



ROYAL EXCHANGE

YOUR QUICK START GUIDE



THE ROYAL BOROUGH OF KINGSTON UPON THAMES

GETTING STARTED



WELCOME TO YOUR NEW HOME

Congratulations on moving in to your new St George home at Royal Exchange Kingston.

St George are committed to providing our customers with quality homes in the most desirable locations, we also believe there is a lot more to what we do than just building homes. We make living in your

new home enjoyable by providing a professional, efficient, businesslike and helpful service at all times.

We have put together this Quick Start Guide so that you can efficiently find any essential information that will be useful to you in your new home.

YOUR LIVING GUIDE

Should you need any more information regarding your new home, please refer to the Living Guide on MyHomePlus.

USEFUL INFORMATION



MOVING INTO ATLEE HOUSE AND CANNING HOUSE

Displayed on the final page of this guide is a plan showing access arrangements for your deliveries, whilst you move into your new home. Concierge, who are located on the ground floor lobby in Attlee House, will co-ordinate appointments for delivery of your furniture and authorised vehicle parking. Concierge will be unable to grant access to any person or company without an appointment, this should be arranged at least 24hrs before access is required. Please kindly advise the size and type of vehicle being used along with the delivery company details. Concierge can be contacted on: 07902 117588.

PARKING

If you have purchased a Right to Park in the Royal Exchange Car Park the Customer Service Manager will confirm the details you will need to provide to the Concierge in order to register your vehicle/vehicles and collect your permit from them. Otherwise, there are a number of public car parks in the area including: NCP Car Park Fairfield, Q-Park Eden Walk, Cattle Market Car Park, Ashdown Road Car Park and Bentall Centre Car Park.

LIFT AND BUILDING ACCESS INFORMATION

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

The measurements are as follows:

ENTRANCE DOOR TO BUILDING:

Attlee House (GF): 2040mm (H) x 2300mm (W) with entrance door to lift lobby (GF) 2040mm (H) x 1600mm (W)

Canning House (GF): 2040mm (H) x 914mm (W) (minimum 850mm clear opening width)

ENTRANCE DOOR FROM CAR PARK TO LIFT LOBBY:

Attlee House (GF) and Canning House (GF & Mezzanine): 2040mm (H) x 914mm (W) (minimum 850mm clear opening width)

Please note: No access at Mezzanine Level from the Car Park at Attlee House.

LIFT CAPACITY: 13 persons | WEIGHT: 1000kg

LIFT DOOR DIMENSIONS:
2000mm (H) x 900mm (W)

INTERNAL LIFT DIMENSIONS:

1100mm (W) (maximum dimensions) x 2100mm (D) x 2200mm (H)

ENTRANCE DOOR TO APARTMENT:

2048mm (H) x 926mm (W) (minimum 850m clear opening width)

When delivering furniture or goods please ensure the lift is fitted with protective drapes to protect the lift from damage, obtained from Concierge. When using this lift please ensure that due care and attention is paid. Please be aware that any damage caused to the apartment, common areas, lift door or main entrance will be the responsibility of the home owner. Any costs for repair will be charged accordingly.

SYSTEMS



HEATING AND HOT WATER

Your apartment benefits from an underfloor heating system to living room, kitchen and bedrooms.

The temperatures of the rooms are monitored by wall mounted temperature sensors and are changed using wall controllers located in your utility cupboard.

The bathrooms have electrically heated towel rails which can be regulated using the heating control switch located on them.

Your hot water is provided by the heat interface unit (HIU) in your apartment. To ensure you have an adequate hot water supply you must have credit on your meter or have set up an auto payment to obtain hot water. The pre-paid Switch 2 meter is located in the utility cupboard within your home.

SETTING UP YOUR TELEVISION AND HOME NETWORK

TELEVISION

Terrestrial Freeview services are available using your TV's built-in digital tuner at no extra cost by connecting the required cable to the media wall plates located in your apartment.

Sky Q and Fibre Broadband connectivity is available in your apartment, whereby satellite TV sockets are located in your living room and in Bedroom 1.

To find out more from Sky regarding their current Sky TV and Broadband offers please visit:

www.skyinyourhome.sky.com

Please note, your television licence does not automatically move with you. It is important to notify TV Licensing so they can transfer your licence to your new address. You can do this online at:

www.tvlicensing.co.uk

TELEPHONE AND INTERNET

Royal Exchange benefits from a choice of full fibre broadband providers. The apartment is pre-wired for connection to multiple internet service providers; BT Openreach network providers & Hyperoptic.

St George and Hyperoptic are delighted to offer you a house-warming gift of 12 months complimentary service of Hyperoptics' 50mb fibre broadband with phone line included. You can also upgrade this to a faster speed package; 150mb, 250mb or 1000mb (1 Gigabyte per second!) for a monthly surcharge.

The Hyperoptic Router is already installed within the apartment's utility cupboard, so all you have to do is activate the service! To activate your service with Hyperoptic, please either go to www.hyperoptic.com and enter your address or phone 0333 332 1111 to speak to their customer support team (additional information is available in their welcoming pack). Alternatively, should you wish to order a service with BT Openreach, Sky, PlusNet, Talk Talk etc. we recommend you contact them directly.



Computer generated image depicts Royal Exchange and is indicative only.

ESTATE & CHARGES



YOUR ESTATE TEAM

The communal areas and residents' facilities at Royal Exchange Kingston are managed by FirstPort. The 24-hour Concierge is located in Attlee House. Here you will be able to book the Residents' Screening Room, Meeting Room and access the Gym. Please visit the Concierge desk for listings of other services offered.

SERVICE CHARGES AND GROUND RENT

Each year you will be required to pay a service charge in two instalments in advance. There are two elements to this service charge: an Estate charge and a Building-specific charge. The Estate charge covers costs involving the whole development, such as maintenance of shared roads and landscaping. The Building-specific charge covers costs in your particular building, including services such as lift maintenance and communal lighting. As you are paying the end of year service charge in advance, your account may be debited or credited depending on your proportion of actual expenditure.

Your service charge demands will be sent to the apartment address. If you want them to be issued to an alternative address, please notify the Managing Agent in writing, via the address in the Contacts section of this guide. The Ground Rent payable on your home is also invoiced annually and payment details will be included on the invoice when received.

LEASE AND OTHER RESTRICTIONS

Your lease outlines your rights and obligations as a lessee and lays down a framework for the use and ownership of your apartment. Please take the time to read your lease through carefully and make yourself aware of its content.

There are some aspects of your lease that will restrict what you can and cannot do in regards to your apartment. Some things require written consent from the Landlord such as pets or birds, fish or other animal in the premises and alterations to the premises, as well as other items which are expressly prohibited such as attaching external aerials to the outside of your property or to keep a barbecue on your balcony. For full information please refer to your lease.

There are also regulations put in place within the development to ensure that everyone can enjoy a pleasant living environment. These include refraining from littering, playing music in communal areas, obstructing access ways and facilities and

dog fouling. For a full list of the regulations please check your Living Guide which can be found on MyHome+. If you are unsure how to do this or are having difficulties please contact the Customer Service Team who will be happy to assist you.

REFUSE DISPOSAL

Household waste from your apartment should be bagged and tied in the appropriate sacks and disposed of in the bins within the refuse areas located on the Ground Floor within the car park. Please ensure that there are no liquids/leaks from your bin bag when carrying the bag through the communal areas. Non-recyclable and recyclable waste bins will be readily available.

Large cardboard boxes may also be disposed of in the refuse area and we kindly request they are flat packed and neatly placed by the waste bins.

RESIDENTS PORTAL

Residents at Royal Exchange benefit from a dedicated Residents Portal which enables the booking of facilities such as the Residents' Screening Room, as well as to review home appliance information specific to apartments. At handover, leaseholders will be provided with log in details and user guide information for the Royal Exchange web portal system.

UTILITIES AND BILLS

Your apartment is provided with mains cold water, fed from a communal supply. Should you need to shut off this supply, your stopcock is located in the utility cupboard. The water meter to your apartment is also located in the utility cupboard. The electricity meter to your apartment is located within the Landlords Riser Cupboard located within the communal corridor.

Your council tax payments are to be made to the Royal Borough of Kingston Upon Thames. There are many ways to pay, including via direct debit, phone or online. If you have any questions about council tax, please contact them on:

Telephone 020 8547 5007*

Please note: The utilities listed below will be arranged for payment by you, the purchaser.

Required:

Cold water, hot water, electricity, service charge, ground rent, council tax and TV license.

Optional:

Sky, Hyperoptic or BT.

*Contact numbers correct at time of going to print.

KEY CONTACTS



ST GEORGE CUSTOMER SERVICE

Your property is covered by a two-year warranty from St George.

Telephone 020 7480 0800
Email CustomerserviceREK@stgeorgeplc.com
Mon-Fri 8am–5.30pm

EMERGENCY HELPLINE

Davies Property Assistance

This service is available for the duration of your St George warranty and deals with emergencies between 5.30pm–8am, Monday to Friday and throughout the weekend and bank holidays.

Telephone 0345 601 1825

PROPERTY MANAGEMENT

FirstPort
11 Queensway, Marlborough House,
Wigmore Place, Luton LU2 9EX

Telephone 0333 321 4080

Email

- *General enquiries (incl. service charge queries):*
help@firstport.co.uk
- *Future moving/buying home:*
solicitorhelp@firstport.co.uk
- *Credit control:*
collections@firstport.co.uk

Website www.firstport.co.uk

CONCIERGE

Attlee House
1 Heritage Walk, London KT1 2UE

Telephone 020 7046 9424
Mobile 07395 881 521
Email conciERGE@myroyalexchange.com

ELECTRICITY: E.ON ENERGY

Telephone 0345 052 0000
Website www.eonenergy.com

COLD WATER: THAMES WATER

Telephone 0845 316 9800
(supply emergencies)
Emergency 0800 714 614
(leakline)
Website www.thameswater.co.uk

HOT WATER: SWITCH2

Telephone 0333 321 2010
Website www.switch2.co.uk
App Store Switch2

LOCAL AUTHORITY/COUNCIL TAX

Royal Borough of Kingston Upon Thames

Telephone 020 8547 5000
Website www.kingston.gov.uk

KINGSTON HOSPITAL (A & E)

Telephone 020 8546 7711
Website www.kingstonhospital.nhs.uk

LONDON METROPOLITAN POLICE

Telephone 101/999
Website www.met.police.uk

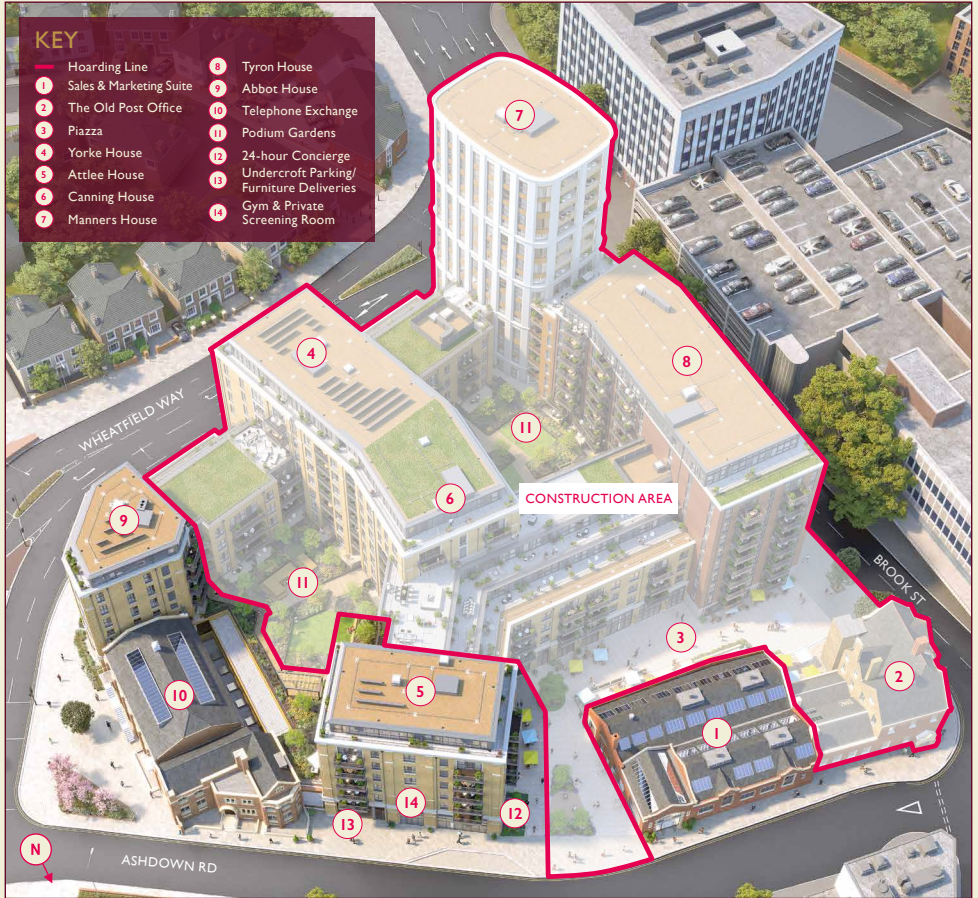
TRANSPORT FOR LONDON

Telephone 0343 222 1234
Website www.tfl.gov.uk

Please note:

The manufacturers Customer Service numbers for appliances are contained in your Living Guide.

SITE PLAN



The site plan is indicative only and subject to change. In line with our policy of continuous improvement we reserve the right to alter the layout, building style, landscaping and specification at any time without notice. October 2021.

WWW.ROYALEXCHANGEKINGSTON.CO.UK



Proud to be a member of the Berkeley Group of companies



St George
Designed for life

Front Cover: Computer generated image depicts Royal Exchange and is indicative only.