

**A TENANTS
GUIDE TO LIVING
IN
ROYAL ARSENAL,
LONDON, SE18 6PP**

YOUR TENANCY TERMS:-

1. All tenancies agreed are either a one year Standard Assured Shorthold Tenancy with no break clause or a minimum six month break clause within a Standard Assured Shorthold Tenancy. All notice to quit periods must be a minimum of two months.
2. Deposits – One bedrooms £1,500.00 minimum – Two bedrooms £2,500.00 minimum.
3. All rents are to be paid on or before the 01st of each month. There is an administration charge of £25 per day for each late rent payment.
4. All apartments are checked by us on a three monthly basis to ensure a high quality of service and maintenance.
5. All repairs / problems are to be reported to us immediately by phone or email. Any problems not reported and left to the end of Tenancy will be deducted from your deposit.
6. If you lock yourself out of your apartment, you may call us during office hours only between 9am – 6pm, Monday to Friday. It is your responsibility to call and pay for a locksmith outside these hours and to supply us with a new set of keys, any damage will be deducted from your deposit.
7. Any lost keys will be charged at cost. Any lost main security gate fobs will be charged at £25.00 per new fob.
8. We expect our properties to be handed back in the condition they were let to you in – if this is not the case you will be charged for cleaning and repairs.
9. Please call us immediately if you have any problems or queries.
10. We have two main requests of our Tenants:-
 - a) Please make sure you always pay your rent on time!
 - b) Please respect our property and keep it in good condition.

Our Contact Details/Emergency No's:-

Luke Doonan: 07973 800 319

Office: 01279 506 156

Fax: 01279 656 434

Email: luke@consciousimage.com

Office address: The Coach House
8 Watsons Yard
Hadham Road
Bishops Stortford
Hertfordshire
CM23 2WH

Useful Telephone Numbers:-

British Telecom	150
Electric Supplier	08456 000 102
Council Tax London Borough of Greenwich Town Hall Wellington Street Woolwich LONDON SE18 6PY	020 8854 8888
Transco	0800 111 999
Thames Water	0800 714 614
Estate Manager	020 8317 1854
LDA Security Control Room	020 8316 1061

Location

Within easy reach of Canary Wharf and Central London, this waterfront location is a fusion of residential, leisure and commercial space with a unique style and personality.

London's largest and most exciting development, Royal Arsenal is a modern living environment combining carefully restored period architecture with innovative contemporary new buildings.

Links to Woolwich town centre are enhanced by the new riverside walk and creation of a new park, both of which will compliment the traditional parades and streets of the site.

Residents have moved into Phase 1 of this exciting new urban quarter and as the impetus of this development grows the Royal Arsenal at Woolwich is set to become a destination in its own right.

At Eastside the whole of London is really on your doorstep, with the heart of the City within easy reach. No less than three tube and one DLR lines serve the area, from Mile End, Bow Road and Bow Church stations. While a handy local bus route takes you through to the City and West End, 24 hours a day.

Specification

Contemporary interiors combined with stylish steel and glass balconies offer great living spaces inside and out.

Reflection is a brand new building amongst Royal Arsenal's restored riverside pavilions.

The overall design reflects today's riverside setting with plenty of large light-enhancing windows. The exterior façade features honeyed brick, whilst the walls surrounding the lagoon are built with Staffordshire blue brick. Reflection wraps around a shallow lagoon, with a striking central sculpture, fountains and water plants, providing a spectacular central feature for the apartments in the building.

Kitchen

Designer fitted kitchen by Cuisine Schmidt with high gloss lacquered doors

Granite worktop with granite upstand

Glass splashback behind hob

AEG stainless steel fan assisted oven

AEG ceramic touch control hob

AEG designer extractor hood

AEG Integrated built under fridge

Integrated built under freezer

Integrated dishwasher

Space for washer/dryer (in kitchen or utility cupboard) one and a half bowl stainless steel under mounted sink (single bowl will be provided to bedroom 1 apartments)

Brushed steel mixer tap with filtered water system

Ceramic tiled floor to the kitchen area.

Heating

Centralised gas heating, round top radiators.

Electrical and lighting

Brushed stainless steel finished light switches with dimmer switches to living area

White MK power sockets

Downlighters to kitchen area

Bathroom and shower room

Low voltage under unit lighting to kitchen

BT points to living room and master bedroom.

Internal doors

White painted internal doors with chrome handles.

Bathroom and Shower Room

Vileroy & Bosch sanitaryware with complementary Hansgrohe chrome taps

Mirrored cabinets with integral shaver sockets provided to bathroom and ensuite one
Thermostatically controlled Hansgrohe showers
Full height ceramic tiling to two walls in bath/shower rooms
Ceramic tiled floor to bathroom and shower room
Chrome heated towel rails.

Security & Peace of Mind

Teleguard video door entry system, cover under NHBC Buildmark scheme, mains fed smoke detector to hall.

Facilities

Royal Arsenal's commercial and leisure zones will represent a welcome extension to the town centre, re-establishing the town's historic links, whilst creating a new lively focus for residents and the community.

A short trip down the river takes you to the World Heritage Site of Greenwich, home to the magnificent Royal Naval College, Observatory and Maritime Museum. A charming mix of past and present, Greenwich has an electric mix of shops, eateries, bars and cafes, theatres and cinemas, a relaxed cosmopolitan atmosphere that's a world away from the inner City.

Closer to home, residents can enjoy riverside walks and strolling along streets rich in history.

We are delighted to welcome you as new residents, and hope that the information contained in this document helps you to settle in quickly and easily; allowing you to take full advantage of the development and its special features.

There are number of parties involved in this prestigious development: Berkeley Homes; London Development Agency; Woolwich Arsenal Residents' Management Company and the managing agents Rendall and Rittner. Therefore the roles of each party are detailed within this document and the ownership of the various parts of the estate are highlighted on the attached map.

Having moved in, there may be some potentially confusing paths to follow when addressing your queries and questions. We hope this document will assist you.

Definitions

Woolwich Arsenal Residents' Management Company (WARMC) is a specific company set up to manage the development, as such the on site staff are employed by this company.

The London Development Agency (LDA) is the Freeholder responsible for the majority of communal roads and services, such as street lighting within the development. The LDA also provides security for their common areas which consists of a CCTV network and mobile security patrols.

The Managing Agents The appointed managing agents are Rendall and Rittner who are responsible for the management of the development. The designated Property Manager is Daniel Steer, who can be contacted on the numbers provided in the contact sheet, alternatively he visits site at least one a week and an appointment can be made by prior agreement.

Residents' Committee There is a residents committee working on behalf of the residents to ensure that residents concerns are properly addressed. They meet regularly to discuss resident issues and liaise with the Managing agents on financial and management issues. Each building has one or more representative, details of

which are posted on the notice board within your building. If you wish to get in contact with your representative, please contact the concierge and they will arrange for your representative to get in touch.

Estate Management Team

We are located in Building 23, positioned between Arsenal Way and the park. The building is easily identifiable by the impressive ornate gates. Telephone numbers are shown in the contact list. The office is open 24-hours per day.

Currently the on site team comprises of 17 staff made up of the following:

- Estate Manager – Responsible for the day to day running of the development. Therefore should you have any queries, comments or want to report any repairs within the common areas etc please do not hesitate to contact me or a member of my team. If I am unable to assist, I will direct you to the appropriate party.
- Porters – Primary role to man the reception within the estate management office; provide advice and assistance to residents and visitors to the development; undertake site inspections and security patrols and offer concierge services, which are detailed below.
- Estate Operatives – responsible for general repairs, dealing with the refuse and cleaning of the external areas of the estate.
- Cleaners – undertake the cleaning of the common areas within each building.

The following concierge facilities are currently provided:

- Key holding.
We recommend that residents leave keys with the porters for emergency use, or for issue to contractors including Berkeley Homes snagging staff. Keys left for safekeeping will only be issued in accordance with the accompanying waiver form, which will be completed when keys are deposited. Requests

for one-off issues to contractors etc should be made in writing wherever possible. Please be aware that if an authority is not received, your contractor will be refused access. Porters are not permitted to accompany your contractors, nor are they able to accompany deliveries to your property in your absence.

- **Dry Cleaning Services**
A dry cleaning collection service is available from the porter's office. Cleaning can normally be dropped into the office before 14.00 daily, and will be available for collection the next day. Price lists and details can be obtained from the porters.
- **Accepting / holding of parcels**
Your mail is generally delivered by Royal Mail direct to your door. Oversized parcels and registered mail will however, be left for collection from the porters office and a mail notification will be posted through your door to notify you of this fact. This system can fail however if the postman forgets to leave notification. The porters will issue mail reminders within two days for all uncollected mail, if however you are expecting a specific item and it does not arrive, it is advisable to call and check. There is limited space available to store parcels and we would therefore ask that you please try and collect your mail as soon as possible.

Courier mail and delivery drivers also follow a similar system, and it is the driver's responsibility to notify you that your mail has been left in the office. We are not equipped to take delivery of large items such as furniture, and you are advised to either take delivery yourself, or arrange for a friend to do so. Large items received without notification are likely to be returned to sender. The porters are not authorised to receive goods on your behalf directly into your properties, or to sign for the safe receipt of such items.

Residents that are not known to the staff will be requested to produce identification when collecting mail. Please do not be offended by this, it is a simple safety precaution. Please note also mail will not be given to third parties on your behalf unless we are notified in writing in advance.

Estate Services & Facilities

- **CLEANING**

The cleaning of communal areas is carried out by our own staff. Lobbies and lifts are cleaned daily, and vacuuming /cleaning will take place three times per-week. The actual days vary by building, and will on occasion be changed. If you have any complaints or queries regarding the standard of cleaning, please refer them directly to the estate manager.

- **REPAIRS AND MAINTENANCE**

The managing agent is responsible for maintaining the services to the buildings for example intercom system, lifts, fire alarm etc. Should you become aware of any faults please report these to the Estate Management Team.

- **RUBBISH REMOVAL**

The bin stores for building 22 are located in the bin stores on the ground floor, these bins are for general household waste. Please ensure that refuse is placed in the bins provided. Rubbish collections are carried out twice weekly. Bin bags should not be left in corridors, but taken immediately to a refuse bin. Bags left in this manner contravene the fire regulations, and when left for any period spillage or leakage may occur, causing damage to the carpets.

We actively promote recycling and facilities are provided in the underground car park. The recycling bins can take all mixed waste with the exception of foodstuffs. Please break down boxes and place them in the bins provided.

Large bulky items can be collected by arrangement with the Woolwich Council on 020 8854 5794. This service is free of charge to residents, but is charged against the service charges if arranged by the estate management.

- **PARKING**

Due to the planning restrictions placed on the developer, it is not possible to provide parking for all residents. As a result, parking is restricted to individual permit holders only within

the residential estate. The LDA common roads have been de-restricted in line with town centre timings, and parking is permitted on a limited basis as shown below.

Visitors, guests, and residents without bays may park in the public car park at the junction of Arsenal Way and Plumstead Road. Within the hours shown below, roadside parking is permitted on single yellow lines only as follows:

Common Roads:
Cadogan Road, Duke of Wellington Avenue, Arsenal Way,
Cartridge Place, Armstrong Road.

Parking permitted on single yellow lines only:
Mon-Fri 18.30 to 08.30.
Saturday from 13.30
Sunday & Bank Holidays – no restrictions

The parking restrictions are enforced by clamping within the residential areas, the underground car parks and the estate roads. We would ask that you please ask a member of staff should have any queries with regard to parking.

Residents wishing to have works carried out by private contractors should arrange for them to occupy the resident's own bay. Where this is not possible, a 30-minute unloading permit can be issued by the porters but the contractor will then have to move to the public car park. Please contact the porters for assistance with parking issues, but bear in mind they do not have the authority to alter or amend parking regulations.

- **SECURITY**

Access to all buildings is controlled by intercom systems, which can be operated by fobs or by calling the required flat for access. Please ensure that you are familiar with the operation of these panels, or request assistance from the porter's office as there are slight variations in the operation of the panels by building. Please seek advice if required. Concierge staff are not authorised to grant access via intercom panels after 20.00pm, and visitors will be asked to

identify themselves in person between 20.00 and 07.00 daily for security reasons.

Please be aware that on occasion you will receive calls via the intercom from other residents who have left their fobs somewhere, and are requesting access. Unless you are very familiar with the person, please decline the request, as this is an obvious way of gaining access with or without the right to do so. If in doubt, advise the caller to contact the porters for assistance. Equally, if you find you are followed into the building by someone not known to you, please call the porters to investigate, giving them a description of the person involved.

The concierge is manned 24 hours daily, and if you have any security concerns please do not hesitate to call and ask for assistance.

- **WINDOW CLEANING.**
The cleaning of all windows in building 22 is included in the service charge and will be carried out on a quarterly basis. Prior to the clean being carried out you will receive notification and a return slip. We would ask you please take the time to complete the slip and return it to the estate office. If the cleaning has not been carried out to your satisfaction we will arrange for the window cleaners to return and rectify the problem.

Additional Services

- A new gymnasium was supplied and equipped by Berkeley Homes, and opened on the 18th July. The gym is conveniently located within the porter's reception area in building 23. Current hours of opening are 05.00 – 23.59. For those of you wishing to join, the fee is currently £20.00 per-month, and an application pack and further information can be obtained from the porters on request.
- Thames Clipper now operates a daily ferry service from the Royal Arsenal Pier. This service was, until recently,

scheduled for closure but has been extended pending a long-term solution being agreed by relevant parties including Transport for London. Any changes to the proposed future of the ferry service will be notified via notice-boards or to your doors.

- The Royal Arsenal Running club set up by residents runs for about an hour on Tuesdays and Thursdays at 8.10pm and on Sundays at 6pm and would welcome runners of all abilities to join them.
- The Gun Pit Café (on the side of the Firepower Museum) was refitted and furnished by Berkeley Homes to offer residents a friendly, comfortable location to meet for coffee and snacks. Please contact the porters for current opening hours.

Lease Restrictions

- As with all major developments, one of our major sources of complaint is of loud music, revving car engines, and people entering the building in a loud or 'happy' state. Please consider your neighbours, and help to contribute to everyone's right to enjoy the estate by moderating music levels. Your leases are very specific regarding noise, especially between 11.00pm and 9.30am, and it will avoid any ill feeling or complaint if you would ensure that these restrictions are complied with please.
- For those of you that may not be aware, barbeques or patio heaters are not permitted anywhere within the estate due to insurance restrictions, and the listed status of the buildings and grounds.
- Satellite dishes are also not permitted however a communal system is provided, and due to the nature of the listed building attachments and alterations are not permitted.
- Pet lovers are reminded that pets may only be kept under license, granted by Rendall and Rittner (managing agents)

on behalf of the landlord. For those of you with pets, please ensure that your pets are not permitted to foul the footpaths and planted areas.

Estate General Notes

This is a large and attractive development, and a great deal of effort is put into trying to maintain the appearance and standards rightfully expected by our residents. It is therefore important to us that the residents help to maintain the standards by ensuring that the estate is suitably looked after and cared for.

If you are aware of any damages or drop in standards, please report the fact immediately and we will undertake to make good as quickly as we can. This is a large site, and inevitably some items will be missed. Your input will help immensely, and please be assured we would welcome your input and assistance.

I would stress that security is very much dependent on the cooperation of the residents, and we would urge you to report any apparent incidents, no matter how small or insignificant it may seem. Please ensure that strangers are not given access via intercom, and if you are suspicious of anyone at all, please call us.

CONTACT NUMBERS

Berkeley Homes

Berkeley Homes Customer Services 0208 319 5927
Berkeley Homes Out Of Hours 0845 607 0603

LDA

LDA Security Control Room: 020 8316 1061

Estate Management Team

Estate Manager – Ian Smith 020 8317 1854
Management Suite: 020 8317 5992
Management Suite Fax 020 8317 9840

Managing Agents

Rendall and Rittner – Main switchboard 020 7702 0701
Property Manager – Daniel Steer 020 7481 6754

General

Amber Cars (Taxi/Car Hire): 0800 389 9038
British Telecom: 0800 800 154
Cleansweep Bulk Rubbish: 0208 854 5794
EDF (London Electricity) Emergencies 0800 028 0247
Greenwich Council: 0208 854 8888
National Rail Enquiries: 0845 748 4950
Night Hawk Security (Clamping): 0870 063 8409
Royal Mail Depot Manager 020 8317 8966
Sky Television Customer Services: 0870 240 4040
Stagecoach Buses: 020 8855 9022
Thames Water: 0800 714 614
Transco Gas Leak Emergencies: 0800 111 999
Woolwich Police 020 8311 1212

BUILDING 50 UNDERGROUND CAR PARK

Please ensure that the car park entry & exit procedure shown below is followed at all times. The incorrect use of the fob may result in the programming to malfunction, and the gates will automatically follow a reset procedure.

ENTERING THE CAR PARK

1. ENSURE THAT THE LIGHT IS SHOWING SOLID GREEN BEFORE TRYING TO ENTER THE CAR PARK.
2. PUSH THE LEFT HAND BUTTON ON YOUR REMOTE FOB ONLY.
3. THE TOP GATE WILL OPEN AND THE LIGHT WILL FLASH GREEN.
4. PROCEED TO THE CENTRE OF THE YELLOW PAINTED BOX.
5. THE BOTTOM GATE WILL OPEN.
6. YOU CAN NOW ENTER THE LOWER CAR PARK.

NOTE: ONLY PUSH THE FOB BUTTON FOR ENTRY/EXIT IF THE STEADY GREEN LIGHT IS ON.

EXITING THE CAR PARK

1. STOP AT THE YELLOW MARKED AREA NEXT TO THE PILLAR, AND FACING THE LOWER GATE.
2. PUSH THE RIGHT HAND BUTTON ON YOUR REMOTE FOB.
3. THE LIGHT WILL FLASH GREEN AND THE BOTTOM GATE WILL OPEN.
4. PROCEED TO THE YELLOW BOX AND WAIT FOR THE TOP GATE TO OPEN. DO NOT PROCEED BEYOND THE YELLOW BOX UNTIL THE GATE STARTS TO OPEN.
5. THE TOP GATE WILL OPEN. YOU CAN NOW EXIT THE CAR PARK AND THE GATES WILL SHUT AUTOMATICALLY.
- 6.

NOTE: IF THE RED LIGHT IS LIT DO NOT PROCEED INTO THE GATE SYSTEM OR PUSH ANY BUTTONS ON YOUR FOB.

IF GATES FAIL TO OPERATE CALL 07903110792

Directory – Useful Addresses & Telephone Numbers

Greenwich Council		020 8854 8888
Council Tax		020 8921 4147
Parking		020 8921 4339
Childrens Services		020 8921 6921
Planning & Development		020 8921 5222

Services/Wellbeing

Queen Elizabeth Hospital	Stadium Road, SE18 4QH	020 8836 6000
London Bridge Hospital	29 Tooley St, SE1 2RP	020 7407 3100
Find a Doctor Service	Nuttal St, N1 5LZ	020 7683 4645
Greenwich Fire Brigade	325 Woolwich Road, SE7 7RF	020 7587 4522
Greenwich Police Station	31 Royal Hill, SE10 8RR	020 8853 1212

Food & Drink Eating Out

The Hill	89 Royal Hill, SE10 8SE	020 8691 3626
The Pilot Inn	68 River Way, SE10 0BE	020 8858 5910
Gourmet Burger Kitchen	Greenwich Church St, SE10 9BL	020 8858 3920
SE10 Restaurant & Bar	62 Thames St, SE10 9BX	020 8858 9764
The North Pole	131 Greenwich High St, SE10 8JA	020 8853 3020
Café Sol	13 Nelson Rd, SE10 9JB	020 8853 4385
Palm Beach	121 Woolwich High St, SE18 6DS	020 8854 1211
Spice Island	204 Plumstead Common Rd	020 8316 5207
Marble Restaurant	25 Anglesea Rd, SE18 6EG	020 8331 0777

Eating In

Abel & Cole	www.abelandcole.co.uk	0845 626 364
-------------	--	--------------