

My Living Guide

About your Berkeley Home: Living



KIDBROOKE VILLAGE

ROYAL BOROUGH OF GREENWICH
SE3

Welcome



Congratulations on moving to your new Berkeley home at Kidbrooke Village.

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

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

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

You will also be contacted in four to six weeks to ask you to take part in an independent Customer Satisfaction Survey. Your views are important to us, and this is a good opportunity for you to comment on areas where you feel we can improve our service to benefit future Berkeley purchasers, as well as give praise where you feel this is merited - we welcome your feedback.

Once again, welcome to Kidbrooke Village. We hope you enjoy living here.

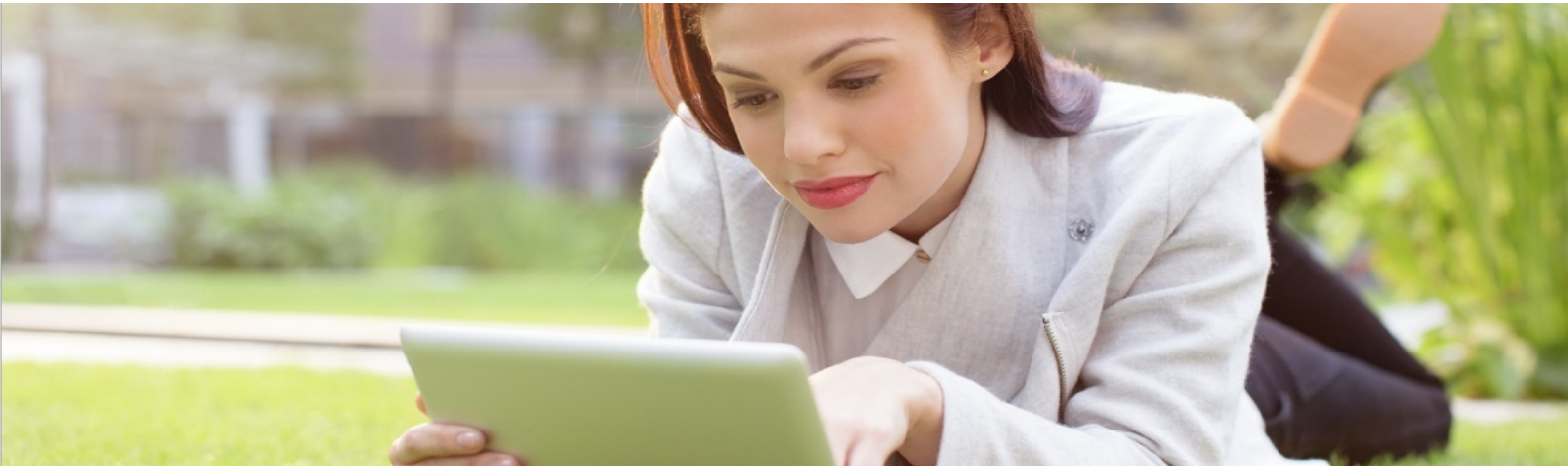
A handwritten signature in black ink, reading 'Karl Whiteman'.

Karl Whiteman

Berkeley Divisional Chairman

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Quick Reference

Your Home

Property Number	E4.04.03
Address	403 Bufton House, 14 Astell Road SE3 9EH

Berkeley Customer Service

Telephone	0370 770 2020 – Choose Kidbrooke Village option
Email	service@berkeleyhomes.co.uk
Address	Berkeley Homes Capital, Kidbrooke Village Development Office, 3 Plowden Road, Kidbrooke. London SE3 9JF

Premier Guarantee

Warranty Number	PL-PG-10013152
Telephone	0800 015 5513
Email	info@premierguarantee.co.uk
Website	www.premierguarantee.co.uk

Emergency Helpline

Nationwide Property Assistance Ltd

Telephone	0345 607 0603
Additional Information	For emergencies between 5pm to 8am Monday to Friday and throughout the weekend and UK bank holidays.

Managing Agent

Rendall & Rittner

Telephone	0203 746 2216
Email	helpdesk@kidbrookevillage.net
Website	www.rendallandrittner.co.uk

Local Authority

Royal Borough of Greenwich

Telephone	0208 854 8888
Website	www.royalgreenwich.gov.uk
Council Tax Band	

Electricity

E.On Energy

Website	www.eonenergy.com
General Phone Number	0808 501 5200
Registration Phone Number	0800 0326990 or 105 (no supply or electricity damage)
Emergency Phone Number	0808 501 5088
Meter Number	2700008421047

Heating & Hot Water

E.On Heat

Website	heat.eonenergy.com
General Phone Number	0345 302 4312
Meter Number	72542414/GK/22

Water

Thames Water

Website	www.thameswater.co.uk
General Phone Number	0800 980 8800
Billing Phone Number	0800 980 8800
Emergency Phone Number	0800 714 614
Meter Number	312623156

Hospital

Telephone	0208 836 6000
Emergency	999
Website	www.lewishamandgreenwich.nhs.uk

Police

Telephone	101 (General enquires) / 999 (Emergencies)
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Customer Service Numbers for Appliances

Bosch

Telephone	0344 892 8979
Website	www.bosch-home.co.uk

Caple

Telephone	0117 938 1900
Website	www.caple.co.uk



Customer Care

You'll find details about

Our Team

Meeting Your Expectations

Emergency Assistance

Communal Facilities

Your Warranty

Resolution Services

Our Team

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

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

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

Telephone Customer Services	0370 770 2020 – Choose Kidbrooke Village option
Email Customer Services	service@berkeleyhomes.co.uk
Address	Berkeley Homes Capital, Kidbrooke Village Development Office, 3 Plowden Road, Kidbrooke. London SE3 9JF

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

Meeting Your Expectations

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

Emergency Assistance

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

- Between 5.00pm and 9.00am from Monday to Friday & weekends and Bank holidays

To contact Nationwide Property Assistance Ltd:

Telephone 0345 607 0603

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

- Total loss of power or where it affects the safety of occupants
- Total loss of heating or hot water to contact E-on and concierge
- Water leak that can't be contained or is damaging your home
- Loss of water supply
- Roof leak causing damage (except for storm damage, which is covered by your insurer)
- Blocked drains causing flooding
- Toilet not working (if you only have one in your home)
- Damaged walls or fences (where they affect the safety of residents)
- Faulty lock meaning you are unable to make your home secure

Please be aware that if Nationwide Property Assistance Ltd responds to your call and it is later found not to be an emergency, you could be charged for their services.



Communal Facilities

Your Managing Agent, Rendall & Rittner, is responsible for the communal areas of Kidbrooke Village. These are managed on a day-to-day basis by the Concierge. Should you have any queries relating to the shared facilities, the Concierge or Rendall & Rittner can be contacted using the details below:

Management Telephone	0203 746 2216
Management Email	helpdesk@kidbrookevillage.net

The Concierge is located at the main reception and is based there 24 hours a day, 7 days a week.

If there is an emergency in the common parts during office hours, please contact the Concierge on the number above. If the emergency is outside of the hours above. If there is an emergency in the common parts between 5.30pm and 9.00am, or at the weekend or on a bank holiday, please call Rendall & Rittner on 0203 746 2216

Your Warranty

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

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

Your Home's Premier Guarantee number is PL-PG-10013152

Premier Guarantee Contact Details

Telephone	0800 015 5513
Email	info@premierguarantee.co.uk
Website	www.premierguarantee.co.uk

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

Resolution Services

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

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

Stage 1 - Customer Services

If you have any issues with our service, or wish to tell us about a problem with your home which we are not aware of, please inform our Customer Service Team. As per our commitment to support you within the first two years of living in your new home, our Customer Service Teams will work hard to resolve any issue promptly.

Customer Service / Experience Coordinator Name	Mark Quinton
Position	Senior Customer Care Manager
Address	Berkeley Homes Capital, Kidbrooke Village Development Office, 3 Plowden Road, Kidbrooke. London SE3 9JF
Email	mark.quinton@berkeleygroup.co.uk
Phone Number	0370 770 2020 – Choose Kidbrooke Village option

We strive to resolve any issues as quickly and effectively as possible, but if after this process the matter has not been dealt with to your satisfaction, Stage 2 of our resolution service allows you to take your complaint higher within our company.

Stage 2 - Escalation

If our Customer Services Team have failed to resolve your problem, our service or workmanship has been poor, or you feel that you have been treated unfairly or discourteously, you should escalate the matter to our Customer Service Directors, who have overall responsibility for our standards of service and ensure that the experience enjoyed by all of our home buyers is a positive one.

Customer Service / Experience	Kevin Snelling
Director Name	
Position	Head of Customer Care
Address	Berkeley Homes Capital, Kidbrooke Village Development Office, 3 Plowden Road, Kidbrooke. London SE3 9JF
Email	Kevin.Snelling@berkeleygroup.co.uk
Phone Number	02038305227

As part of our Resolution Service, we undertake to deal with your complaint fairly, confidentially and effectively, keeping you updated on progress through to resolution. This means we will:-

- Acknowledge your complaint within five working days
- Respond, providing more detail and any estimated timescales for resolution, within 20 working days
- Provide you with a final response within 30 days

Stage 3 - Formal Complaint

In the unlikely event that we have been unable to resolve matters in Stage 1 and 2, you should address a formal written complaint to the Regional Managing Director.

Name	Mike Mclvor
Address	Berkeley House 5 Station Way Royal Arsenal Riverside London SE18 6NJ
Email	Mike.Mclvor@BerkeleyGroup.co.uk

Please note that you should always raise your initial complaint to us using Stage 1 and 2 of our resolution service in the first instance, so that it can be appropriately dealt with using this staged procedure for resolution.

Independent Resolution

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

If the complaint falls outside the warranty provider's terms of policy, you will be offered the opportunity to refer your complaint to the Consumer Code's independent Disputes Resolution Scheme, where an independent arbitrator could be asked to consider the complaint and provide a ruling as to what action is required. You may also refer the matter to the Independent Dispute Resolution Scheme if you do not receive a response from us within 20 working days of your complaint being made or we fail to resolve the matter within 56 calendar days and/or the issue is not dealt within the agreed timescales. Disputes can be referred at any point after the 56 days but must be no later than 12 months after receiving our final response.

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



Amenities

You'll find details about
Emergency Contacts
Transport
Local Information
Facilities at Kidbrooke Village
Refuse and Recycling

Emergency Contacts

Hospitals

Queen Elizabeth Hospital (A and E)

Address	NHS Trust Hospital, Stadium Road, London SE18 4QH
Telephone	0208 836 6000
Website	www.lewishamandgreenwich.nhs.uk

Police

Eltham Police Station

Address	Etham Police Sation, 20 Well Hall Road, London SE9 6SF
Telephone	101 (General Enquiries) / 999 (Emergencies)
Website	www.met.police.uk

Fire

Lee Green Fire Station

Address	Lee Green Fire Station, 9 Eltham Road, London SE12 8ES
Telephone	020 8555 1200/999
Website	www.london-fire.gov.uk

Local Council

Royal Borough of Greenwich

Telephone	0208 854 8888
Website	www.royalgreenwich.gov.uk

Electricity

E.On Energy

Telephone	0808 501 5088
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Water

In an emergency, contact Thames Water

Emergency	0800 714 614
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Transport

Buses

There are a number of Bus routes that pass Kidbrooke Village. The main destinations include Lewisham, Woolwich, Bexleyheath and Kidbrooke Station. The main bus routes are 178 and B16. London Buses operates these routes on behalf of Transport for London. For more information, visit the Transport for London Website, www.tfl.gov.uk

Trains

Southeastern

Your nearest train station is Kidbrooke which is a few minutes walk from your home. Services from this station are run by Southeastern Railway. Trains run approximately every 10 mins to London Victoria and London Charing Cross, as well as regular services to Dartford. For more information visit the National Rail website, www.nationalrail.co.uk or call 0345 748 4950

London Underground and Docklands Light Railway (DLR)

Your nearest station is Lewisham, which is on the DLR. Services from this station run direct to Bank, as well as providing links to underground and overground lines. For more information, visit www.tfl.gov.uk

Cycling

Your nearest national cycle routes are:

National Route 21 Greenwich to Eastbourne via the Waterlink Way, East Grinstead and Eridge to Heathfield

For more information, visit www.sustrans.org.uk

Transport for London's website, www.tfl.gov.uk also has more information on cycling around London, including information on Santander Cycles. This scheme is pay-as-you-go cycle hire service that has many docking stations throughout London.

London Lift Share

Car sharing is a system where car journeys are shared, reducing costs and traffic congestion. It helps bring about the sustainable change by encouraging individuals to travel together. By matching people engaged in travel to geographically similar areas, the journey and its cost is shared.

Through Londonlifeshare you can offer lifts if you have spare seats in your car or a lift if you don't have a car, for any journey including getting to work, going to the shops, the school run, getting to the airport, etc. For more information, visit www.London.liftshare.com

Zipcar

Zipcar is the world's largest car sharing and car club service. Whether you have a car or not, it's useful to know that there's one around the corner in case you need it.

Berkeley, Rendall and Rittner and Zipcar are working together to provide residents with simple, 24/7 access to cars when they need them. There is currently one Zipcar at Kidbrooke Village, located opposite Johnson Court at City Point, on Meadowside. Zipcars are professionally cleaned on a regular basis and membership includes roadside assistance 24 hours a day, 365 days a year.

Please note that you are to park the Zipcar in its bay at all times. All relevant terms and conditions for Zipcar can be found on the website below.

Telephone 0333 240 9000

Website www.zipcar.co.uk

Car Parks

There are several controlled car parks throughout the Greenwich area, plus one multi storey and one underground car park. You can buy annual parking permits for most of these by completing an application form on the Royal Borough of Greenwich Council's website. There is also plenty of on-street parking available. For more information, visit www.royalgreenwich.gov.uk, contact Parking Services on 0208 921 4330 or email parking@royalgreenwich.gov.uk

Taxis

Blackheath Car Service Ltd
Address 2a Blackheath Village, London SE3 9LA
Telephone 020 8318 5432
Website www.cabs.com/cab/96/blackheath-car-services-ltd

Local Information

Kidbrooke Village Amenities

Kidbrooke Village Concierge
Address Village Centre, Kidbrooke Village, Hopgood Tower, 15 Pegler Square, SE3 9FX
Telephone 0203 7462 215
Website www.rendallandrittnerlondon.dwellant.com

Kidbrooke Village Residents Gym
Address Patterson Tower, 301 Kidbrooke Park Road, London SE3 9FY

Banks

Barclays
16 Tranquil Vale, London, SE3 0AX
Telephone 0345 734 5345
Website www.barclays.co.uk

Lloyds Bank
Address 15-19 Blackheath Village, London SE3 9LH
Telephone 0345 300 0000
Website www.lloydsbank.com

TSB
76 Eltham High street, London, SE9 1BY
Telephone 020 8790 9978
Website www.tsb.co.uk

Nurseries

Fennies Nurseries
Kidbrooke Village, Unit 3, 14 Whittle Road, SE3 9GT
Telephone 0208 770 3222
Email enquiries@fennies.com
Website www.fennies.com/our-nurseries/kidbrooke/

Schools

Wingfield Primary School
Address Moorehead Way, London, SE3 9XU
Telephone 020 8856 5298
Website www.wingfield.greenwich.sch.uk

Thomas Tallis School
Address Kidbrooke Park Road, London, SE3 9PX
Telephone 020 8856 0115
Websites www.thomastallischool.com

International Academy Of Greenwich

Address Meadowcourt Road, London, SE3 9DU
Telephone 020 3096 0781
Website www.iaog.org.uk

Colleges

Christ the King College
Address Belmont Grove, London, SE13 5GE
Telephone 020 8297 9433
Websites www.ctksfc.ac.uk

Lewisham Southwark College
Address Lewisham Way, London, SE4 1UT
Telephone 020 3757 3000
Website www.lscollge.ac.uk

Doctors

Kidbrooke Village Medical Centre
8 Pegler Square, London SE3 9GR
Telephone 020 8850 2120

Chemists

Chemcare Pharmacy
Address 1 Elford Close, London SE3 9FA
Telephone 020 8856 0134

Kidbrooke Pharmacy
Address 134 Rochester Way, London SE3 8AR
Telephone 020 8319 0115

Eltham Pharmacy
Address 560 Westhorne Avenue, London, SE9 6DR
Telephone 020 8850 1944

Places of Worship

St Peter's Church
Address Eltham Road, London, SE12 8HQ
Telephone 020 8318 2363
Website www.goodshepherdwithstpeterlee.org.uk

Disciples Baptist Church
Address 14 Parry Place, London SE18 6AN
Telephone 020 8855 0011
Website www.disciplesbaptistchurch.org

Parks and Play Areas

Cator Park, Kidbrooke Park Road - A large new green space created as part of the Kidbrooke Village development. This beautiful nature haven includes ponds, a state of the art play space, a multi-use games area as well as several walk and cycle paths.

Sutcliffe Park, Eltham Road - Large tree-lined park with areas of grassland, meadow and wetland, as well as one of the best athletics tracks in South London.

Kidbrooke Green Park, Rochester Way - Medium size park of mown grass with nature reserve and outdoor gym.

Queenscroft Recreation Ground, Queenscroft Road - Large recreation ground comprising grassland, a children's play area and a court for ball games.

For more information, including details on all the parks in the Royal Borough of Greenwich, please visit www.royalgreenwich.gov.uk

Leisure Centres

PureGym London Kidbrooke Village
Address Unit 4 Village, London SE3 9FD
Telephone 0344 477 0005
Website www.puregym.com

David Lloyd
Address Kidbrooke Park Road, London, SE12 8HG
Telephone 0345 129 6796
Website www.davidlloyd.co.uk

Cinemas

Odeon
Address Bugsby Way, London SE10 0QJ
Telephone 0333 006 7777
Website www.odeon.co.uk

Greenwich Picturehouse
Address 180 Greenwich High Road, London, SE10 8NN
Telephone 0871 902 5732
Website www.picturehouses.co.uk

The 02 Vue
Address Peninsula Square, London SE10 0DX
Telephone 0871 200 2000
Website www.cineworld.co.uk

Pubs and Dining

The Depot
Address 7 Pegler Square, Kidbrooke, London SE3 9FW
Telephone 020 3437 1410
www.thedepotpub.co.uk

Starbucks
9 Pegler Square, London SE3 9GR
Shopping

Shopping

Sainsbury's
13 Pegler Square, London SE3 9FW
Telephone 020 8319 3009
Website www.sainsburys.co.uk

Tesco Express
8 Pegler Square, London SE3 9FW
www.tesco.com

Kidbrooke Food Market
8 Plowden Rd, London SE3 9JT

Aldi Supermarket
Address 241 Kidbrooke Park Road, Kidbrooke SE3 9PP
Telephone 0844 800 9386

There are a number of small shops located on and around Eltham High Street and Greenwich Shopping Park has many brand names.

Greenwich Shopping Park
Address Bugsby Way, London SE7 7ST
Website www.greenwichshoppingpark.co.uk

Lewisham Shopping Centre also has many brand names and restaurants. For more information, visit their website www.lewishamshopping.co.uk

Community Centre

Kidbrooke Community Hub
8 Pegler Square, London, United Kingdom, SE3 9GR
Telephone 020 8269 4892

Facilities at Kidbrooke Village

- Kidbrooke Village Concierge
- The Village Centre Gym
- Parking Scheme
- Cator Park
- Pure Gym
- The Depot
- B&C Properties
- Sainsbury's
- Starbucks
- Railway
- Food Fest
- Kidbrooke Food Market
- Kidbrooke Community and Health Centre

Kidbrooke Village Concierge

The Kidbrooke Village Concierge is located on the ground floor of Peglar Square under Hopgood Tower. They operate a 24 hours, 7 days a week service to all residents of Birch House, Cottam House, Marsden House, Patterson Tower, Hopgood Tower, Perkins & Noble House and future buildings. Their role is to provide advice and assistance to residents and visitors to the development, undertake site inspections and provide general Concierge services.

The Village Centre Gym

The Village Centre Gym is located in Patterson Tower via the main entrance on Kidbrooke Park Road. To start using the gym and gain finger print access, you will need to book an induction with the gym operators, Educated Body (previously known as RCH). Gym inductions incur a one off £35.00 fee. Residents can book their session by contacting the Concierge. Once you have had your induction, you will be able to access the gym 24 hours a day, 365 days a year. The gym is not permanently staffed, so please contact the managing agent with any queries or concerns. Use of the gym is included in your service charge, but there are extra charges for training programmes and personal training.

Parking Scheme

Peglar Square car park can be accessed off Kidbrooke Park Road via Peglar Square and Anderson Road. This car park has a section for restricted residential parking for those who have purchased a general right to park with their property and a public pay on exit parking for all residents and visitors to utilize. The first 30 minutes parked in the public parking section is free with charges applicable thereafter.

Bin and Cycle Storage

Bins and Cycle storage facilities are available in the ground floor car park.

Cator Park

Cator Park is Kidbrooke Village's public space which is accessible for all, full of amenities that brings people together. Cator Park is surrounded by a beautiful nature haven creating space for people and wildlife, a state of the art playspace which provides bespoke play features for all abilities and a Multi-Use Games Area creating opportunities for healthier living through a wide range of sports and activities from walking netball to football tournaments. Beyond the play features, Cator Park also offers additional interactive opportunities to learn such as nature trails throughout the park, brass rubbings, educational signage and sensory play features blended with nature.

The Landscape area, parks and ponds are open to all residents. For safety and enjoyment of all users please note the following points:

- Dogs should be on a lead and fouling must be removed
- Barbecues and alcohol aren't allowed
- Children should be supervised by an adult at all times
- The landlord or managing agent aren't responsible for any injuries or accidents
- Adults supervising children should ensure noise is kept to a reasonable level

Whilst we take great care to minimise any potential risk, the ponds are not suitable for swimming or designed as play areas for children. Please make sure that your children are aware of the dangers of playing in or near water. There are often free events to discover the ecology in the park. You can find out more about upcoming events at The Hub within Peglar Square.

Pure Gym

Puregym recently opened up their new branch within Kidbrooke Village. This gym offers no contract joining fees and will include a spacious gym floor packed with state-of-the-art kit and a huge range of gym classes included in your membership. The perfect healthy environment right on your doorstep. The gym is located next door to Patterson Tower lobby entrance off Kidbrooke Park Road.

The Depot

The Depot is a stylish and sophisticated pub set in the heart of Kidbrooke Village. Offering a range of food and beverages, it's a great place to have a cosy catch up with friends or a relaxed meeting with colleagues.

B&C Properties

B&C Properties is an independant sales and lettings agency offers a full range of services to local and international investors. They are newly located within Peglar Square at Kidbrooke Village with opening hours between 8am to 6pm Monday to Sunday.

Sainsbury's

Sainsburys Local is located within Peglar Square, Kidbrooke Village with opening hours between 7am to 11pm Monday to Sunday. With supermarkets and local stores nationwide, Sainsburys offers a wide range of groceries and products for every budget and every home.

Starbucks

the Seattle headquartered famous coffeehouse chain has extended the branch to Kidbrooke Village offering residents access to fresh coffees, pastries, tosties and salads.

Railway

Kidbrooke railway station is located only a stonethrow away from Birch House. The trains offer a quick journey in to London Bridge, Cannon Street and Victoria Station. The station and all trains serving it are operated by Southeastern.

Food Fest

Join us for the return of Kidbrooke Village's Food Fest, held within Pegler Square (SE3 9FW) on a regular basis. Everyone is welcome in this fantastic selection of street food traders, live music and games! To find out more, visit www.kidbrookevillage.online

Kidbrooke Food Market

Kidbrooke Food Market opened its door in spring 2024 adding organic and fresh fruits, vegetables, healthy range of snacks to the local community.

Kidbrooke Community and Health Centre

The Community Centre offers a range of spaces to hire, from small meeting rooms to kitchens and cafes. The health space includes GP, Dentist, and Pharmacy on site.

Refuse and Recycling

Refuse and Recycling

Your refuse and recycling services are provided by The Council. Below are some general points about recycling:

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

Recycling Centres

Your nearest recycling centres are:

- Tesco Esso Express, 59 Sidcup Road, SE12 8BL - Domestic batteries
- Lee Gate Shopping Centre, Eltham Road and Leyland Road Junction, SE12 8SS - Glass bottles, cans, paper, plastic bottles and textiles

For more recycling information visit www.royalgreenwich.gov.uk/cycling or www.recyclenow.com

Composting

If you would like to compost at home, compost bins can be purchased from local garden centres or through the council's website, www.cityoflondon.co.uk, where you can get a reduction on bins from www.getcomposting.com

- Composting works by biodegrading and decomposing your kitchen and garden waste into a valuable and nutrient-rich food for your garden
- It is cheap, easy to make and use and is environmentally friendly
- Around one third of the rubbish we produce can be composted at home
- When this waste is composted above ground at home, oxygen helps it to decompose whilst producing hardly any methane
- As well as its environmental advantages, compost will also help improve soil structure, maintain moisture levels, regulate your soil's pH balance and suppress plant disease

Materials That Can Be Composted

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

Disposing of Waste not Covered by the Collection Scheme

The Household Waste Recycling Centre (HWRC) is located at:

Royal Borough of Greenwich Reuse and Recycling Centre
Nathan Way
Plumstead
London
SE28 0AF

Here, you can dispose of hard plastics, furniture, metals, wood, and timber, plasterboard, asbestos, gas containers, fire extinguishers, cooking oil, engine oil, tyres, books, DVDs ,and CDs , car batteries, small and large electrical appliances, mattresses, as well as normal mixed recycling and household waste.

The centre is open Monday to Friday from 8.00am to 6.30pm, Saturdays from 8.00am to 5.00pm and Sundays from 9.00am to 4:30pm. The centre is open on bank holidays, excluding Christmas day and Boxing Day.

To enter the site, you will need to show your residential disposal permit or photo ID and proof of residency, e.g., a recent utility bill. For more information, or to apply for a Greenwich one card, please visit www.royalgreenwich.gov.uk

Royal Borough of Greenwich offers a special collection service for items that are bulky or awkward to dispose of, such as fridges, freezers, washing machines, beds and sofas. There is a charge of £12.27 per item. Please call 020 8921 4661 to discuss your requirements or to book an appointment.

Please also contact the Managing Agent, Rendall and Rittner, to confirm if there is a system in place for this type of collection. Their contact details can be found on page 2 of the Living Guide.

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

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

114 High Street, Eltham SE9 1BW

020 8859 4611

www.bhf.org.uk/what-we-do/find-bhf-near-you/eltham-bhf-shop

Recycle Now and WRAP (Waste & Resources Action Programme)

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

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

Further Information

Organisation	Telephone	Website
Energy Saving Trust	0300 123 1234	www.energysavingtrust.org.uk
Environment Agency	0370 850 6506	www.environment-agency.gov.uk
Global Action Plan	020 7420 4444	www.globalactionplan.org.uk



Safety

You'll find details about

Fire Safety

DIY Safety

Making Your Home Secure

While We Finish Building



Fire Safety

Preventing Fires

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

Do

- Make sure your smoke and heat detectors are working
- Be careful when you are cooking with hot oil
- Make sure cigarettes and candles are put out properly
- Make sure the self-closing mechanisms on fire doors are not removed or adapted in any way
- Maintain and clean your ventilation system in accordance with manufacturers guidelines to prevent overheating or failure
- Comply with all the fire safety regulations communicated by our managing agent

Don't

- Overload power sockets
- Use portable heaters with a naked flame or electric bar heaters
- Block access roads
- Prop open doors
- Remove or paint the door seals and intumescent strips
- Allow barbeques and any other sources of ignition on balconies, patios or terraces

If you discover a fire in your home, both you and anyone else should leave immediately, and wherever possible close any windows and doors behind you. When you call the fire brigade, make sure you give them your full address and any helpful instructions if your home is difficult to find or access.

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

Website www.gov.uk/firekills

Smoke and Heat Detectors

Your new home has one or more interconnected smoke detectors, powered by the mains with battery back up in case there is a power failure.

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

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

The instruction sheet contained in the accompanying box file gives you details on how the detectors work and how to maintain them.

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

Smoke Alarms should be tested regularly.



DIY Safety

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

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

Making Your Home Secure

Your home is prewired ready to connect an alarm in the future. Below are some further suggestions of ways you can keep your home safe and secure when you are away:

- Always lock all windows and take out the window keys
- If you are going on holiday, cancel any newspapers or other regular deliveries
- Leaving your lights or a radio on a time switch can help to make your home seem occupied
- Don't leave keys, valuable or portable items where they can be seen from outside
- Take photos of valuable items and write your postcode and house number on them so that they could be traced if stolen. Also, you could make a note of serial numbers
- Ensure your home's contents are fully insured against fire and theft

While We Finish Building

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

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

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

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



Settling In

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



In Your First Week

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

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

Customer Care

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

Managing Agent

The Managing Agent, Rendall & Rittner, is responsible for the day to day running of Kidbrooke Village and the maintenance of its facilities and grounds. The cost for these services is met through your service charge payments.

The Managing Agent's main responsibilities are:

- Insuring and maintaining the communal and apartment buildings at Kidbrooke Village
- Maintaining the grounds

Should you have any queries relating to the shared facilities please contact Rendall & Rittner using the details below:

Rendall & Rittner

Telephone	0203 746 2216
Email	helpdesk@kidbrookevillage.net
Website	www.rendallandrittner.co.uk

If there is an emergency in the common parts between 5.00pm and 9.00am, or at the weekend or on a bank holiday, please call Nationwide Property Assistance Ltd on 0345 607 0603. If necessary, they will arrange for a contractor to rectify the problem.



Communal Facilities

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Your Lease

Your lease outlines your obligations and rights as a lessee. It also explains the services you can expect from your Managing Agent. The most important parts of your lease are listed below.

If you wish to sublet your apartment, you need permission from the Managing Agent. Contact the managing agent for the required paperwork and consent form. Please ensure that any tenants read this Living Guide, as we cannot be held responsible for any damage due to neglect or misuse. You may wish to employ a letting agent to oversee the apartment and the tenants. We advise you to take out a suitable landlord's contents insurance.

You must have consent from the Landlord before undertaking any structural alterations to your apartment. Please see the Safety section for precautions to take when beginning any DIY.

Television Equipment

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

Pets

You will need prior consent from the managing agent for any pets to be allowed in your apartment, under the terms of your lease. Consent can be revoked if complaints are received from neighbours.

Repair

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

Windows

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

Balconies

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



Insurance

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

Service Charges

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

Estate Charge

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

Building-Specific Charge

This charge is for services in your building. This includes lift maintenance, internal cleaning of the common parts, the communal hydraulic interface heat exchanger, communal lighting costs and repairs and cleaning to the exterior of the building.

Reserve Fund Contribution

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

Moisture

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

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

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

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

- Small cracks appearing in walls and ceilings
- Baths or shower trays dropping
- Screw heads showing in ceilings
- Windows and doors needing adjustment
- Gaps appearing in skirting boards
- A white chalky substance appearing on brickwork, which is known as efflorescence

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

Issue

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

Solution

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



Appliances

Oven	Bosch - HHF133BSOB
Hob	Bosch - PKE611CA3E
Microwave	Bosch - BFL523MS0B
Extractor Hood	Bosch - DFM063W55B
Fridge/ Freezer	Bosch - KIV87NSF0G
Dishwasher	Bosch - SMV40C40GB
Wine Cooler	Caple - WI3126

Manufacturers

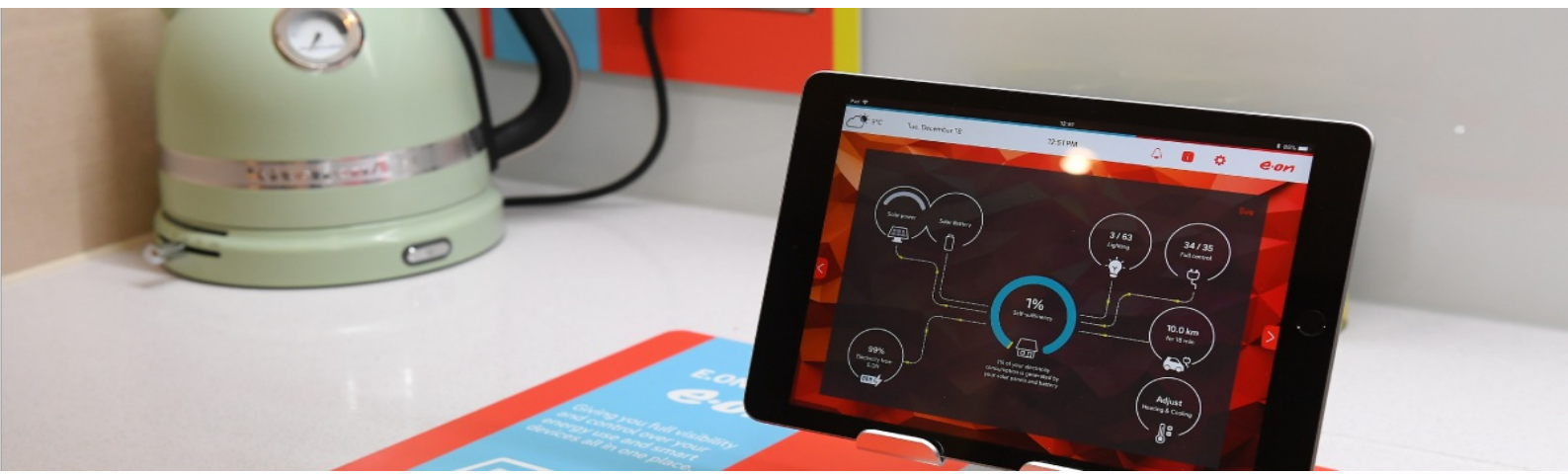
You might have to fill in and send back manufacturer's warranty cards for your appliances in order for your warranty to be valid. Some manufacturers also let you do this online or by telephone. Booking a repair or making a claim under the guarantee may not be possible if you have not registered your ownership first. You will find full details in your accompanying box file.

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

{{manufacturers}}

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

These are quick start guides only and you should take the time to read the manufacturer's instruction manuals found in your accompanying box file to fully understand how to operate each appliance.



Systems

You'll find details about

Service Providers

Heating and Hot Water

Electrical

Telephone and Internet

TV

Plumbing

Service Providers

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

Heating and Hot Water

Heating and Hot Water

E.On currently supply the energy for your heating system as part of a 25 year Energy Services Company agreement.

Telephone 0345 302 4312

Email: heat@eon-uk.com

Website heat.eonenergy.com

Heating is distributed to each dwelling using a system of buried pipes - the district heating (DH) network, which eliminates the need for gas boilers or electric immersion heaters in each individual dwelling.

A heat interface unit (HIU) placed in the dwelling replaces the standard boiler. The HIU is essentially the same as a gas boiler, but has a hot water feed from the energy centre instead of a burner. It contains a heat meter, pumps, pipes and valves and a heat exchanger. The HIU is owned by the heat provider, E-On, and will be maintained by them.

The HIU in turn feeds into a series of radiators throughout your home. Individual wall thermostats/controls in each room or area continually measure the temperature in the air surrounding them, turning the HIU on and off to maintain your preferred temperature settings. The number of thermostats you have will depend on the size of your home and the areas they control. If you experience problems with your HIU, please contact E.On.

The HIU switch needs to be kept on at all times.

Your home's HIU number is: _____

Programmable Thermostat

The programmable thermostat for your home is located in the living room, and continually measure the temperature in the air surrounding it, turning the boiler heating switch on or off, to maintain your preferred setting. You can also use to choose when your heating comes on and off throughout the day. This has a battery backup so you won't lose your settings if there is a power cut.

Thermostatic Radiator Valves (TRVs)

These are located on each radiator and allow you to control the temperature individually, by turning the valve up or down.

Mechanical Ventilation with Heat Recovery

All homes are fitted with a mechanical ventilation with heat recovery system, which constantly replaces the moist stale air in your home with fresh air from outside. It also extracts the heat from the exhaust air, which would otherwise be wasted, and uses it to warm the incoming air. There is a booster switch in the kitchen to increase the extraction of air within this room. The bathroom extraction is boosted by the light switch.

You will need to regularly vacuum the filters, in accordance with the manufacturer's recommendations.

The MVHR system needs to be kept on at all times.

Heated Towel Rails

The towel rails in your bathrooms are heated electrically. They're designed to provide heat and warm towels, but if they're constantly covered this will inhibit their ability to provide heat.

Hot Water

Hot water is generated instantly on demand via a plate heat exchanger - so there is no need for a hot water storage tank. Nothing has to be pre-programmed for hot water as it is instantaneous from the tap, bath or shower valve outlets.

You will find more detailed information about your heating and hot water system in your online Myhome Plus account.

Electrical

E.On Energy currently supplies your electricity.

Telephone (registering)	0800 0326990 or 105 (no supply or electricity damage)
Website	www.eonenergy.com

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

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

Troubleshooting

If a circuit trips:

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

If you still can't find the fault and your property is within 2 year warranty with Berkeley Homes, Please contact Customer Services at your earliest convenience. This is because the fault might be intermittent or inside a socket or switch. Please be aware that the MCBs are very sensitive, and even a light bulb blowing can make them trip.

If your property is beyond warranty, you can call an electrician instead.

You should also:

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

Telephone and Internet

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

Please contact Openreach to select your preferred fibre-optic broadband supplier:

Telephone 0800 783 2023

Website www.openreach.co.uk

Alternatively, your home has been prewired to receive broadband from Hyperoptic. Berkeley Homes East Thames and Hyperoptic are pleased to offer you a three month free trial of Hyperoptic. You can choose from 20MB, 100MB and 1GB broadband and phone or broadband only packages.

Please contact Hyperoptic, to activate your three month trial:

Telephone 0333 332 1111

Website www.hyperoptic.com

After confirming your postcode and apartment number, select your package and complete the order process, using your direct debit details. Submit your order and your service will be activate in 24 hours, if a Hyperoptic socket has already been installed.

TV

Your new home has television points installed to the principle living areas, which are wired to the communal digital aerial.

Your home is pre-wired to receive digital television and Sky Q. To purchase a suitable package, please contact your chosen supplier.

Sky

Telephone 0333 009 2053

Website www.sky.com

TV Licence

In order to legally watch television as it is being broadcast, or via the BBC iPlayer catch-up service, you will need to purchase a television licence from TV Licencing. Please note, your television license does not automatically move with you. It is important to notify TV Licencing so they can transfer your license to your new address.

For more information, visit www.tvlicensing.co.uk

Plumbing

Your water is supplied by Thames Water.

Telephone	0800 980 8800
Website	www.thameswater.co.uk

Your home's water supply is fed from a water meter to a stopcock, and its location will have been shown to you in your Home Demonstration. If necessary, you can turn off the water supply to your home using this stopcock.

Your home also has a second stoptap located outside your property (included for house properties only if true)

Waste Water

Any waste water is drained away from your toilets, sinks, showers and baths through plastic pipework into the underground drainage system. It is your responsibility to maintain your fittings and waste plumbing.

If you suspect a blockage in your sink, bath or shower:

- Try using a flexible rod or a suction cup to clear it
- If this does not work, empty it by hand and pour in some drain cleaner
- If there is still a blockage, place a container underneath, unscrew the plastic trap below, remove the blockage whilst wearing gloves and screw the trap back in place

If there is a blockage in your toilet:

- Try using a flexible rod or a suction cup to clear it
- If this does not work, you may need to call a suitable tradesperson

To Prevent Blockages

Do

- Regularly remove hairs trapped in plug holes

Don't

- Throw anything other than toilet paper down your toilet
- Empty cooking oil or large quantities of bleach into your pipework
- Use lots of washing powder in your machine

We are not responsible for costs incurred to clear any blockages that happen as a result of not following the above advice.



Sustainability

You'll find details about

Our Vision

The Berkeley Foundation

Code for Sustainable Homes or Features

EcoHomes

Community Energy Network

Saving Energy

Saving Water

Sustainable Urban Drainage System (SUDS)

Flood Prevention

Ecology

Sustainable DIY

Responsible Purchasing

Energy Performance Certificate

Our Vision

TRANSFORMING TOMORROW

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



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

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

TRANSFORMING PLACES

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

TRANSFORMING LIFESTYLES

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

TRANSFORMING NATURE

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

TRANSFORMING FUTURES

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

The Berkeley Foundation

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

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



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

Code for Sustainable Homes or Features

The following are features of your home that have been specifically designed to improve its environmental performance:

- Insulation to the ground floor, roof, walls and double glazing to cut down on heat loss
- Electric towel radiators enable you to use electricity to heat the towel radiator without running the central heating
- All external lighting and approximately 50% of internal lighting is low energy, thereby using less electricity
- Additional power and telephone points have been installed to allow you to set up a home office
- A sustainable urban drainage system (SUDS) to help control the discharge of surface water into the existing drainage system
- Your toilets have a dual flush facility, giving you the option to use less water per flush
- A feature pond has been installed on the development to utilise surface water and reduce the risk of flooding
- Energy efficient appliances have been installed in your home
- Cycle storage facilities have been provided in your garage or garden shed to encourage green transport

EcoHomes

Low Energy Light Fittings

50% of the light fittings in your home have special low energy fixings. These only accept energy saving light bulbs, which use a fraction of the electricity of a normal bulb to generate the same amount of light. These are readily available in most major supermarkets and DIY stores.

Community Energy Network

Your home is provided with hot water and heating from Kidbrooke Village's low carbon community energy network.

A large combined heat and power (CHP) engine in the developments plant room uses gas to generate electricity. The heat which is produced as the engine operates is captured and is used to provide hot water and heating to your home. In larger power stations, this heat would be lost, so the CHP engine is more efficient, reduces gas use and carbon dioxide emissions compared to a normal power station. The electricity which is produced is used to provide power for the communal area, reducing service charges for residents.

Saving Energy

Below are some pointers to help you save energy and money:

- Turn your heating thermostat down
- Turn off radiators in rooms not being used
- Set your hot water cylinder thermostat no higher than 60°C
- Close curtains at night
- Turn off lights and appliances when they are not being used
- Only fill your kettle with the amount of water you need, and regularly descale it
- Run your washing machine at a lower temperature and use economy or half load settings when you can
- Allow clothes to dry naturally rather than use a tumble dryer
- Buy products with a high energy rating, i.e., A-rated
- Run your dishwasher only when it is full and use economy settings

Saving Water

Your home is fitted with the following water saving fittings:

- Dual flush toilets, which have two separate flushing mechanisms that use different amounts of water
- Hand wash basin taps with flow restrictors and aerators, which limit the rate at which water flows and mix air with the water as it comes out of the tap

Below are some pointers to help you reduce your water use:

- Have a shower instead of a bath
- Don't leave the tap running while you brush your teeth
- Repair dripping taps

Sustainable Urban Drainage System (SUDS)

A sustainable urban drainage system has been installed to manage surface water, so that the existing drainage system is not overloaded. The system features oversized sewers, a detention basin and areas of permeable paving.

Flood Prevention

Kidbrooke Village is protected by the Thames Barrier which means that the area has a low risk of flooding, despite being close to the river. Drainage for the developments has been carefully designed to make sure that any excess surface water will run off directly into the Thames, providing flood protection to all of Kidbrooke Village buildings.

The Thames Barrier is managed by the Environment Agency. To find out more, visit www.environment-agency.gov.uk

Ecology

Landscaping at Kidbrooke Village has been designed to encourage native plants and wildlife to thrive. Hedgerow will be made up of plant species such as blackthorn, hawthorn, holly, hornbeam or dog rose. Bat, bird and insect boxes will be put up around the site and grounds maintenance practices will ensure that only peat-free composts and soil improvers are used around your home and pesticides will be avoided as much as possible.

Sustainable DIY

Here are some suggestions on how you can consider the environment when doing DIY:

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

Useful Link

Green Choices is an independent website that provides information on everyday choices that people can make to help protect the environment.

Website www.greenchoices.org

Responsible Purchasing

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

- Choose appliances with a high energy efficiency rating. The scale runs from A, the most efficient, to G, the least efficient. A leaflet with more information can be found in your box file
- Buy local produce, e.g., from farmers markets
- Avoid buying disposable items, such as single use cameras
- Reuse plastic bags or buy "bags for life"
- Donate unwanted items to charity shops or give them away on websites such as "Freecycle", www.ukfreecycle.org
- Drink tap water rather than bottled water
- Use local businesses
- Buy Fair Trade products and those made from recycled materials
- Buy fruit and vegetables that are in season

Energy Performance Certificate

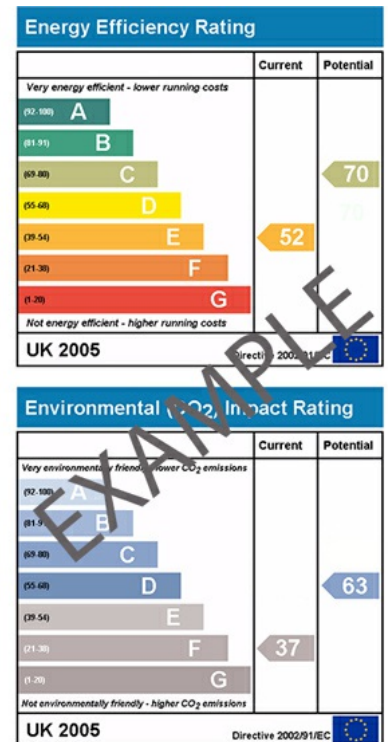
You will find your Energy Performance Certificate, also known as an EPC, in your box file given to you at handover.

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

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

The Energy Efficiency rating is calculated on the energy used to heat your home, and the Environmental Impact rating on how much CO₂ your home will produce each year through heating and lighting.

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





Fixtures and Fittings

You'll find details about

Sanitaryware

Internal Finishes

External Finishes

Utility Suppliers

Sainitaryware

Bathroom Palette	option - Nature (N)
Bath Tub	Kaldewei Eurowa 1700mm x 700mm - 119830000001
Bath Screen	Majestic Valetta 2 panel Hinged Clear Glass - Chrome
Bath Waste	Vado Individual Push Type Bath Filler Waste and Overflow - WG-81389-C/P
Thermostatic Valve	Vado Individual Celsius Concealed 3 Outlet Thermostatic Trimset - Chrome - CEL-148D/3/SQ-TRIM
Hand Shower	Vado Individual Round Single Function Mini Shower Kit c/w Wall Outlet & Vado Slide Rail- Chrome - ZOO-SFMKWO-C/P/ELE - SR/900-C/P
Shower Head & Wall Arm	Vado Individual 200mm Shower Head c/w Vado Round Wall Mounted Shower Arm Chrome - NEB-RO/20-CP/WG-EFSA/RO-C/P

Internal Finishes

Ceilings	Dulux Trade Pure Brilliant White - Supermatt
Walls	Dulux Trade HIU/Kitchen/ Living Space:Oakdene Sankey Stone Bedroom: S1002Y
Wardrobe	Amarii External Carcass - Light Grey Perfect Matt & Mirrors Internal Carcass - Fjord Green
LVT Flooring	Plusfloor Vero Plank Florence Glue Down
Carpet	Abingdon Flooring sumptuous Old Linen 10 16mm thickness
Kitchen Joinery	22mm Shaker Style Base Unit - thermofoil colour to match sand matte finish 22mm Shaker Style Wall Unit - Truffle Brown Denver Oak H1399 ST10
Kitchen Worktop	20mm Silestone Miami White
Kitchen Splashback	Equipe Ceramics Hexagon & Chevron Pattern Gloss White & Matt Finish
Bathroom Tiles	Floor & Wall Tiles - Pyro & Echo Statuarietto V2 - Polished & Matte PRKCRM3060 Feature Wall - Domus Bera and Beren Dlbw 02 Six
Bathroom Vanity Splashback/ Counter	20mm & 12mm Kensho Silestone
Bathroom Joinery	Accessible Under Sink Niche Natural Carini Walnut H3710 applied to moisture resistand wood
Bathroom Wall Paint	Dulux Trade - 91YY 310590

External Finishes

Windows	Velfac System Aluminium Composite, Internal RAL 9010, External RAL 6013
Bricks	Selected Dark Michelmersh
Terrace/ Roof Decking	Mextru 18mm Aluminium Decking
Balcony/ Terrace Balustrade	Mild Steel - RAL 6013

Utility Suppliers

Electricity	E.on www.eonnext.com 0808 501 5200
Water	Thames Water 0800 980 8800 (billing) 0800 316 9800 (supply and waste water) www.thameswater.co.uk
Internet	BT www.bt.com 0330 1234 150 Hyperoptic www.hyperoptic.com/broadband/home 0333 332 1111
Heating / Hot Water	E.On www.eonenergy.com 03453024312



Maintenance

You'll find details about

Internal Maintenance

External Maintenance



Internal Maintenance

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

Carpets

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

Porcelain Tiles

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

Vinyl Flooring

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

Ironmongery

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

Kitchen

Doors and Drawers

- Steam can damage your kitchen units, so bear this in mind when using kettles, coffee machines, etc.
- You should wipe off splashes quickly using a soft cloth
- Clean using a soft cloth dampened with warm soapy water or a glass cleaner and dry thoroughly thereafter
- Abrasive or strong cleaning products should not be used

More detailed information on how to care for your kitchen can be found in your accompanying box file. Your kitchen is guaranteed by the manufacturer; however, this is dependent on following the above recommendations

Worktops

- Your worktop is made from Silestone which features Microban technology to provide continuous antibacterial protection from the lifetime of the produce
- Whilst this type of worktop is very resistant to heat and staining, it is recommended your use chopping boards and pan stands, and avoid dragging pots, pans and utensils across the surface
- For every day cleaning, you only need to wipe the worktop with soft, soapy water before rinsing with clean water
- Don't use any polish or bleach



Sanitaryware

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

Baths/Basins

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

Showers

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

Taps

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

Showerheads

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

Toilets

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

Points to Note Inside Your Home

- Take extra care if you choose to hang pictures, etc., from ceilings or walls. Cables and pipes are generally found immediately behind wall and ceiling surfaces. You can buy detectors at most DIY stores which will help you locate cables/pipes before you disturb the surface finish. Electric cables are generally located running vertically above/below electric sockets and switches.
- The internal walls in your home are made of plasterboard, which is strong enough to take the weight of most pictures and other light objects using picture hooks or nails. Heavier objects will need stronger fittings and most DIY stores should be able to advise you on the best fitting to use.
- Alterations to your apartment may require landlord consent and/or a formal "Licence to Alter". If you are intending to make any physical alterations to your premises, you should seek advice from your Managing Agent, Rendall and Rittner, prior to starting any works. Don't begin any major structural work on your home without first getting advice from a qualified tradesperson.
- Regularly lubricate your window and door locks to maintain good working order.
- Your aluminium coated window frames should be cleaned regularly with lukewarm water and a neutral cleaning fluid. Hinge sliders and weather strips must be kept free of dust and dirt to keep them operating smoothly.

External Maintenance

- A patio table, up to four patio chairs and up to eight well maintained pot plants are permitted on balconies
- Tables and chairs should be either weighted down or taken in in high winds or inclement weather
- No other items are permitted at any time and the use of balconies as a storage facility is strictly prohibited as is the drying of washing
- Please note that barbecues, patio heaters, candles or any other sources of combustion are not permitted at any time
- Annual Front Entrance Door inspections and regular maintenance should be organised to make sure it is in compliance with fire safety regulations



Points to Note Outside Your Home

- Don't cover damp proof courses or air bricks

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