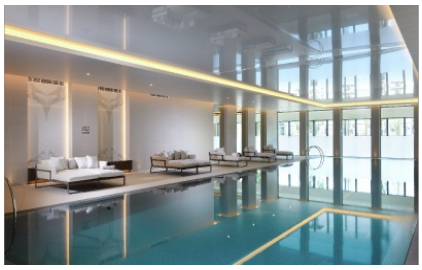
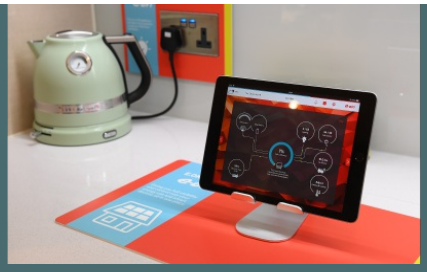
My Living Guide

About your Berkeley Home: Living











KIDBROOKE VILLAGE

ROYAL BOROUGH OF GREENWICH

SE3

Berkeley

Designed for life

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.



Karl Whiteman

Berkeley Divisional Chairman

Index

Quick Reference

Customer Care

Our Team 6
Meeting Your Expectations 6
Emergency Assistance 6
Communal Facilities 7
Your Warranty 7
Resolution Services 7

Amenities

Emergency Contacts 10
Transport 10
Local Information 12
Refuse and Recycling 15

Safety

Fire Safety 19
DIY Safety 19
Making Your Home Secure 20
While We Finish Building 20

Settling In

In Your First Week 22
Customer Care 22
Managing Agent 22
Communal Facilities 23
Your Service Charge 23
Moisture 24

Appliances

Manufacturers 26

Systems

Service Providers 28
Heating 28
Electrical 29
Telephone 29
TV and Satellite 29
Plumbing 30

Sustainability

Our Vision 32
The Berkeley Foundation 32
Code for Sustainable Homes or Features 33
EcoHomes 33
Community Energy Network 33
Saving Energy 33
Saving Water 34
Sustainable Urban Drainage System (SUDS) 34
Flood Prevention 34
Ecology 34
Sustainable DIY 34
Responsible Purchasing 35
Energy Performance Certificate 35

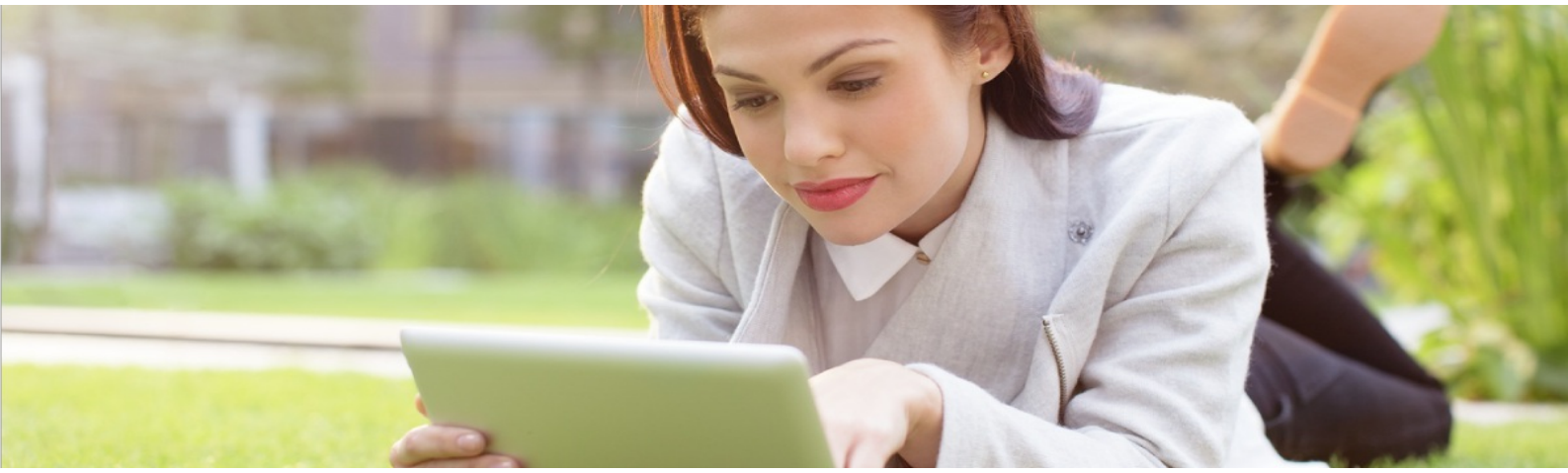
Fixtures and Fittings

Sub-Contractors 37
Utility Suppliers 37
Internal Finishes 37
External Finishes 38
Electrical 38
Mechanical 39

Maintenance

Internal Maintenance 41
External Maintenance 42

Disclaimers



Quick Reference

Your Home

Property Number	24
Address	14 Baldwin Lane, London SE3 9AY

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	
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	

Gas

E.On Energy

Website	heat.eonenergy.com
General Phone Number	0345 302 4312
Registration Phone Number	0345 302 4312
Meter Number	7622673500

Electricity

E.On Energy

Website	www.eonenergy.com
General Phone Number	0345 052 0000
Emergency Phone Number	0808 501 5088
Meter Number	2700006570470

Water

Thames Water

Website	www.thameswater.co.uk
General Phone Number	0800 980 8800
Billing Phone Number	0800 980 8800
Emergency Phone Number	0800 316 9800
Meter Number	310928380

Hospital

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

Police

Telephone	101 (General enquires) / 999 (Emergencies)

Customer Service Numbers for Appliances

Bosch

Telephone	0344 892 8979
Website	www.bosch-home.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

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
- No hot water during November to April (please note that if you experience any loss of hot water, you should also notify the concierge team)
- 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)
- Loss of heating during November to April (please note that if you experience any loss of heating, you should also notify the concierge team)
- 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

If you suspect a gas leak, you should call the National Gas Emergency Helpline on 0800 111 999.

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

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 Director Name	Kevin Snelling
Position	Head of Customer Care
Address	Kidbrooke Village Marketing Suite, SE3 9FW
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 Customer Services Director.

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

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

Refuse and Recycling

Emergency Contacts

Hospitals

Queen Elisabeth Hospital (A and E)

Address	Woolwich Stadium Road, London SE18 4QH
Telephone	020 8836 6000
Website	www.lewishamandgreenwich.nhs.uk/queen-elizabeth-contacts

Police

Eltham Police Station

Address	Eltham 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

Water

In an emergency, contact Thames Water

Emergency	0800 316 9800

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 Easthourne 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 servcie 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 Councils 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 Amenties

Blackheath Quarter Concierge
West Gate House, 1-3 Handley Drive, Kidbrooke Village, London, SE3 9BU
Telephone 0208 8856 2758
Website www.rendallandrittnerlondon.dwellant.com

Blackheath Quarter The Club House
West Gate House, 1-3 Handley Drive, Kidbrooke Village, London, SE3 9BU

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.thomastallisschool.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.lscollege.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

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

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

Food Fest

Join us for the return of Kidbrooke Village's Food Fest, held on the first Friday evening of every month. Everyone is welcome in this fantastic selection of street food traders, live music and games! From April to November, in Peglar Square (SE3 9FW).

Community Centre

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

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' s 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. Thier contact details can be found on page 2 of the Living Guide.

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

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

Don't

- Overload power sockets
- Use portable heaters with a naked flame or electric bar heaters
- Block access roads
- Prop open doors

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.

Carbon Monoxide Alarm

A carbon monoxide alarm may have been fitted in the same room as your boiler. This will alert you if a fault develops with your boiler. Please be aware you will need to have any gas appliances regularly serviced.

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 Service Charge

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 Service Charge

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	Solution
Cracks appearing in the wall and ceiling	Use a filler or decorator's caulk
Baths or shower trays dropping	Reseal mastic
Screw heads showing in ceilings	Screw down and refill



Appliances

Oven	Bosch HBG634BS1B Serie-8 Built-in 60cm Single
Hob	Bosch PUE611BF1B Series 4 60cm
Microwave	Bosch CMG633BS1B Serie-8 Built-in Combi
Extractor Hood	Elica CIAK60GR Slimline Telescopic Cooker Hood
Fridge / Freezer	Bosch KIV38X22GB Serie-2 Integrated 70/30
Dishwasher	Bosch SMV40C00GB Serie-2 Integrated 60cm
Wine Cooler	Caple WI3123 30cm

Manufacturers

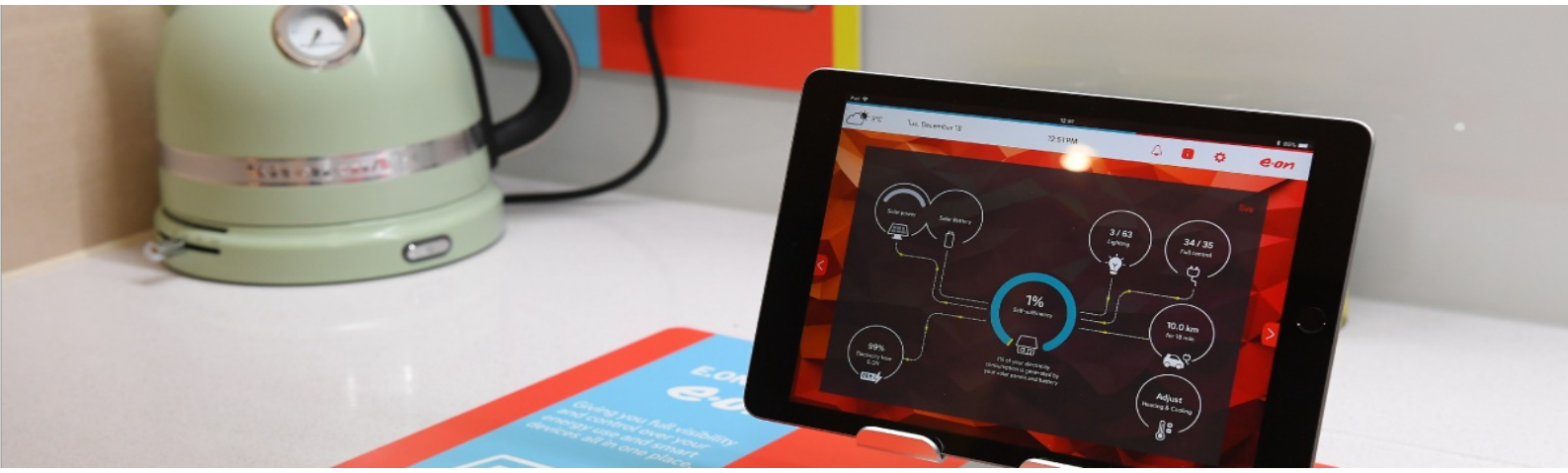
You might have to fill in and send back manufacturer's warranty cards for your appliances in order for your warranty to be valid. Some manufacturers also let you do this online or by telephone. Booking a repair or making a claim under the guarantee may not be possible if you have not registered your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

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

	Manufacturer	Telephone	Website
Oven	Bosch	https://www.bosch-home.co.uk/	0344 892 8979
Hob	Bosch	https://www.bosch-home.co.uk/	0344 892 8979
Microwave	Bosch	https://www.bosch-home.co.uk/	0344 892 8979
Extractor Hood	Elica	https://www.elica.com/GB-en	01252 351111
Fridge / Freezer	Bosch	https://www.bosch-home.co.uk/	0344 892 8979
Dishwasher	Bosch	https://www.bosch-home.co.uk/	0344 892 8979
Wine Cooler	Caple	https://www.caple.co.uk/	0117 938 1900

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

Electrical

Telephone

TV and Satellite

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 to a supplier of your choice. Ofgem encourages competitive pricing in the gas and electricity markets by offering information and resources. Website www.ofgem.co.uk

Heating

E.On Energy currently supplies the gas to your boiler.

Telephone (registering)	0345 302 4312
Website	heat.eonenergy.com

Your gas fired boiler heats water which is then pumped through radiators throughout your home.

Room Thermostats

The thermostats continually measure the temperature in the air surrounding them, turning the boiler on or off, to maintain your preferred setting. Depending on the size of your home, you will have one or two thermostats.

Programmer

Your programmer allows you to choose when your heating and hot water come 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 – except the primary radiator which is generally closest to the thermostat - and allows you to control the temperature individually, by turning the valve up or down.

Heated Towel Rails

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

Hot Water

Your mains pressured hot water cylinder stores the hot water heated by your boiler for use as and when required, and is also fitted with an immersion heater as a back up option to ensure hot water can be generated, even in the event of a boiler failure. The temperature of the water is automatically set, and the times when hot water is produced can be controlled using your thermostat.

Points to Note

Your boiler has a manufacturer's warranty and should be serviced regularly; the recommendation is generally once a year. Any service engineer working on a gas appliance must be Gas Safe registered. If you visit their website, www.gassaferegister.co.uk, they can help you locate a registered business. You may find it difficult to make a claim against the manufacturer's warranty if you do not have your boiler regularly serviced.

You may need to balance the pressure within your cylinder periodically as air can build within the cylinder itself. Information on how to do this will be included in your box file. You should have your cylinder serviced in line with your boiler service recommendations.

If you find parts of a radiator are not heating, try releasing any air pockets by turning the valve in the top corner. You will find more detailed information about your heating and hot water system in your accompanying box file.

Electrical

E.On Energy currently supplies your electricity.

Telephone (enquiries)	0800 0326990 or 105 (no supply or electicity damage)
Website	www.eonnext.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, we suggest you call an electrician instead of repeatedly tripping the MCB, as 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.

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

The main telephone point in your home is located in the media cupboard and is ready for your chosen supplier to activate it. Secondary telephone points have been provided to the living room and all bedrooms.

TV and Satellite

Your main living room points are wired for satellite and Sky+, which feed back to the media cupboard, and are then star wired to all secondary TV points to allow for your DVD player, digital or satellite decoder signal to be received at any TV point. The installation of an aerial and/or satellite dish will not be needed as there will be an IRS system installed.

If you would like to watch live television, you will need to purchase a television licence. 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 contact TV Licensing to purchase or transfer a licence at:

Website 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

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:

- Your home has a high efficiency heating/hot water boiler reducing carbon dioxide and NO emissions
- Water-borne underfloor heating provides an energy-efficient heating system
- Insulation to the ground floor, roof, walls and double glazing to cut down on heat loss
- Dual fuel towel radiators enable you to use the electric option 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
- There is a water butt in your garden to collect rainwater to water plants
- 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 gat 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
- Turn down underfloor heating settings 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 basis and areas of permeable paving.

Flood Prevention

Kidbrooke Village is protected by the Thames Barrier which means that the area has a low risk or flooding, despite being close to the river. Drainage for the developments has been carefully designes 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.enviroment-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

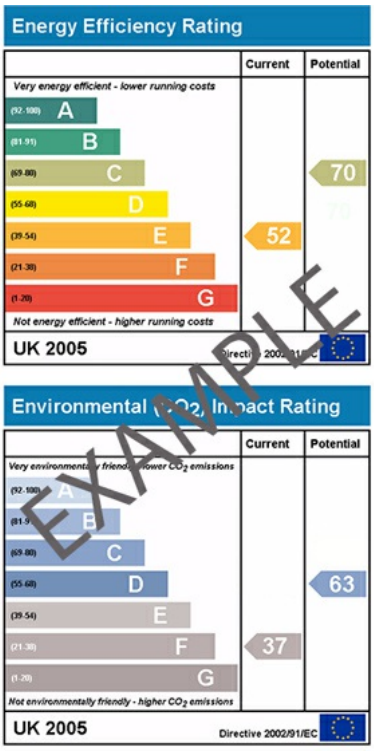
You will find your Energy Performance Certificate, also known as an EPC, in your box file given to you at handover.

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 CO 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

Sub-Contractors

Utility Suppliers

Internal Finishes

External Finishes

Electrical

Mechanical

Sub-Contractors

Kitchen Supplier	Nobilia www.nobiliaprojects.co.uk 01422 889 100
Tiling Supplier (Bath Pods)	Bathsystems www.bathsystem.co.uk 01270 624282
Tiling Supplier	Travis Perkins www.travisperkins.co.uk 01474 333233
Timber Flooring Supplier	Travis Perkins www.travisperkins.co.uk 01474 333233
Carpet Supplier	Travis Perkins www.travisperkins.co.uk 01474 333233

Utility Suppliers

Gas	E.on www.eonenergy.com 0808 501 5200
Electricity	E.on www.eonenergy.com 0808 501 5200
Water	Thames Water 0800 980 8800 (billing) 0800 316 9800 (supply and waste water) www.thameswater.co.uk
Open Reach	Open Reach 0800 783 2023 www.openreach.co.uk
Sky	Sky 0333 009 253 www.sky.com
TV licensing	TV licensing www.tvlicensing.com

Internal Finishes

Ceilings	Dulux Trade - Pure Brilliant White
Walls	Dulux Trade - Pure Brilliant White
Wardrobe	Wardrobe components constructed from Egger U708 & H3090 ST22, soft close. Chrome Plated Wardrobe Rails, LED motion sensor. Silver anodised handles Drawer type CNC 390 with 20mm finger gap. Bronze mirror
Timber Flooring	Eclipse Oak Oiled Hardwood - Intenso INT3903 335x600x13mm Oil finish
Hallway Carpet	Fablon Spirit, Cloud
Bedroom Carpet	Fablon Opera, Tosca
Kitchen Worktop	Silestone Jasmine Pearl polished
Kitchen Joinery	Tall Units: Nobilia Havana Oak Wall & Base Units: Nobilia Touch Stone Grey Supermatt
Kitchen Splashback	Silestone Jasmine Pearl polished
Bathroom Tiles	Floor and Walls: Minoli Epik Shell Matt, 600x600 Feature Wall Tile: Minoli Epik Pearl Mosaic, 305x320, Losanga Dek
Bathroom Vanity Splashback	Egger Water Resistant Laminate H1210 ST33 Grey Beige Tossini Elm with circular mirror, 590mm dia. with recessed led lighting

External Finishes

Window	Velfac System Aluminium Composite, Internal RAL 7008, External RAL 7008
Front Door	Timber Veneer, RAL 8007
Bricks	Cinder Coal
Terrace / Roof Decking	AliDeck, 20mm Junior Decking Board RAL 7006
Balustrade	Laminated Glass Balustrade
Cladding	Aluminium Rainscreen Cladding, SFS1 Type 1: RAL 7038 Type 2: RAL 7008

Electrical

Downlight	Orilight ORL1005F
Downlight (baths & WC)	Orilight SHOWERSPOT-F
LED Strip Light (Kitchen & Baths)	Orilight ORLTE6012
Wall Lights (stairs)	Orilight ORLLM760
Wall Lights (Type 2 stair enclosure)	N/A
Wall Light (Entrance and Roof Terrace)	Leds C4 - Afrodita AFRODITA - 05-9911-Z5-CL
Consumer Unit	Wyvlex 26 way NMDRS26SSLHIA

Mechanical

Smoke & Heat Detector	Protec 6000PLUS/OPHT/S
Wall Mounted Sounder and Alarm	Protec 6000/SSR/VAD
Heat Detecter with Sounder	Protec 6000PLUS/HT/S
Smoke, Heat & Carbon Detector	N/A
Mist Suppression	TMS Ltd ICO FSS-01
Boiler	Ideal Logic Combi ESP1 38kW
Ventilation	Vent Axia Sentinel Kinetic FH Top Level Boxed - 408167 / 408169
Pipes	Wavin Hep2o



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

Timber 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

High Gloss 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 and warm soapy water or a glass cleaner; abrasive or strong cleaning products should not be used
- More detailed information on how to care for your kitchen can be found in your online Myhome Plus account. 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.
- Don't begin any major structural work on your home without first getting advice from a qualified tradesperson

External Maintenance

- A patio table, up to four patio chairs and up to eight well maintained pot plants are permitted on balconies
- 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
- Only one car is permitted to park at the parking space and it is the residents' responsibility to manage the parking space

Points to Note Outside Your Home

- Don't cover damp proof courses or air bricks

Disclaimers

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