details of the services we provide and what to consider before you arrive.

### I've received my Notice to Complete: what happens now?

We know that moving home is one of life's major decisions. We want you to know that nothing is too much trouble for your Moving In Team. We're with you throughout the process and can help coordinate arrangements to ensure a smooth, stress-free transition.

### Leading up to the day of completion, what can I expect?

We will be in contact with you leading up to this date, just to make sure all your arrangements are on track and to see if you need any further help or advice regarding the move.

### It's the day of moving in: what should I expect?

Behind the scenes, your Moving In Team member will have been in contact with your removal team to make sure all is on track so you don't have to worry about any re-scheduling. Once you arrive at your new home, you will meet with your Moving In Team member and be introduced to the General Manager and the immediate team. They will help with coordinating the removal team allowing you to take a breather, have some refreshments and start to get a feel for your new life at Riverstone.

### Will I get help with how everything works in my new home?

Absolutely. With the introductions made, your Moving In Team member will take you up to your apartment. You will be provided with a handbook which has some 'quick start' guides on how to operate the basics which we will help you with. At a convenient time the next day, we can go through everything in detail. However, if you need any help in the meantime, we're only a phone call away.

### Will you help me set up or transfer my utilities?

We're here to help however we can, whether that's hands-on help whilst changing utility suppliers or just talking through your options. We'll give you all the information you need on the steps to follow before you move in.

### What should I do if something isn't working in my apartment?

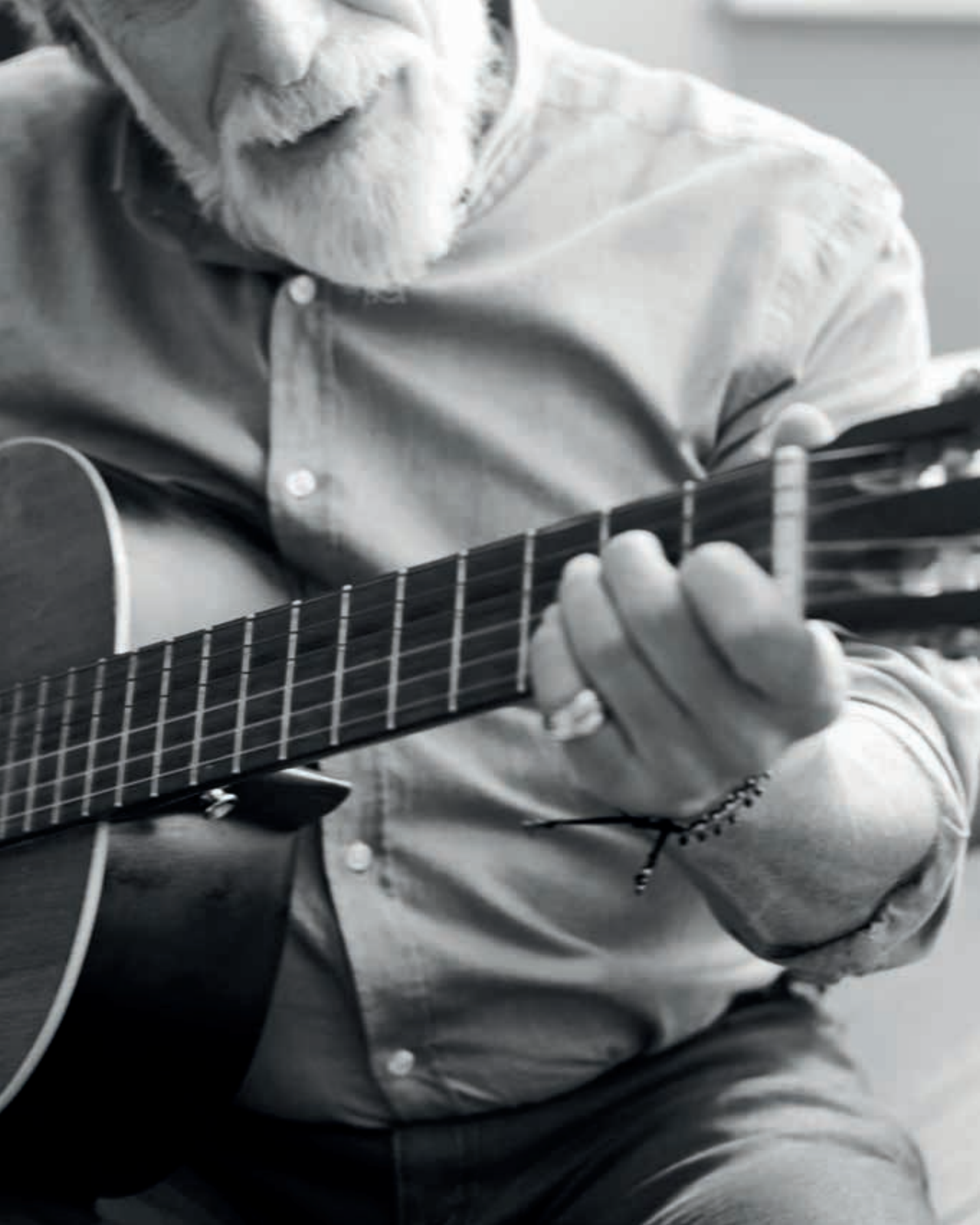
Should you require any assistance you can contact the Moving In Team or the Concierge Team to ensure we support you with whatever you need.

### How will I know where everything is?

The Moving In Team member will provide you with an orientation tour whenever is best for you.

### Can I bring my pet?

We know that pets are much-loved members of the family and provide important companionship. We welcome pets at all our locations and offer additional services through our preferred providers (subject to our published tariff) including dog walking, grooming, veterinary appointments and pet boarding. Further information is listed on the residents' Riverstone app.



## CHAPTER 4

# Health and Wellbeing

# Shaped around you

Understanding your wellbeing and any health or support requirements that you might have is central to what we do, and begins before you've moved to your Riverstone apartment. It may simply be that you need a hand with your weekly shop, or support making sure you receive your regular prescriptions. It could be you'd like to discuss making lifestyle changes to improve your health, or want to know a physiotherapist who can get you playing tennis again. No matter what your requirements, we want to ensure you have precisely the back-up you need and our on-site wellbeing team, working with our selected expert partners are here to help.



# Wellbeing is what you want it to be

Supporting the wellbeing of our residents, our visitors and our colleagues underpins everything we do at Riverstone. We are mindful that wellbeing means different things to different people, and are fiercely protective of ensuring you live life your way.

You tell us what contributes to your wellbeing and we'll help you do it, whether that's sitting on the terrace enjoying a cup of coffee, taking in the light and enjoying the landscaped gardens or taking a stroll – or run! – into your local neighbourhood.

Your wellbeing might involve more thoughts about safety, security and service and just having everything taken care of. We certainly believe these contribute to quality of life and we will do our utmost to offer you choice, provide the best service and keep you living safely and well.



## Supporting your health

At Riverstone we know that good health and wellbeing are key to enjoying life. Our in-house wellbeing ambassador and fitness instructor are here to get to know you and support you. Our partnership with GPDQ means that you can see the regular GP in one of our frequent on-site clinics, or access a doctor via a video consultation whenever you might need it. We work closely with a number of expert physiotherapists who understand who Riverstone are and what we do. From eye-tests to dentists, hospitals to rehabilitation spaces, we know who can help, and will make a personal introduction. And if you do need additional support to remain independent, then we have our bespoke care offer provided by The Good Care Group at Riverstone.

## Time with others

Social interaction plays a huge part in enjoying happy and fulfilling lives. If you love to socialise, we have a great range of stylishly designed spaces for you to gather in with family and friends. There are so many places to mingle, entertain and have fun in, whether with like-minded enthusiasts, gamers, cooks or film buffs. Alternatively, simply enjoy a delicious meal in the Restaurant or a drink in the Club Room or at the Bar. Our chefs always aim to cater for a variety of dietary requirements.

## Healthy body, healthy mind

For fitness enthusiasts we have everything you need in one place. Choose the Exercise Studio for group classes<sup>1</sup> or try the Gym for a strength-building session. The Gym equipment incorporates intuitive and personalised set-ups for ease of use. The Pool and Vitality Pool offer a chance for more serene activities, while outdoors you can enjoy an early morning walk around the neighbourhood.

<sup>1</sup>Some classes and services are chargeable. See the *All You Need To Know* booklet for full listings

## Continuous learning

If variety and keeping busy are important aspects of your life, then you need to know about our Forever Curious programme. From lectures, debates and screenings taking place in the Cinema, to clubs and classes in the Harnsa or club room, it's the ideal opportunity to learn new things or reignite old interests and passions. And don't forget to step outside of Riverstone - our unique partnerships with London venues and Institutions can mean front row seats for some of the best concerts and exhibitions to art classes.

## Community spirit

Riverstone residences provide a place for family and friends to meet and to socialise and we offer a friendly welcome to everyone. The Restaurant and Bar in each location are also open to the public and this helps provide an extra connection to the community.

The Riverstone Club will create a London-wide community and allow residents to make connections across our locations.

## Our Partners

### Private GP Service – GPDQ

Riverstone have partnered with leading private General Practice provider GPDQ to offer proactive healthcare solutions for our residents. From the little questions to larger concerns, their friendly, experienced professionals will be on hand to provide reassurance, advice and recommendations.

From frequent on-site GP clinics, with a familiar doctor who you are able to get to know, to being able to access a doctor via a video consultation virtually whenever you might need them, their aim is to make preventive healthcare easy. Whether it's an annual medical, a travel vaccination clinic or referral to the best London hospitals and specialists, GPDQ are working with Riverstone to make sure residents can easily access any healthcare that they need.

### The Good Care Group at Riverstone

We understand that the provision of care is an important consideration for residents, whether it is needed now or in the future. In order to deliver the very best, we have chosen to partner with The Good Care Group, a highly regarded home care provider.

In 2019, the Group was rated 'outstanding' by the Care Quality Commission across all five categories - safe, effective, caring, well-led and responsive to people's needs<sup>2</sup>.

The bespoke service from The Good Care Group at Riverstone, created especially for residents, means our dedicated Registered Care Manager can lead a responsive, high-quality service. Packages of care which can be tailored to match your changing needs will be available.

Care is provided in the comfort and privacy of your own home. A separate contract and flexible terms mean transparent and straightforward arrangements, with appointments starting at 30 minutes and extending to live-in care if required. From just an hour a week to give you a helping hand, a more intensive but shorter-term package following a hospital stay or a period of ill health, or a longer term arrangement, support from The Good Care Group at Riverstone flexes to keep in step with your changing requirements. The Good Care Group's services are offered exclusively to Riverstone residents at or below market prices. You are, of course, free to choose a different care provider if you wish.

The Good Care Group at Riverstone do not provide nursing care, however if this is required, the Riverstone wellbeing team can support residents to find a suitable provider. Further information about our dedicated care services is available in *The Good Care Group at Riverstone* booklet.

<sup>2</sup>Source: Care Quality Commission (2019) The Good Care Group London Ltd Inspection. <https://www.cqc.org.uk/location/1-1489174477>







## CHAPTER 5

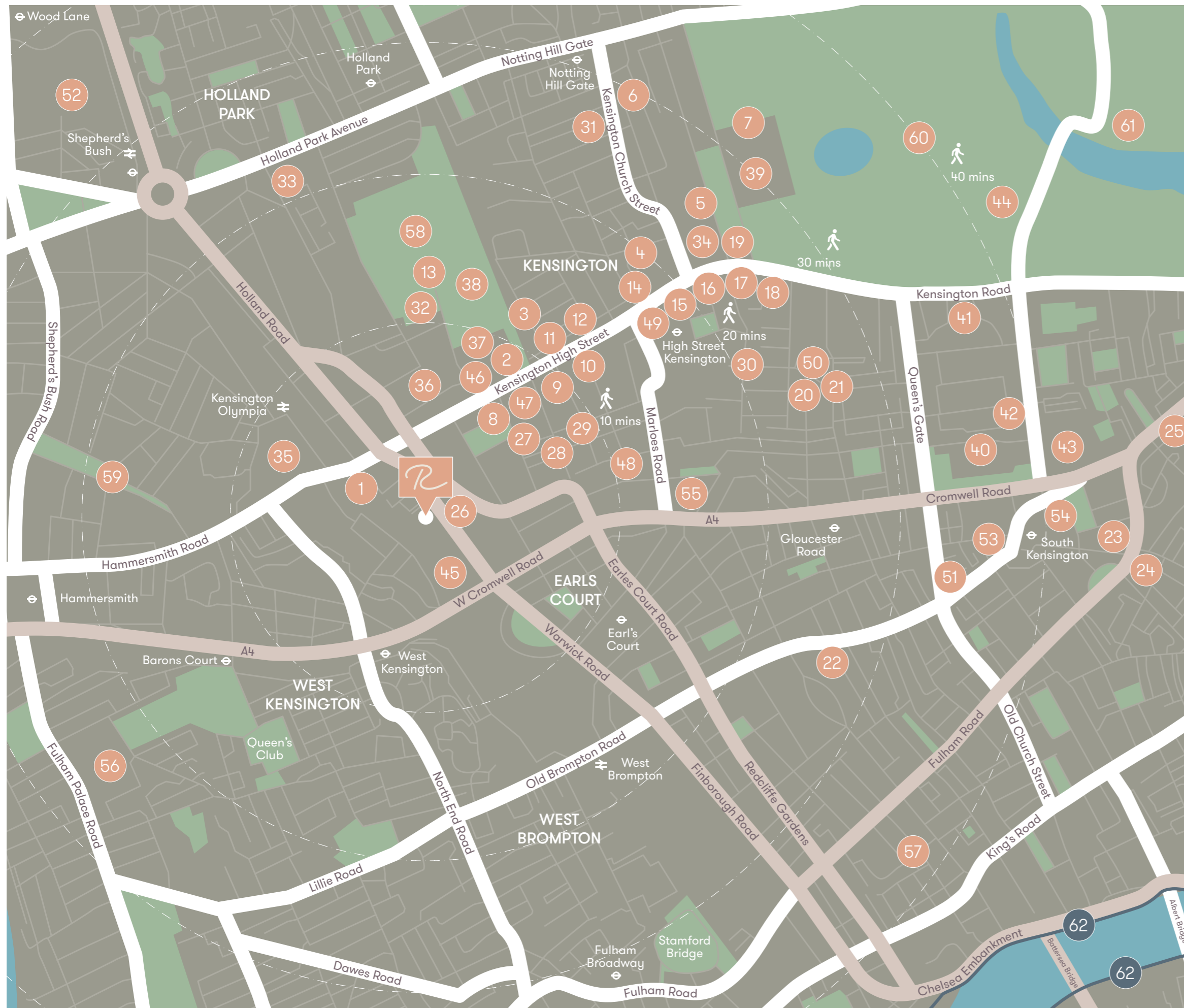
# Around the Neighbourhood

# An elegant and charming setting

Riverstone Kensington is located within an affluent district of Central London and is home to exquisite period properties and imposing squares, world-renowned museums, the grand Royal Albert Hall, the splendour of Kensington Palace and the majestic greenery of Hyde Park and Holland Park.

Kensington High Street and Kensington Church Street provide a wealth of shopping choices, ranging from everyday needs and luxury brands to chic boutiques and upmarket antiques. With famous stores including Harrods and Harvey Nichols nearby, it's little wonder that Kensington is one of the most sought-after areas to live in London.





## Neighbourhood map

### Cafés/Delis

1. Fitaly
2. Gail's
3. Café Phillies
4. Caffè Concerto
5. Kensington Palace Café
6. Clarke's
7. The Orangery, Kensington Palace

### Restaurants

8. Il Portico
9. Kitchen W8
10. Balans
11. Megan's on the High Street
12. Yasmin Sushi
13. The Belvedere
14. The Ivy Brasserie
15. Akira Japanese
16. Dishoom Kensington
17. Aubaine
18. Zaika of Kensington
19. Min Jiang
20. Lauceston Place
21. Da Mario
22. Cambio de Tercio
23. Restaurant Ours
24. Claude Bosi at Bibendum
25. Hawksmoor

### Bars/Pubs

26. The Warwick Arms
27. The Scarsdale Tavern
28. The Hansom Cab
29. The Abingdon
30. The Builder's Arms
31. The Churchill Arms

### Clubs

32. CourtFit Holland Park
33. Holland Park Lawn Tennis Club
34. Virgin Active Kensington

### Culture

35. Olympia London
36. Leighton House Museum
37. The Design Museum
38. Holland Park Open Air Theatre
39. Kensington Palace
40. Natural History Museum
41. Royal Albert Hall
42. Science Museum
43. Victoria and Albert Museum
44. Serpentine Galleries

### Food and Drink/Specialist Shops

45. Tesco Superstore
46. Jeroboams
47. Waitrose
48. Miller of Kensington
49. Leonidas Chocolate
50. Kensington Flowers
51. Aux Merveilleux de Fred
52. Westfield
53. Moxon's Fishmongers
54. South Kensington Books

### Healthcare

55. Cromwell Hospital
56. Charing Cross Hospital
57. Chelsea & Westminster Hospital

### Parks/Riverside Walks

58. Holland Park
59. Brook Green
60. Kensington Gardens
61. Hyde Park
62. Thames Path

# Kensington life on your doorstep

Riverstone Kensington is near to some of the most interesting and enjoyable attractions available in London. This pretty area also has some lovely streets and squares, wonderful restaurants and plenty of entertainment options including museums and galleries, pubs, bars, cinemas and theatres, and is perfectly placed to connect to the City and West End.

We provide a wide range of environmentally friendly transport options for our residents, including a driver to provide scheduled runs to local amenities. You will be able to pre-book a chauffeur service (subject to our published tariff) or ask the Concierge Team to arrange a black cab or private hire vehicle. Riverstone benefits from a fleet of electric vehicles that residents can rent either by the hour or by the day, while any other travel services can be handled by our Concierge Team. Parking spaces are available to rent at all our locations.

## Underground from Earl's Court Station

Hyde Park Corner	8 minutes
Knightsbridge	11 minutes
Sloane Square	12 minutes
Bond Street	16 minutes
Covent Garden	17 minutes

## Walking

Kensington Olympia Station	9 minutes
Design Museum	10 minutes
Holland Park	11 minutes
Earl's Court Station	13 minutes
High Street Kensington Station	17 minutes
Kensington Palace	28 minutes
Kensington Gardens	33 minutes

## By car

Westfield London	4 minutes
Royal Albert Hall	8 minutes
Harrods	11 minutes
Paddington Station	14 minutes
Sloane Square	15 minutes
West End	24 minutes
Heathrow Airport	25 minutes

## International travel from Earl's Court Station

St Pancras International	23 minutes
Heathrow Airport	36 minutes
London City Airport	47 minutes
Stansted Airport	1 hour 21 minutes



**The Builder's Arms** – From Sunday roasts to casual weekday suppers, this is a great place to enjoy time with loved ones.



**Parakeets in Hyde Park** – Thought to have escaped from the filming of The African Queen, they now flourish all over the capital.



**The Design Museum** – The world's leading collection of contemporary design from architecture to fashion.



**Natural History Museum** – A world-leading collection of more than 80 million specimens.



**The Kensington Arcade** – Just outside High Street Kensington Station, browse here before heading off to explore London and all it has to offer.



**Royal Albert Hall** – Kensington Gardens, home to the Serpentine Gallery established in 1970.



**Da Mario** – A true locals' favourite, this popular trattoria is housed in a building that was commissioned by Queen Victoria.



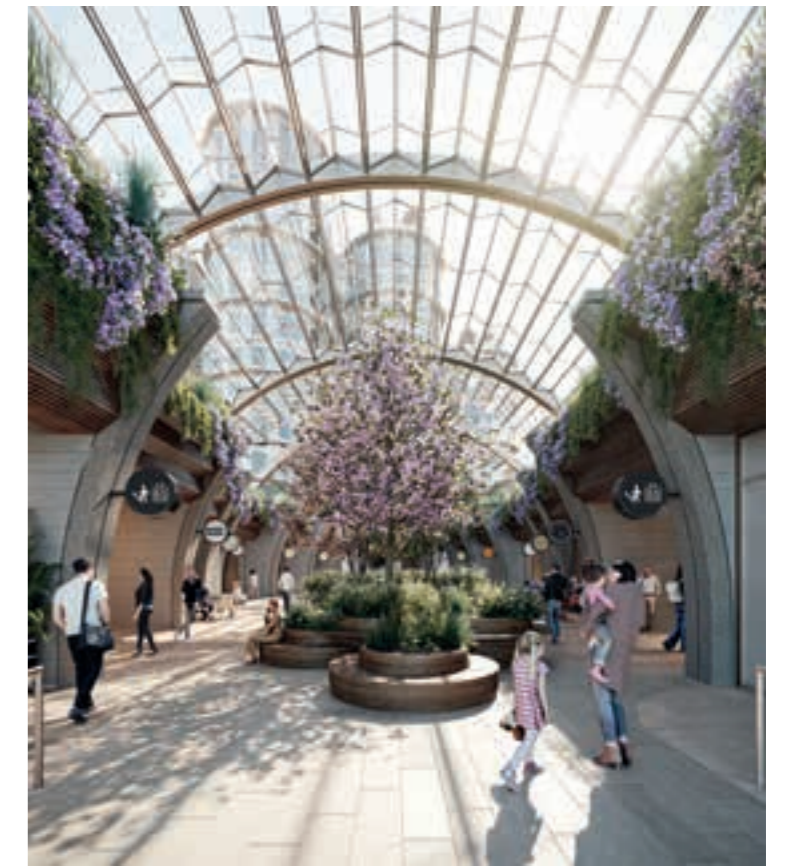
**The Scarsdale Tavern** – A local watering hole known for its picturesque frontage and selection of ales.



**Kensington Flowers** – Need to pick up some blooms for a loved one? This second-generation flower shop is the place to go.



**Olympia London** – £1.3 billion is being invested in the regeneration of Olympia London into a world-leading cultural destination including the addition of a live music venue, performing arts theatre, cinema, restaurants, bars and creative offices.







## CHAPTER 6

# Making a Difference

# Putting you at the heart of all we do

Putting your independence and wellbeing at the heart of everything we do defines the professional service we provide and the locations we have chosen. We also contribute to the wellbeing of the local communities we are part of and work hard to protect the environment that we and future generations depend on. Riverstone is a responsible business that continuously finds ways to make a positive difference to people's lives.





# Our beliefs define how we engage and work with everyone

### Forever curious

No one ever stops learning or growing, intellectually, spiritually or emotionally. We hope to inspire those around us to grow, through new and shared experiences. By being open to different and creative ideas, and alternative ways of working, we uphold the entrepreneurial spirit at the heart of our company.

### Others first

Each member of the Riverstone team is empowered to use their own initiative, to anticipate the needs of others and help them live the life they want to live. We don't expect anything in return except the personal satisfaction of making a positive difference.

### Embracing family

Like a family, we look out for everyone, making them as comfortable as if embraced by a big, cosy duvet. Although they may forget what we say, they'll never forget how we make them feel. Dependency on each other builds unbreakable bonds.

### Respecting individuality

We're all different and together we're the richer for it. We treat everyone as we would want to be treated and are relaxed about others making their own choices. We always respect individuals' decisions on personal and complex issues such as their safety, security, independence and end-of life arrangements.

### Keeping promises

We're motivated to be the very best and are proud of our professional work ethic. We always strive to do the right thing and never fail to do what we say we're going to do. We build on our achievements and learn from our mistakes. We're there for others, encouraging their successes and supporting them to reach their full potential.

## Stay connected with the Riverstone app

Our Riverstone app is an easy way to stay in touch with everything that's going on. You can use it to manage all your activities, make bookings and connect with other residents and the Concierge Team.

Residents can set up and manage social clubs and activities on the app. It's also an easy way to book facilities such as the Restaurant, Games Room and a seat in the Cinema. The Concierge Team will share news, articles and announcements via the app and update information on restaurants, bars and other services in the local area.

You can manage your property through the app too. Log a concern about your apartment or ask for assistance with appliances, manage deliveries and notify the Concierge Team about visitors. The Concierge Team can also use the app to let you know when your visitors have arrived. All calls are logged and monitored to ensure a rapid response to residents' needs.



# Environment and community – central to all we do

Riverstone's very purpose is entrenched in social worth. We exist to make sure people can live the life they want to live, and this applies to our residents, their families, our colleagues and the communities we are part of. We are thoughtful in the way we operate with a focus on reducing negative impact and enhancing areas where we can contribute positively.

Our vision is built around three areas:

## Environmental & Energy

- Our aim is to minimise our environmental impact through considerate construction, energy and water conservation and minimal waste generation.
- We are committed to exploring new technologies and innovations that improve our overall energy consumption and carbon footprint.
- We have an electric fleet of vehicles and provide car charging at all residences.
- We avoid landfill waste at all costs. No single-use plastic and we use glass-to-sand reduction and oil filtration to reduce waste.
- We purchase products with as low an environmental impact as possible, always striving towards circularity.
- We work with supply-partners and operators who demonstrate environmental, social and ethical responsibility.

## Wellbeing

- We promote enhanced health, safety and wellbeing for our residents and colleagues.
- We are creating hubs and environments for social and intergenerational activity.

- Our residences are designed to create positive emotions, encourage social connections and promote physical and mental health.
- We are working at the forefront of design to advance health and wellbeing into the fabric of our buildings. We want to create spaces where people can work, live and feel their best.

## Social & Community

- We actively engage with the local communities in which we operate.
- We aim to bring positive benefits through economic growth, environmental protection and education, community involvement and employment opportunities.
- We have a local business partner and neighbourhood engagement programme.
- We have partnerships with local stakeholders such as non-profit organisations, charities and local schools.





**To discover more about Riverstone please get in touch:**

Call: +44 (0)20 8189 7244

Email: [enquiries@riverstoneliving.com](mailto:enquiries@riverstoneliving.com)

Visit our website: [www.riverstoneliving.com](http://www.riverstoneliving.com)

**Riverstone Kensington is located at:**

Coe House

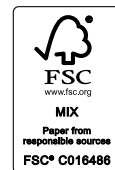
4 Warwick Lane

London

W14 8FN



The life you want to live



Important notice: These details are intended to give a general indication of the proposed development, individual specifications, floor layouts, pricing levels and structure and services to be provided at Riverstone Kensington and are understood to be accurate at the time of printing. Local area information and amenities are also understood to be accurate at the time of printing but may change in the future. Riverstone Operations Limited and its subsidiary and associated companies within the Riverstone Group reserve the right to make any changes to the development, individual specifications, floor layouts, pricing levels and structure and services at any time. The contents of this brochure does not constitute an offer or form any contract or an inducement of any such contract. Computer Generated Images of the Riverstone Kensington are indicative only and apartment specifications, finishes and features may vary. All dimensions scaled from architects drawings. Final dimensions may vary slightly. We subscribe to and comply with the Consumer Code for New Homes and endeavour to operate all retirement communities according to The Associated Retirement Community Operators Code. Riverstone Operations Limited (company no 11082072) whose registered address is at 55 Baker Street, London W1U 7EU. January 2023.





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