

Yuan Chen  
404 Clement Apartments  
4 Brigadier Walk  
SE18 6ZP

29/02/24

Dear Yuan

**Re: 404 Clement Apartments, Royal Arsenal Riverside**

**Customer Care Contact Details**

**Your allocated Customer Care Manager:** Harrison Famutimi

**Email:** service@berkeleyhomes.co.uk

**Customer Care Telephone:** 0370 770 2020 – Option 1 – Mon - Fri (8am – 5pm)

**Out of Hours Telephone:** 0345 607 0603 (emergencies only for customers within the warranty period)

Congratulations on the purchase of your new home and welcome to the Royal Arsenal Development, we hope you will be very happy here. We are writing to introduce ourselves as your Customer Care Team for the next 2 years. We do hope that you are completely satisfied with your new home and the service that you are receiving.

Now that Legal Completion has taken place, the customer care team will be your main point of contact and your allocated customer care manager is Harrison Famutimi. Please see details above should you need to contact the customer care team or your allocated manager.

On completion day (29/02/24) we took note of your utility meter readings, we have passed this information to the utility providers. Please contact them should you need to change any of your details.

**Your Meter Readings:** -

**Heating – SSE**

Serial no: 72582831/AZ/22

Reading: 0000942.8

**Customer Service:** 0345 078 3215

**Electric Provider – Green Energy**

Serial no: 22M0093887

Reading: 00247

**Customer Service:** 0192 0486 156

**Water – Thames Water**

Serial no: 312020376

Reading: 000002.316

**Customer Service:** 0800 0093 652

In order to help you settle in comfortably and fully enjoy your new home, we thoroughly recommend a New Home Demonstration. We will provide this for you as it is a great opportunity for you to gain a better understanding of your new apartment and for us to answer any questions that you might have. To arrange a Home Demonstration, please contact us on the number or email address given above.

In the meantime, please do let us know if there is anything that we can do to help you settle in.

Your Royal Arsenal Riverside Customer Care Team.