

HOMEOWNER'S GUIDE

CLAPHAM
QUARTER

— CLAPHAM SOUTH SW4 —

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WELCOME

WE ARE DELIGHTED TO WELCOME YOU TO YOUR NEW HOME.

WE HAVE PUT TOGETHER THIS HOMEOWNER GUIDE TO PROVIDE YOU WITH ALL OF THE INFORMATION YOU SHOULD NEED REGARDING YOUR APARTMENT AND THE FACILITIES AND SERVICES AVAILABLE TO YOU.

PLEASE TAKE THE TIME TO FAMILIARISE YOURSELF WITH THIS GUIDE. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT OUR BUILDING MANAGEMENT TEAM.

BUILDING MANAGEMENT TEAM

Should you need to bring any matters to our attention, you can contact the Building Management Team:

Raglan International

Telephone: +44 (0)20 7937 5272

Email: info@raglaninternational.com

Office address:

Raglan International, 52 Lonsdale Road, Notting Hill, Kensington, London, W11 2DE

Office hours:

Monday to Friday, 9am–5pm

Please note that a representative from the Building Management Team may be present in the event that you agree to one of our trade contractors carrying out any works whilst you are not at home.

Raglan International have been appointed to provide the services defined within the lease. They are responsible for the external areas and their services are paid for through the service charge.

If you have any comments or concerns with the external estate, communal areas, or car parking, please let the Building Management Team know.



CGI indicative only

USEFUL CONTACTS

LAMBETH COUNCIL

Telephone: 020 7926 1000
lambeth.gov.uk/about-council/contact-us/contact-details

Lambeth Service Centre
 Monday to Friday, 9am-5pm

COUNCIL TAX

lambeth.gov.uk/council-tax/bands-rates

ELECTRICITY SUPPLIER

EoN
 Telephone: 080 8501 5200
eonenergy.com

WATER SUPPLIER

Thames Water
 Telephone: 080 0316 9800
thameswater.co.uk

APPLIANCES

All manuals to appliances within your home are available on page 20.

TV LICENSING

You need to be covered by a TV licence in the UK to:

- Watch or record programmes as they are being played on TV or live on an online TV service.
- Download or watch BBC programmes on iPlayer.

This applies to any provider you use and any device, including a TV, desktop, computer, laptop, mobile phone, tablet, games console or digital box.

To arrange a TV licence please visit: tvlicensing.co.uk



SERVICES

POST

Post will be delivered to your secure individual letterbox located on the ground floors of Blocks 9, 11 & 13.

PARCELS

Parcels will be delivered to the lockers located adjacent to the letterboxes. Access to the parcel lockers is provided by a passcode that enables couriers and owners to access.

ACCESS

During the handover of your apartment, you will receive two front door keys, two access fobs, and one letterbox key. The fobs will provide access to the main entrance within your building as well as access to cycle and refuse stores.

GUEST ENTRY

There is an entry phone panel located at the pedestrian and vehicle entrance gates to the development and to the Block entrances with the facility for video and audio to allow you to check the identity of visitors before granting them access into the building.

BALCONY/TERRACE MAINTENANCE (IF APPLICABLE)

Please ensure that the balcony floor surfaces are kept clean and in good repair. This includes the accessible drainage channels to ground floor apartments.

Please note that barbecues are not allowed on the balconies.

WINDOW CLEANING

All external faces of windows and glass balustrades will be maintained and cleaned on a regular basis, organised by the Building Management Team.

The company will be unable to clean the internal faces of glass balustrades of balconies and all set back glazing. These are the responsibility of the resident along with the internal faces of the glass in the apartment.

Please take care when cleaning your windows. Use only clean, warm water and mild detergent, then wipe with a soft cloth or sponge. Avoid using tools such as scrapers or blades, and chemical or spirit based cleaners. These can degrade the glazing compounds and ruin the appearance of the glass.

CYCLE STORAGE

Cycle storage is available for residents within a store located on the side and to the rear of Block 9, Maud Chadburn Place.

Bicycles should be securely fastened to the bicycle racks provided and we would recommend two locking points are used to comply with the majority of contents insurer's requirements. Bicycles are the responsibility of their owner and should have suitable insurance cover in place, checking any requirements they detail.

CAR CLUB

Residents are provided free membership to a Car Club three years from occupation with £50 credit. A Car Club is a membership-based service that provides access to a fleet of shared vehicles for short-term use, allowing members to reserve and use cars when needed without the responsibilities and costs of ownership. Members typically pay for usage on a per-hour or per-mile basis, saving residents money and maximising efficient use of resources.



CGI indicative only

REFUSE DISPOSAL

The apartments are designed with bins to allow you to split your refuse into these specific waste streams:

- General waste
- Mixed, dry recyclables

There are refuse stores located within the grounds of the building adjacent to the main entrance.

Please always recycle where possible. Items such as the following should be recycled:

- Newspapers
- Magazines
- Junk mail (including window envelopes)
- White and yellow telephone directories
- Flattened cardboard
- Computer paper
- All types and colours of glass bottles (please remove tops)
- All types and colours of glass jars (please remove lids)
- Drinks cans
- Food tins
- Aerosol cans (if completely empty)
- All plastic packaging and bottles

Please bear in mind these key points when it comes to refuse/waste disposal:

- Household waste should be suitably and correctly bagged for collection
- In the interest of hygiene, please use the bins accordingly and do not leave rubbish on the floor, as this can encourage rodents
- Please flat-pack all cardboard boxes for recycling
- Please rinse any glass, plastic or metal food packaging prior to disposal in the recycling bins (for example, wine bottles, plastic milk cartons, food tins, etc)

DEFECTS LIABILITY PERIOD

DEFECTS LIABILITY PERIOD

A defect may arise through a failure of materials and/or workmanship (not to be confused with general maintenance, accidental damage etc.) and examples of defects may be:

- A faulty door lock
- A failed pop-up sink plug
- A defective WC flush

For a period of two years from legal completion, Sitehold London Limited's contractor is responsible for any building defect that may occur. From the end of the two year period until the tenth anniversary of registration, your home remains covered by the ICW Building warranty against any structural defects.



If you notice any minor cracking or ceiling nail pops, please do not report these as defects. These are quite normal in new build properties and are the result of the drying out process which can often take as long as 12 months. You can address these when carrying out household maintenance or re-decorating.

Should you have to report a defect(s) within the first two years you should contact the New Homes After Care team. All new homeowners will be contacted upon completion by the After Care team with further details on the reporting and rectification process.

STRUCTURAL BUILDING WARRANTY

Your new home comes with a 10-year Structural Warranty provided by ICW. This is a requirement for all New Homes and gives you peace of mind that if there is a structural issue with the property then you are covered.

If you believe you need to make a claim under the warranty you can contact ICW on 028 9099 2303 or through their website at www.i-c-w.co.uk.

When you've completed on your flat your solicitor would have provided a copy of the ICW warranty unique to your property with a reference number.



SYSTEMS WITHIN YOUR HOME

INTERCOM

Your home has been fitted with a touchscreen door entry intercom, manufactured by Loxone.

- When the bell is pressed, a snapshot is taken and logged in the last visitors section. 10 photos are stored.
- Each camera can be monitored from the Loxone App under their respective location or via the monitoring category in the App.

- The setting icon on the intercom can be used to adjust the speaker and microphone volume. We strongly advise not to make changes here even if you have been made an admin.
- From this same screen you'll be able to answer and grant access to any of the access points to the property including the entrance gate.

This is wall-mounted in the hallway. The intercom allows you to receive calls from the main gate and ground floor entrance doors.



SMART KEYPAD

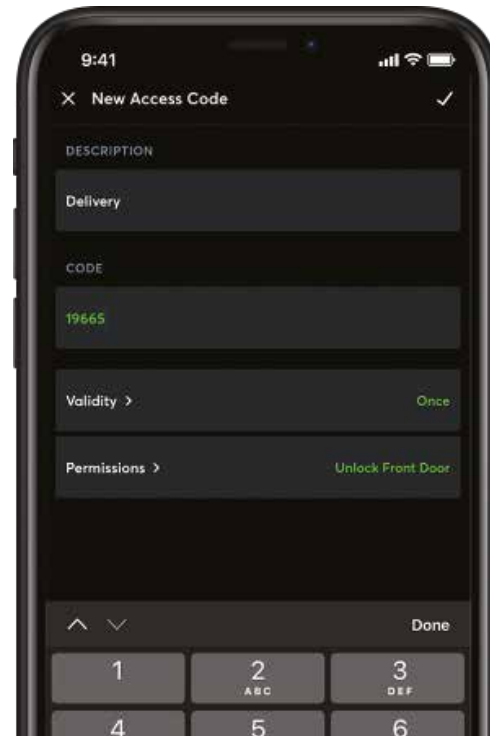
Whether it's creating a time-based code for the dog walker or a one-off code for a delivery – all it takes is a few taps in the Loxone App. The Loxone Smart Home App gives you detailed control of the NFC Code Touch.

Control and management of the NFC Code Touch is intuitively laid out in the Loxone Smart Home App. You can see a quick overview of the actions your NFC Code Touch can perform. From here, you can also activate associated features such as unlocking the front door.

The activation of some features, such as unlocking the front door, is further secured by the option to require a User Interface password, Fingerprint or Face ID depending on your phone. This level of security gives you peace of mind knowing you have complete control.

Once in the Access Codes menu. You can set a quick code for permanent access, one time use or occasional timed use.

Another feature available to users with Administrator rights is a history log of codes entered on the NFC Code Touch. You'll see a corresponding date and time stamp to let you know when the code was used.



TV AND DATA POINTS

Your apartment has been wired for satellite and digital terrestrial TV Channels with a high-speed fibre optic feed for telephone and dedicated broadband services.

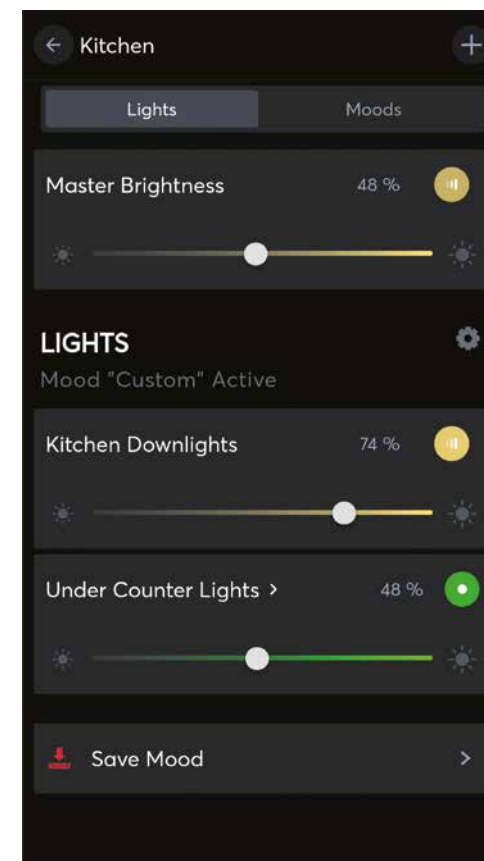
LIGHTING

Your apartment has been fitted with downlighters throughout and track lights where appropriate. They are mains voltage and offer controlled dimming.

The kitchen/living and bedroom areas have been fitted with dimmers to allow you to control the room lighting for the required situation.

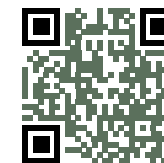
Loxone Smart Lighting (to 'Premium Collection' properties):

- All lights off function at the touch of one button.
- Lighting scenes/moods for ease of use – no more confusing multi-way switches.



- Your light switch will scroll through scenes/moods shown in the App, e.g. the first click of the switch will select the 'Warm White mood', the second click will go to 'Blue mood' and so forth. A double click will shut everything off.
- Main entrance switch, if held down for 2 or more seconds, will shut all lights off.
- Triple click on any bedroom switch puts the house to sleep. Turning off lights, shutting down audio controllers and any other requirements added to the Goodnight routine.
- If the 'more' icon in the bottom left hand corner is selected, it'll show you the lighting circuits in the associated room.
- You can change the combinations of lighting circuits you require to be on and hence save that to an existing mood or add another. You can also rename moods in this section.
- The lights tab shows you the number of individual lights you have controlled and the Mood tab shows the number of Moods you have. You can also mix moods in this section.

Video tutorial available here:



Please note, apartments without smart lighting as standard have been provisioned for these to be integrated wirelessly at a later date, please contact Building Management Team for more info.

HEATING AND COOLING (LIVING & BEDROOMS)

Your new home comes with a state of the art heating and cooling system that is operated through your Loxone Smart Home Tablet/App.

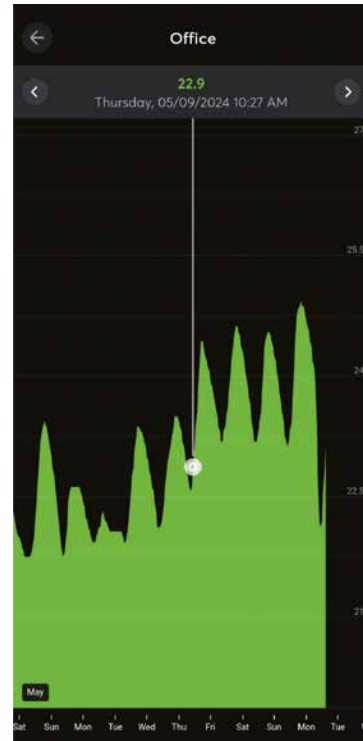
The Fan Coils mounted in your ceilings provide both heating and cooling to enable you to keep your home at your ideal temperature.

The Loxone App provides graphically how your temperature changes over time and hence monitor the temperature changes in each room. You can get exactly the temperature you want, at the time you want. Invisible temperature sensors in each room to give you a seamless finish.

SMART HEATING - INTELLIGENT ROOM CONTROLLERS (IRC)

- In each room, located under the Heating or Temperature category in the Loxone App, you'll see a temperature with an associated mode. Click this to access your heating controls.
- The temperature reading in the top centre of the screen is the current room temperature.
- You'll then see the settings section below where you'll find Operating Mode, Times and Temperatures. In operating mode, you'll have: Manual or Automatic followed by your system type: Heating, Cooling or Heating and Cooling. What each of these does will be explained below.
- In the Temperature section you'll see Comfort (In Use), Economy (Not In Use), with a temp reading at the top right that is a shortcut to temperature settings or temperature adjusting when the comfort mode is active. Again these will be explained in greater detail below. The timeline is a snapshot of your schedule for the day and shows the current time with the line marker.
- You can override this to a specific date and time using the override button.

- Temperature settings allow you to set your system according to the dynamics of the room. Typically you set this once and tweak it maybe twice for the year. The idea is to let the system do the work for you.
- Graphs simply show you how your temperature in that room has changed over time (image below).



SETTINGS

Allows you to select your desired mode, set your schedule/s and set your ideal temperatures.

In automatic mode, the tolerance indicates by how much the room temperature is permitted to deviate from the comfort temperature before heating or cooling is enabled. A higher tolerance is more economical.

Manual heating mode simply operates according to your target temperature. i.e. it is not schedule dependent, it will always be on until the set point temperature is reached.

Automatic Heating and Cooling both operate according to the schedule set and identical in control; just opposite in nature and both will be explained in greater detail below.

TEMPERATURES

- Comfort (In Use) – The temperature you desire when you want to feel relatively warm. This is your ideal room temperature. All other temperatures are adjusted so they are relative to your comfort temperature.
- Economy (Not in use) is usually set to be 3° less than your comfort temperature and is the default temperature that the room will be set to when outside of your scheduled hours. i.e. This is the minimum temperature that the room will go to during normal operation.
- Frost and Overheat protection should not be touched under normal circumstances. These are the absolute thresholds we configure your system to not go outside of so as to ensure there is no physical damage to your property.

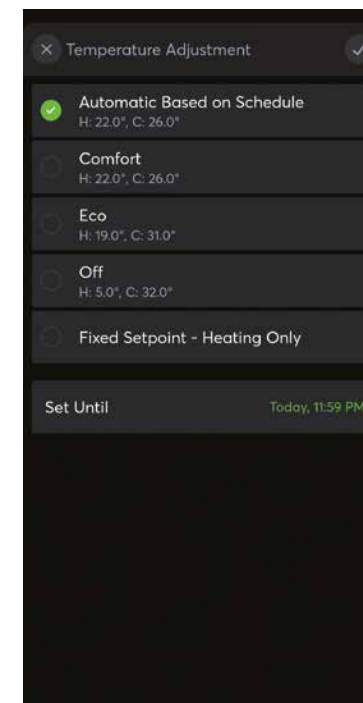
- » Frost Protection should be no lower than 5° so as to ensure no pipes get frozen, this is the temperature automatically selected when in Holiday Mode.
- » Overheat Protection should be no higher than 28° so as to ensure sensitive floor finishes do not warp or become damaged through the heat intensity.

HOLIDAY/AWAY MODE

- Change what your home does when you're away.
 - » With Holiday/Away mode you can ensure that your heating and hot water will not be on whilst you're away. Likewise you can ensure that the property will be warm so that you can have a shower as soon as you arrive back. This is not only Smart and Practical, but extremely efficient.

HEATING OFF/SUMMER MODE

- Change what your home does when the season changes.
 - » With Heating Off/Summer mode you can ensure that your heating is off whilst your hot water stays on.





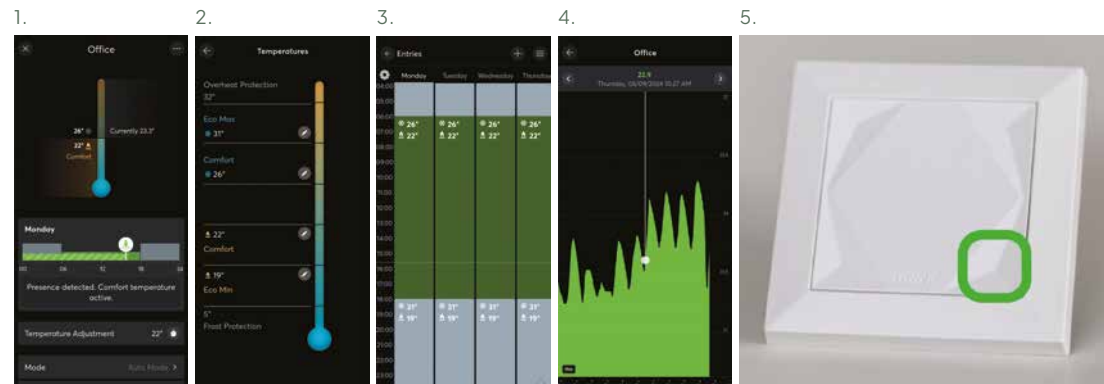
UNDERFLOOR HEATING SYSTEM

Underfloor heating is within hallways and bathrooms. Heating circuits are heated electrically. The systems are controlled by wall thermostats, within close proximity to each zone. They are not connected to the wider heating system described above.

AIR SOURCE HEAT PUMP AND FAN COIL UNITS

The hot water and heating/cooling is powered by an ASHP on the roof. The supply of heating or cooling is centrally managed and you have the ability to control the fan speeds in individual rooms either fully automatically or via manual override.

The screenshots below show the heating configuration screens available to you in the Loxone App.



The first screen shows the overview of the temperature for the room, on the given day, current temperature, current target temperature, and comfort or eco mode.

The second screen is accessed by clicking the temperature adjustment button and allows modifying of the comfort and eco temperatures for the room.

The third screen shows the schedule for the week, where the green zone is the comfort mode and the grey zone is the eco mode times.

Below (4) you can see the graph of temperature over time which can be zoomed out to show the whole month/year. Finally, there is a FCU override on the bottom right corner of the temperature and comfort sensor/light switch, which can be utilised to put the FCU into silent mode (10% fixed fan speed) or off mode in case of a fault or servicing requirement. The current mode will be displayed in the App.

MECHANICAL EXTRACT VENTILATION

Each flat has a Mechanical Extract Ventilation system comprising a central unit in the utility cupboard. It is ducted to extract polluted air from the wet rooms of the house and kitchen.

This system is designed to run 24/7 to ensure adequate ventilation to the property and the air valves in the ceiling are set to provide the required flow rate. The unit detects moisture in the air during cooking, baths or showers etc and automatically adjusts the extract within that area, then adjusts back down again when moisture level is normal.



BLINDS

Blind boxes have been provided in living areas and bedrooms, along with power supply to these zones, please contact Building Management Team for more info.

ELECTRICITY

Electricity can be dangerous – please follow these safety rules:

- Ensure that the appliances are fitted with the correct fuses and are wired in accordance with the manufacturer's guidelines.
- Never take an electrical appliance into a bathroom or shower.
- Ensure that kettles are detached from the electricity supply when filling or pouring.
- Do NOT overload plug sockets with plug adaptors as this can cause overheating.
- Make sure plugs are wired correctly. If in any doubt, call an approved electrician.



WATER SUPPLY Thames Water

Telephone: 0800 316 9800
thameswater.co.uk

Your home has its own mains supply, which comes directly from a centralised tank to a stop tap within your services cupboard. The stop tap will shut off all water to your home if you need to carry out any maintenance or suspect a leak.



Thames Water are also responsible for the public sewer at 9, 11 & 13 Maud Chadburn Place. All the toilets, sinks, baths and showers in your home empty into the same waste pipe where it flows into the sewers via the building drainage system.

In order to avoid blocking the drainage system within your property and the building:

- Please do not throw anything other than toilet paper down the toilet.
- Please do not empty cooking oil or fat down the sinks.
- Please do not empty large quantities of washing detergents bleach into the systems.
- Please always check the packaging of any products to see that they can be safely disposed of down a drainage system.

The Building Management Team cannot accept responsibility for a blockage that requires a plumber/drainage company to attend as a result of not following the guidelines above.

TRIPPED CIRCUITS

If a circuit trips:

- Disconnect any appliance that you think may have caused the issue.
- Switch the affected MCB on the consumer unit back on to restore the circuit.
- If you cannot find the fault, please call the Building Management Team.

METERING AND BILLING

All meters are smart and located within the landlords' areas so residents will need to contact the Building Management Team to arrange a physical meter reading.

APARTMENT FIXTURES & FITTINGS

If, in the future, you wish to refresh and repaint your apartment please see the table below for details of the finishes and fixtures:











These are the standard fixtures and fittings. If any agreement with Sitehold was made to change them this wouldn't be captured in the Home User Guide.



APPLIANCE	MANUFACTURER	MODEL	LOCATION
Flooring	Amtico	Cowrie Oak - FS7W8590 Plank Size: 184 x 1219.2 mm Surface Finish: Artisan Embossed Wood	Living areas, hallways
Carpet	Abingdon	Abingdon Stainfree Satin Touch Mohair	Bedrooms
Paint	Crown	Crown Colour Match to Farrow and Ball 'Pointing'. Matte Emulsion Finish	All living ceiling and walls
Paint	Crown	Crown Colour Match to Farrow and Ball 'Pointing' Eggshell Finish	All woodwork
Wall and Floor Tile	ESL Ceramics	Varena Calacatta Gold Tiles 1200 x 600	Bathroom and ensuite wall and floors
Grout	Mapei	103 moon white	Bathroom and ensuites
Wardrobes	Casa Cucina	Make: Orme (& Orme Light) Range: Gola (& Filo) Doors: Tortora Carcase: Greyge	Bedrooms
Ironmongery	Burlington	BUR40SN BUR80 bathroom turn and release	Internal doors

APPLIANCES

Your apartment has been fitted with a selection of the appliances listed below (note different size apartments have a different combination of products).

Most appliances listed have dedicated user guides, which will explain how to use and care for these items. For those that have these guides please follow their QR Codes:

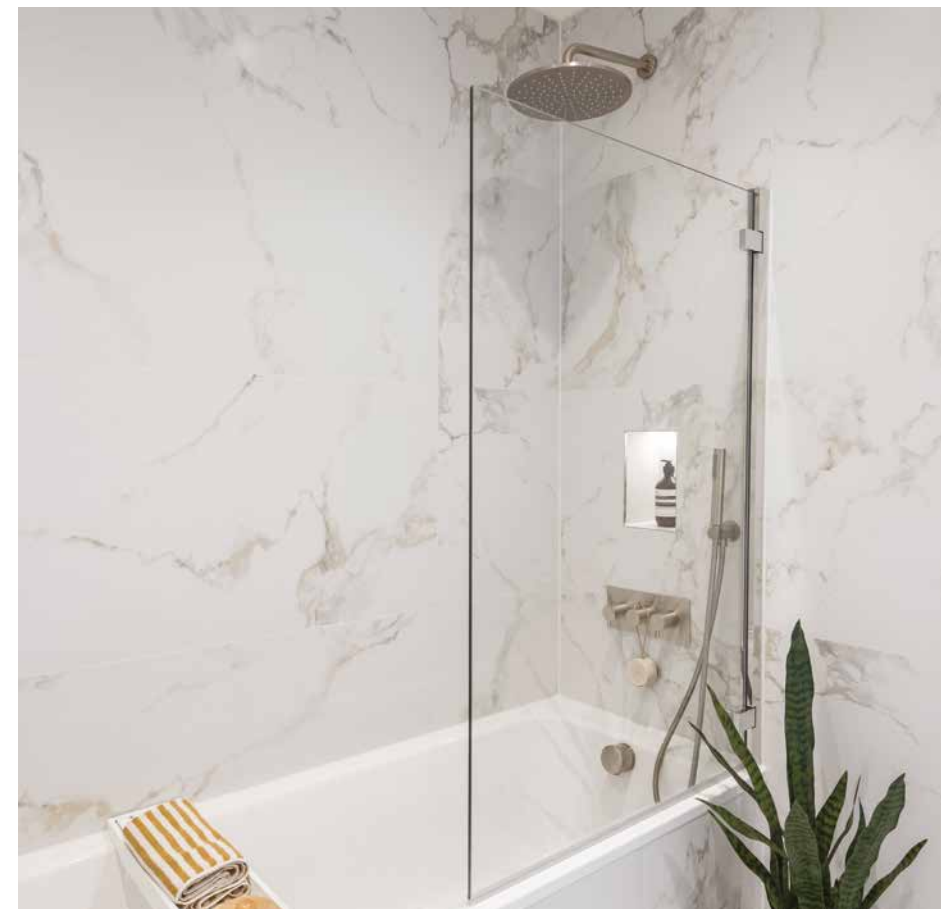
APPLIANCE	MANUFACTURER	MODEL	LINKS
Inset sink and waste	Barazza	Soul Granite White Undermounted 500 or 700	
Tap	Quooker	Flex PRO3 Chrome	
Built-in oven	Siemens	HB535A0SOB	
Built-in oven	Miele	H2861B	
Built-in Microwave	Siemens	CM585AGSOB	
Built-in Microwave	Miele	M7240TC	
Built-in fridge freezer	Siemens	K187VNSFOG	
Built-in fridge	Siemens	K181RVSFOG	
Built-in Under Freezer	Siemens	GI11VAFEO	
Wine Fridge	Caple	W13155 30cm or W16143 60cm	

APPLIANCE	MANUFACTURER	MODEL	LINKS
Dishwasher	Siemens	SN73HX42VG	
Hob	Siemens	EH811BE15E 80cm or EH611BE15E 60cm Vented Induction Hob	
Worktop	Unquiestone Surfaces Ltd	Calacatta Ivory Polished 20mm	



SANITARYWARE

BATHROOM/ENSUITE	MANUFACTURER
Basin waste - Venticello	Villeroy and Boch
Basin - Venticello semi-inset or Memento surface mounted	Villeroy and Boch
Vanity Unit - Legato 2 pull out compartment	Villeroy and Boch
Cabinet - Vanquish 120 Cabinet	HiB
MPRO Flush Plate Sraainless Steel	Crosswater
Toilet - Wall Hung White Subway 3. Seat and Cover with Soft Close Hinge	Villeroy and Boch
1700mm x 700mm Cayono Alpine White Bath	Kaldewei
Infinity Bath Screen	Crosswater
300mm Fixed Head Stainless Shower Head with arm	Crosswater
Thermostatic Valve	Crosswater
Shower Tray Canyon Plan Alpine White	Kaldewei
Gallery 10 Shower Panel	Crosswater
MPRO toilet roll holder	Crosswater
Cavo 1230mm x 500mm Brushed Stainless Steel Electric Heated Towel Rail	Cavo



STAYING SAFE & SECURE

FIRE PREVENTION

- Keep your smoke and heat detectors clean and test them regularly.
- Do not overload electrical sockets.
- Avoid lighting candles and using appliances with open flames.
- Avoid storing items close to your electrical board in the services cupboard.

SMOKE DETECTORS

There will be at least one smoke detector in your home, powered by the mains with a battery back-up. You should test your detector at least once a month by pushing the test button for 10 seconds to check that the alarm sounds. Your smoke detectors are interlinked and will notify the Building Management Team via the intercom panel in the event that the detectors go off to warn the Building Management Team of a potential fire inside of an apartment.

AUTOMATIC OPENING VENTS

These are located in the communal staircase for each Block and will channel smoke and toxic fumes out of the building in the event of a fire.

ELECTRICAL SUPPLY AND DISTRIBUTION

In your storage cupboard there is a Miniature Circuit Break (MCB) written below each breaker is a description of the circuit it protects: power, lighting, kitchen, etc. If you require the electrical supply to your entire apartment to be shut off, flip the main incomer switch to the 'OFF' position (down). To restore power to the apartment circuit, flip the switch(es) on the consumer unit (main incomer) back to the 'ON' position.

EMERGENCY POLICY

The evacuation strategy for flats within the residential accommodation will be that only the flat on fire is evacuated.

A 'stay put' policy (residential flats) involves the following approach:

- When a fire occurs within a flat the occupants alert others in the flat, make their way out of the building and summon the Fire and Rescue Service.
- If a fire starts in the common parts, anyone in these areas make their way out of the building and summon the Fire and Rescue Service.
- All the other residents not directly affected by the fire would be expected to 'stay put' and remain in their flat unless directed to leave by the Fire and Rescue Service.

It is not implied that those not directly involved who wish to leave the building should be prevented from doing so. Nor does this preclude those evacuating a flat that is on fire from alerting their neighbours so that they can also escape if they feel threatened.

Further advice can be found in the Local Government association "guidance in the Fire Safety in purpose-built blocks of flats document" Section 19, and currently 'stay put' advice via the National Fire Chiefs Council (NFCC), available here:



FIRE SAFETY

Your Building Management Team has a responsibility to manage fire safety within communal parts of the building. You are responsible for fire safety within your apartment. This document contains key fire safety information which you should read and familiarise yourself with.

The building operates a “stay-put” policy; the building has been designed to provide sufficient protection for you to remain in your apartment until the London Fire Brigade arrives. It is vital that the points in this guide are followed in order for the stay put policy to remain effective at all times.

FIRE SAFETY IN YOUR HOME

Your home has been fitted with fire detection & alarm systems and sprinklers. These systems should be maintained by the apartment owner and do not form part of the service charge. If you would like advice or guidance on appropriate contractors to maintain your systems, please speak with the Building Management Team. However, please advise the Building Management Team if there are any issues with your alarm – these should be fixed at the earliest opportunity to ensure the safety of both your own occupiers and the apartment occupiers around you.

Alarms must not be tampered with or removed under any circumstances. The front door to your apartment is a fire door – under no circumstances should front doors (including the door furniture) be modified or changed without the express permission of your Building Management Team.

It is recommended that doors within your apartment are kept closed as they are also fire doors. By closing your doors you will help to create “compartments” within your apartment and limit the speed at which a fire can spread.

Candles and wax burners should be placed on fire resistant surfaces and should be extinguished before going to bed or before leaving the apartment – never leave candles unattended when lit.

Please also ensure that all cigarettes and cigars are extinguished out before going to bed or leaving the apartment; never smoke in bed or in a chair if you think you will fall asleep.

Damaged and poorly maintained electrics are one of the biggest causes of fire within residential buildings. All white goods which have been provided by the building landlord have been tested for safety prior to installation. You can help to prevent electrical fires in your home by ensuring that electrical sockets are not overloaded and keeping an eye out for damaged electrical items.

Never leave pans unattended on the hob whilst cooking – in the event that a pan catches fire, turn off the heat immediately and move away from it. Under no circumstances should water be applied to it or the pan moved. Should the fire continue to grow or you are in doubt about the safety of the situation, leave the room (closing the door behind you) and raise the alarm in the common parts of the building.

Barbeques, chimineas, and flammable products are not permitted on balconies. Balconies should also be kept free of clutter and should only be used in line with your tenancy/lease agreement. The fixed electrical system within the common areas of the building is tested regularly.

COMMON AREAS

The common parts of the building are managed by the Building Management Team and have been fitted with full fire detection and life safety systems. These systems will be maintained and tested by the Building Management Team, you are not required to do anything for this.

You must not store anything within common parts or escape corridors and stairwells – any items found within these areas will be removed by the Building Management Team and disposed of. Smoking is not permitted in any communal area.

CONTRACTORS

We understand that you may need to employ contractors to undertake works in your home from time to time. It is a condition of the lease that any structural works are authorised by the building landlord prior to commencement. We would ask that you notify us of all works within your apartment so that we can take suitable precautions to protect the communal spaces and ensure the life safety systems are not compromised.

As an example, painters and decorators may cover detectors and sprinkler heads during works which may generate errors on the building management system. Fire safety in your apartment is reliant on the concept of “compartmentation” – any breaches to compartmentation may result in a fire being able to spread rapidly between floors and apartments. As a result, you must liaise with the Building Management Team to book in your contractor to the building, and full details of the works being undertaken must be supplied. The landlord retains the right to refuse access to any contractor in the event that they are likely to affect life safety systems or controls.

GUESTS

It is your responsibility to ensure that your guests are aware of the fire policies within the building whilst they are visiting. Guests remain your responsibility whilst in the building; please advise the Building Management Team if you have any guests who may require assistance to evacuate the building.

WHAT TO DO IF THERE IS A FIRE IN YOUR APARTMENT

If your fire alarm goes off, do not rush, keep calm and get everyone out as quickly as possible. Do not stop to pick up valuables. Do not obstruct escape routes. Never assume that it is a false alarm.

Please raise the alarm as quickly as possible and ensure that you call the fire brigade at the earliest safe opportunity. Once you are safe, please urgently also let the Building Management Team know so that they can coordinate the fire brigade upon arrival and ensure they are given all facts for an effective response. Use the back of a hand to check closed doors. If they are warm do not open them and try to find another route of escape.

WHAT TO DO IF THERE IS A FIRE IN ANOTHER APARTMENT/ PART OF THE BUILDING

The building operates a stay-put policy; if you are not affected by fire or smoke within your apartment then you should stay put and await further instruction from the fire brigade. Please let the Building Management Team know that you are home either by telephone or via the intercom system so that this information can be notified to the fire brigade.

Should you find that you are being affected by smoke or fire, remain calm and leave your apartment as quickly as you can. Stay-put only applies to your individual apartment. If you are in the common areas when the fire alarm activates, proceed to evacuate the building. Under no circumstances should you attempt to return to your apartment until you are advised it is safe to do so.

SUSTAINABILITY

ENERGY PERFORMANCE CERTIFICATE

The energy performance certificate (EPC) provides information on the energy efficiency of your home. The energy efficiency rating has been calculated in line with building regulations using the government's standard assessment procedure for Energy Rating of Dwellings (SAP).

The rating gives a measure of the overall energy efficiency of a home based on energy consumption for space and water heating. The higher the rating the more energy efficient your home is.

ENERGY SAVING HINTS AND TIPS

- Turn your heating thermostat down by just 1°C, to save energy and reduce your heating bill.
- Close curtains, blinds or shutters at night, to stop heat escaping through windows.
- Turn household appliances off at night – those left on standby will still use energy.
- Turn lights off in rooms not being used.
- Only fill a kettle with the amount of water you need, and descale regularly.
- When buying household appliances, look for the energy saving recommendations and check their energy rating ('A' being the best rating).
- When using a dishwasher, only run when it is full and use an economy programme for lightly soiled items.

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 restrictor and aerators, which mix air with the water as it comes from the tap as well as restricting the flow.
- Showers and bath taps with flow restrictor, which restrict the flow of water.

Below are some tips to help you reduce your water usage:

- Take a shower rather than a bath.
- Keep a bottle or jug of water in the fridge, rather than running the tap until the water is cold.
- Repair dripping taps: a dripping tap can waste enough water in a week to half fill a bath.

ENERGY-EFFICIENT APPLIANCES

Refrigeration products, light bulbs, electric ovens, washing machines and tumble dryers that display the energy saving recommended logo meet or exceed specified energy-efficiency requirements and are backed by the Government. It is your guarantee that the product will save energy, cost less to run and help the environment.

LIGHTING

In most homes, lighting accounts for around 10–15% of an electricity bill. Here are some useful facts and tips:

- Energy-saving bulbs last up to 10 times longer than ordinary bulbs and are just as bright.
- Switching from a standard bulb to an energy saving bulb is beneficial to the environment.
- Remember to turn the lights off when you leave a room.
- LED lights are currently the most efficient and longest-lasting on the market.

The above information is provided by the Energy Saving Trust. More information can be obtained from their website. Please visit: www.energysavingtrust.org.uk

REDUCING WASTE

- Try to purchase items with less packaging.
- Use the recycling chute provided to recycle everything that you can.
- Try to only buy the food you need and think of ways to use leftovers.
- Donate unwanted furniture and other items to local charities and advertise anything unwanted on a website such as freecycle rather than throwing it away.

HEALTHY PRODUCTS PURCHASING

Every resident is encouraged to purchase products with low volatile organic compound (VOCs). VOCs react to sunlight and are powerful greenhouse gases which can have short and long term adverse health effects. Concentrations of VOCs are often higher indoors than outdoors (up to 10 times higher) due to the fact that they are contained in a large number of household products. By avoiding VOCs, you will have a healthier indoor air quality. When purchasing products for the maintenance of your home, make sure these are low VOC, especially for products such as:

- Decorative paints and varnishes
- Aerosol sprays and air fresheners
- Wood panels with organic or cementitious binders
- Timber structures (e.g. glue laminated)
- Wood flooring (e.g. parquet)
- Resilient textile and laminated floor coverings (e.g. vinyl, cork, rubber)
- Suspended ceiling tiles
- Flooring adhesives
- Wall coverings

USEFUL LINKS

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

IMPORTANT INFORMATION

Police

Lavender Hill Police Station
London, SW11 1JX
Telephone: 999 (emergency only)
or 101 (non-emergency)

Fire

Clapham Fire Station
29 Old Town, London, SW4 0JT
Telephone: 999 (emergency only)
or +44 (0)20 8555 1200 (non-emergency)

Hospital

St George's Hospital
Blackshaw Rd, London, SW17 0QT
Telephone: 999 (emergency only)
or +44 (0)20 8672 1255 (non-emergency)

LOCAL AMENITIES:

DENTIST

Balham Smile Clinic
12 Blandfield Rd, London, SW12 8BG
Telephone: +44 (0)20 8673 7727
indigolittledental.com

The Dentist Balham

1 Bedford Hill, London, SW12 9ET
Telephone: +44 (0)20 3794 6487
thedentistbalham.com

Bellevue Dental Health and Cosmetic Clinic

7 Jaggard Way, London, SW12 8SG
Telephone: +44 (0)20 8673 9995
thedentistbalham.com

Robert Hero

Parkview Dental Practice, 99 Clapham
Common South Side, London SW4 9DN
Telephone: +44 (0)20 8770 9990
roberthero.com

DOCTOR

Bedford Hill Family Practice
120 Bedford Hill, London, SW12 9HS
Telephone: +44 (0)20 8673 1720
bedfordhillfamilypractice.co.uk

The Clapham Family Practice

89 Clapham High St, London, SW4 7DB
Telephone: +44 (0)20 3474 6070
theclaphamfamilypractice.co.uk

Clapham Park Group Practice

72 Clarence Ave, London SW4 8JP
Telephone: +44 (0)20 8678 5420
claphamparkgp.com

PHARMACY

WJ Boyes Pharmacy
61 Balham Hill, London, SW12 9DR
Telephone: +44 (0)20 8673 1738

Pharmalite Pharmacy

296 Cavendish Rd, London, SW12 0PL
Telephone: +44 (0)20 8673 6279

Bellevue Pharmacy

13 Bellevue Rd, London, SW17 7EG
Telephone: +44 (0)20 8672 2135

Northcote Pharmacy

130 Northcote Rd, London, SW11 6QZ
Telephone: +44 (0)20 7924 5600
pearlchemistgroup.co.uk/northcote-pharmacy/

NURSERIES

Nightingale 1 & 2 Montessori Nursery Schools
194 Ramsden Rd, London, SW12 8RQ
Telephone: 07958567210
nightingalemontessori.co.uk

Grove Hall Nursery Ltd

59 Balham Grove, London, SW12 8BD
Telephone: +44(0)20 8673 1943
grovehallnursery.com

Balham Nursery School and Children's Centre

72 Endlesham Rd, London SW12 8JL
Telephone: +44 (0)20 8673 4055
balham-nursery.wandsworth.sch.uk

GYMS

FCG Balham
Fight City Gym, 57-59 Balham High Rd,
London, SW12 9AW
Telephone: +44 (0)20 7043 6032
fightcitygym.co.uk

The Train Station Gym - Balham

20-22 Jaggard Way, London, SW12 8SG
Telephone: +44 (0)20 8673 2989
thetrainstationgym.co.uk

Dog House Fitness

1 Holbeach Mews, London, SW12 9QX
doghousefitness.london

POST OFFICES

Balham Post Office
90-92 Balham High Rd, London, SW12 9AF
postoffice.co.uk

Alfriston Post Office

99 Alfriston Rd, London, SW11 6NP
Telephone: +44 (0)20 7228 0380
postoffice.co.uk

Balham Hill Post Office

Westbury Parade, London, SW12 9DZ
Telephone: +44 (0)345 722 3344

LIBRARY

Balham Library
16 Ramsden Rd, London, SW12 8QY
Telephone: +44 (0)20 8673 1129

Northcote Library

150 Northcote Rd, London, SW11 6RD
Telephone: +44 (0)20 7223 2336

Clapham Library

Mary Seacole Centre,
91 Clapham High Street, London, SW4 7DB
Telephone: +44 (0)20 7926 0717

HIGHLY CONNECTED

You have great tube, rail and road connections from your home in Clapham Quarter, whether you want to travel into the buzz of the West End and City, or out to the beautiful Surrey Hills, or even visit Brighton and the South Downs.

Clapham South Underground station straddles Zones 2 & 3 and is literally moments from your front door, but you also have ready access to the Overground services at Balham, Clapham High Street and Clapham Junction, the busiest railway station in Britain.

For those getting about by bicycle Clapham Quarter has secure and covered cycle stores. There is a bike hire docking station close to Clapham South Underground station holding 26 bikes. Enjoy the convenience and sightseeing as you cycle around London.

Six buses and one night bus serve the local area with the N155 night bus calling at Covent Garden and Trafalgar Square.



OVERGROUND

FROM CLAPHAM JUNCTION

Waterloo	7 mins
Wimbledon	7 mins
London Victoria	8 mins
Gatwick Airport	24 mins
Guildford	31 mins
Shoreditch High Street	35 mins
Brighton	56 mins

WALKING

FROM CLAPHAM QUARTER

Tesco	1 min
Clapham South tube station	2 mins
Clapham Common	3 mins
The Avalon Gastropub	5 mins
Clapham Common tube station	16 mins
Clapham Picturehouse	20 mins

BY BIKE

FROM CLAPHAM QUARTER

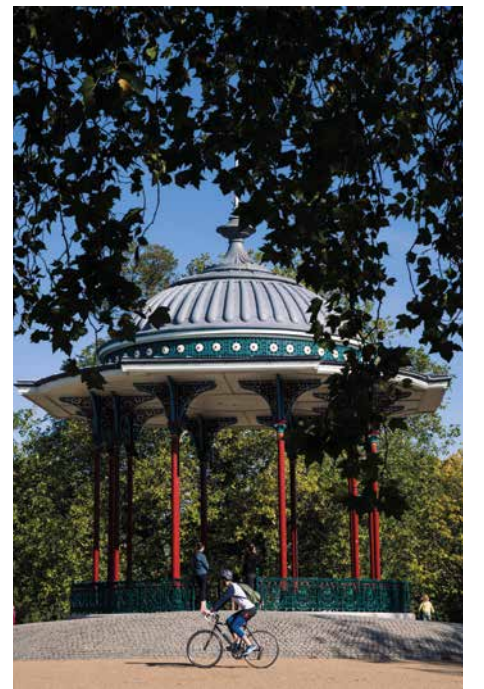
Clapham Junction Overground station	12 mins
Battersea Power Station	13 mins
Hyde Park	24 mins
Borough Market	27 mins
Richmond Park	40 mins

BY TUBE

FROM CLAPHAM SOUTH TUBE NORTHERN LINE

South Wimbledon	11 mins
Waterloo	11 mins
London Bridge (for Borough Market)	16 mins
Bank	17 mins
Oxford Circus	20 mins
Canary Wharf	36 mins

Journey times are approximate and are taken from tfl.gov.uk and Google Maps





LANDHOLD
DEVELOPMENTS LTD

Clapham Quarter is situated at 9-13 Maud
Chadburn Place, SW12 9PQ.

It is opposite Clapham South Underground
station (Northern line) down the small lane named
Maud Chadburn to the north of Costa Coffee on
Balham Hill.

