



Home user guide

139 Burnt Ash Lane, Samara House,
137 & 141 Burnt Ash Lane,
London, BR1 5FG.



Welcome to your home	3	Security, safety and insurance	17
About your new home	3	Balconies	17
Reporting a defect or a repair	5	Doors and windows	17
What is a defect	5	Locks and keys	17
Aftercare at Riverside	5	Security and visitors	18
How to report a defect	5	Window cleaning	18
Emergency repairs	6	Smoke and heat detectors	18
Items not classed as defects	6	In the event of fire	19
		Home contents insurance and guarantees	19
Looking after your home	7	Home maintenance	20
Helping your new home settle and dry out	7	Decorating and fixing items to walls and ceilings	20
Location of equipment and controls in your home	8	Cleaning and maintenance	21
Instructions for utilities, pipes, hot water and heating	10	Preventing damp and condensation	22
Hot water and heating	10	Ventilation	22
Cold water	10	Drying clothes indoors	22
Mains water/drainage	10	Ventilating cupboards and furniture	22
Telephone and broadband	11		
Drains and pipes	11	Keeping energy and water bills down	23
Electricity	11	How to save money on your bills	23
Maintenance checklist	13		
Advice while you are away	13	General information	24
Communal services	14	Rent & service charge	24
Access	14	Sustainability	24
Lifts	14	Local travel information	25
Household waste and recycling	14	Useful contacts	26
Parking	14		
Car club	14	Meter readings	27
TV aerial	14		
Bicycles	14		
Post	15		
Shared space	15		
Building fabric and finishes	16		
Walls	16		
Flooring	16		
Ceilings	16		
Windows and blinds	16		
Kitchen and bathrooms	16		
Lighting	16		

To request a copy of this guide in large print or another language, please contact Riverside.

Welcome to your home

We would like to welcome you to your new home at Samara House, which has been built in partnership with Countryside (part of the Vistry Group).

This guide provides all the essential information to help you settle in, maintain your home, and access support when needed. It also contains details of how to report any problems.

At Riverside, we are committed to providing good quality housing and excellent customer service. Our goal is to support vibrant communities and ensure our residents feel safe and comfortable.

Our Customer Service Centre is on hand to assist you, so please do not hesitate to contact us if you have any questions.

Please take the time to read through this guide and store it safely for future reference. If you need it in large print or another language, please contact us.

We wish you well in your new home.

Riverside.



About your New Home

Your home is designed with energy saving and the environment in mind.

Some key features include:

Heating system

Your home is heated from a communal plant room, located on the ground floor of Samara House.

There is a Heat Interface Unit (HIU) in the utility cupboard of each flat, which controls the transfer of heat from the Energy Centre (communal plant room) into your home. It's similar in size to a gas boiler and delivers the heat to the underfloor heating system within your home, and hot water to your taps, showers and baths.

The underfloor heating system in your home will provide background ambient temperatures. To save on energy bills and maximise the efficiency, we recommend setting the thermostat in each room to a consistent, suitable temperature, rather than frequently adjusting it. A full demonstration of the system will be provided to you when you move in.

Mechanical ventilation with heat recovery unit (MVHR)

Your home has been fitted with a MVHR unit, which provides fresh air and improved climate control, whilst reducing heating costs. Further details about the system are outlined in the '**Preventing damp problems**' section of this guide.

Secure cycle storage

Secure cycle storage is available on the ground floor of Samara House.

'Secure by Design' award

Samara House has been awarded a 'Secure by Design' award. This is the official police security initiative that works to improve the security of buildings and their immediate surroundings. This certification ensures a high standard of safety and security for residents.

IMPORTANT: First steps when you move in

— To ensure a smooth transition into your new home, please make a note of your meter readings on the day you move in. There are three meters, one for electricity, heat energy and water.

— Please contact your utility supplier and provide your readings:

Electricity:

British Gas – 0330 100 0056

Smart meters (a remote meter) are provided by British Gas when you open your account.

Alternatively, you can take your reading directly from the meter, located in the riser cupboard in the communal area. This is a locked cupboard, please contact the caretaker for access.

— Heating and hot water:

Metropolitan – 02920 100346

Meters readings are taken from the Heat Interface Unit (HIU), inside your utility cupboard. This will be demonstrated to you when you move into your home. Readings are also read remotely by Metropolitan.

— Water:

Thames Water – 0800 3169800

Readings are taken remotely by Thames Water; however, you can take your reading directly from the meter, located in the riser cupboard in the communal area. This is a locked cupboard, please contact the caretaker for access.

Note: you can change your electricity supplier once you move in. You are not able to change the supplier of your heating and hot water, or water supply, these are fixed.

— Set up your Council Tax account with the

London Borough of Bromley –

020 8464 3333 or www.bromley.gov.uk.

Reporting a defect or repair

What is a defect

Repairs that occur in your home for the first 12 months are resolved by the builder. This is known as a 'defects period'. After this period, Riverside will normally be responsible for repairs that may be required in your home.

Defects are faults that occur due to poor materials, design, workmanship, and any electrical and plumbing faults. It is important to note, accidental damage, vandalism or minor shrinkage and cracking within the drying out period, are not classed as defects.

Your home has been constructed to a high standard and checked thoroughly for quality and to make sure there are no faults. However, you may experience some minor problems as your home settles. Defects are any faults or breakdowns which are not directly caused by you, and which could have been caused during the construction phase. They could include items such as leaks, faulty lighting and problems with your heating system.

The developer is responsible for fixing defects within the 12-month period after your home was completed. If you notice any defect issues during this time, please contact Riverside Customer Service Centre to report it. From this point the issue will be passed to our Aftercare team who will engage with the builder of your home to attend and carry out remedial works.

You will then be contacted either by the developer (Countryside) or by our Aftercare Team to arrange an appointment to rectify the defect. In some cases, we may wait until the end of the one-year defects period before addressing non-urgent issues. This is because certain repairs, for example where the repair is due to the building drying out or settling, are best carried out after a longer period.

It is likely that, as the building settles and dries out, there will be some small cracks that appear in the walls. An inspection of your home will take place one year after the building's completion, to check for any defects that need to be repaired. Any large cracks that have formed through the wood and plaster shrinkage will be fixed by the developer at this time.

Aftercare at Riverside

During the 12-month defects period, your property will be allocated to a dedicated Aftercare Coordinator at Riverside. They will contact you shortly after your tenancy begins, to provide welcome documentation, introduce the team and offer a home demonstration of key equipment within your home and at Samara House.

How to report a defect

If you are experiencing any problems within your property in the first instance, please refer to the troubleshooting section to see if you can resolve the issue before reporting it.

If you are unable to resolve the issue using the troubleshooting guide, please report defects as follows:

Riverside Customer Service Centre (CSC)

Tel: **0345 111 0000** (Lines are open 24 hours a day, 7 days a week)

My Riverside: Either log in or register to your account at my.riverside.org.uk or via the downloadable app.

When you report a defect, please provide the Customer Services Advisor with:

- your name
- your address
- telephone number(s) – where possible, please provide both a landline number and a mobile number
- a clear description of the issue
- the location of the problem
- when the defect first occurred.

When your call is logged with us, we will send the information to the developer's customer care team and arrange an appointment for the defect to be rectified.

Defect repairs during the 12-month defects liability period are carried out between 8am and 5pm, Monday to Friday (except bank holidays). Only emergency repairs will be dealt with outside of these hours.

For Heating & Hot Water Issues

If you experience any issues with your heating or hot water supply, please do not contact Riverside. Instead, contact your supplier directly using the details below:

Metropolitan

Tel: 02920 100346

(Lines are open 24 hours a day, 7 days a week)

Emergency repairs

In the event of an emergency, please first check with the utility supplier, to ensure the issue is not related to a supply problem or an estate-wide issue. Then, please contact Riverside for further assistance.

Examples of emergency repairs include:

- Total loss of electrical power
- Unsafe electrical equipment
- Blocked drains
- Major plumbing repairs such as burst pipes
- Window and door repairs where your security is at risk
- When a loss of heating and hot water could pose a serious health risk, for elderly people, disabled people, babies, young children, or people with medical conditions
- Flooding
- Fires (call **999** immediately before contacting Riverside).

If your query is an emergency, please contact Riverside Customer Service Team (CSC). Lines are open 24 hours a day, 365 days a year.

0345 111 0000

Important: if you are in immediate danger, call 999 straight away.

Please note, if your issue is deemed not to be an emergency, or caused by misuse, we may charge a callout fee.

Items not classed as defects

Care must be taken to look after your home and keep it in good condition. Please regularly clear hair and soap out of drains and plug holes. Always dispose of wipes, cotton buds, nappies, fat and oil in the waste bin (not down toilets or sinks). Take your waste and recyclable items to the communal bin store.

The following issues are not considered defects (this list is not exhaustive):

- Shrinkage cracks to ceilings or walls thinner than the edge of a £1 coin
- Marks, dents, cracks, scratches or stains on surfaces not reported before moving in
- Blocked drains caused by improper disposal of wipes, cotton buds, nappies, fat or oil
- Broken light bulbs.

Looking after your home

Helping your new home settle and dry out

When you first move into your new home you may notice some small cracks appearing on the walls, ceiling, and joinery. Drying out occurs during the months after your property has been occupied. This is because the materials used in the building process, such as timber, concrete and bricks, absorb moisture during construction. As these materials dry out, hairline cracks may appear. These cracks are generally not a sign of structural problems and can normally be filled and painted over when you redecorate.

To reduce the chances of cracks appearing, please follow these simple steps:

- Maintain a steady temperature by using heating sparingly to allow your home to warm up gradually.
- Encourage ventilation by leaving the windows, internal doors and cupboards open a few inches whenever possible.
- Ventilate when cooking or washing, as these activities create moisture. This should prevent it spreading to other rooms in your home.

Although these steps can reduce cracking, you may still notice the following during the drying period:

- Small cracks in walls or ceilings
- Bath or shower trays dropping
- Screw heads showing in plastered surfaces
- Windows or doors needing adjustment
- Gaps between skirting boards and walls
- Gaps around mastic joints (i.e. window and door frames, splashbacks, tiles).

These are normal and part of the settling process of a new home. You shouldn't notice the effects of drying out after 18 Months. After this time, you can make good any cracks or gaps when redecorating. These items are not considered defects.



Location of equipment and controls in your home

It's important that you familiarise yourself with the controls in your home, such as for heating and hot water. In particular, please make sure you know how to turn off the water supply in case of an emergency.

The stopcock

This lever is for turning off your water supply. It's located in your hallway cupboard. The blue or black handles controls the cold-water supply and is clearly labelled. To turn the water off, turn the stopcock clockwise. To turn it on, turn it anticlockwise.



Fuse box (consumer unit)

Your fuse box is in the hallway cupboard. It includes the main ON/OFF switch for your electricity supply, as well as circuit breakers to protect individual circuits.



Thermostat control (for underfloor heating)

Most rooms of your home have a thermostatic control for heating. Set the thermostat to a consistent ambient temperature in each room. Regularly boosting the temperature can increase your bills. For details on how to operate, please see the user manual.

(Note: heated towel rails in the bathrooms operate on a different system to the underfloor heating and heat levels should be adjusted on the dial attached to the towel rail, full instructions are provided in the user manual.)



The door entry intercom

Located next to your front door. For instruction on how to operate, please see the user manual.



Isolation switches

In your kitchen and utility cupboard. You'll find isolation switches which control the power to sockets for the fridge/freezer, cooker hood, oven, washing machine and dishwasher (if you have these appliances installed).



Ventilation with Heat Recovery unit

New homes are built with high standards of insulation and airtightness. Your home has a Mechanical Ventilation with Heat Recovery unit (MVHR), which provides fresh air and improved climate control. The system helps save energy by reducing heating needs.

The MVHR unit is in your hallway cupboard. Remember to clean the air filters every 12 months as per the instructions in the user manual provided.

Always keep the system on to avoid condensation and ensure fresh air circulation.



Instructions for utilities, pipes, hot water and heating

This section contains information to help you prevent and troubleshoot common issues in your home. If you need further assistance, please call Riverside on 0345 111 0000.

Hot water and heating

Your hot water is supplied by a Heat Interface Unit (HIU) in a cupboard in your hallway. The Isolation valves for your hot water are located at high level within your service cupboard (flow and return).

Troubleshooting

Heating is low or not working

- Check that the room thermostat is set above 18°C. If not, adjust and wait to see if the room warms up. If the room does not heat up, contact your energy provider, Metropolitan.

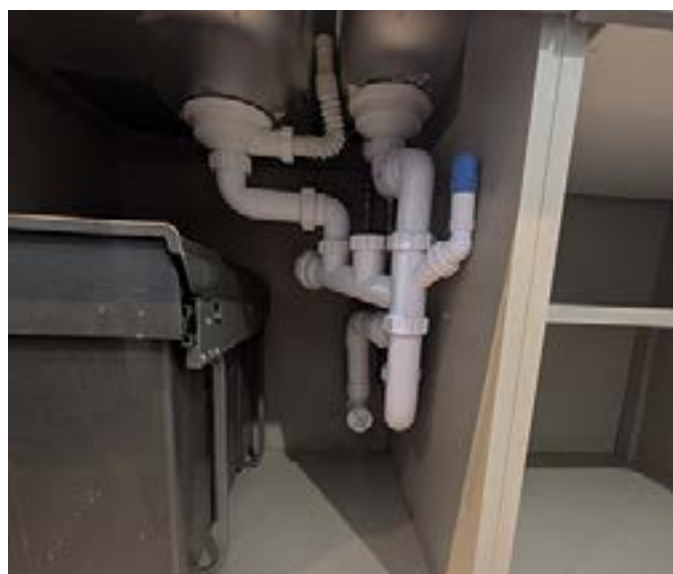
Water is too hot

- If the water is too hot, please contact Metropolitan.

Cold water

Your apartment is supplied with cold water from the central plant on the ground floor.

Cold water supplies are also installed in the kitchen/services cupboard for washing machine and dishwasher connections. Each appliance fed from the cold-water system has a local isolation valve, which can be turned off with a screwdriver. Please ensure a qualified professional installs these appliances.



Cold water supply to appliance.

Your home has a metered water supply, and you will be billed according to usage. A stopcock is provided to turn off the water supply if needed i.e. if you have a leak).

Your cold-water meter is installed in the service riser within the staircase.

Troubleshooting

Water is leaking from a pipe

- Turn off the main stopcock immediately and call our Customer Service Centre.

Mains water/drainage

Thames Water supply the incoming mains water through an underground service pipe.

Supplier:	Thames water
Website:	www.thameswater.co.uk
General enquiries:	0800 316 9800
Billing and accounts:	0800 980 8800

Telephone and broadband

Telephone points are in the living rooms and main bedrooms of your home. To activate your phone line, contact a telephone supplier, such as BT.

To arrange connection, call **0800 800 150** or, if you are an existing BT customer, call **0800 100 400**. We recommend that you let BT know if you wish to have more than one phone point activated.

For broadband (Wi-Fi internet), the following providers have pre-installed the service into your new home. To get connected, please see contact information below:

BT

0800 783 0235

www.bt.com/exp/moving-home

Virgin Media

0345 454 1111

www.virginmedia.com/help/moving-home

Hyperoptic

0333 332 1111

<https://www.hyperoptic.com/>



Pre-installed routers for broadband connection in the utility cupboard in your hallway.

Drains and pipes

All basins, sinks and baths have removable traps, which can be unscrewed and cleaned if necessary. Contact our Customer Service Centre for advice.

Troubleshooting

Reducing the risk of blockages to toilets and sinks

- Minimise toilet paper use. If the toilet is blocked, try using rods to free the blockage
- Never flush nappies or sanitary towels down the toilet
- Never pour fat down sinks or basins, as it solidifies when cold and causes blockages. Instead, pour fat into a container and dispose of it in the bin. If you cause a blockage, you will be responsible for plumbing costs.

Electricity

Your electricity meter was read before you moved in. You are now responsible for your electricity bills. Take a meter reading when you move in and record it in the boxes provided at the end of this booklet.

Each home is billed separately by the electricity company. Your electricity supplier is British Gas, and they read your meter quarterly. Contact them when you move in to register your details. You may switch to an alternative supplier if you wish to do so. Your electricity supply is separate from your heating and hot water, which is billed by Metropolitan.

Your fuse box (consumer unit) is in the hallway cupboard in your home (*see Looking after your home section*). It contains the main ON/OFF switch for your home's electricity, as well as circuit breakers, which protect individual circuits.

These will automatically switch off when a circuit or appliance fault occurs. These can be switched on again once the fault is cleared. For example, circuit breakers may switch off when a light bulb fails or if you switch on an electrical appliance with a fault or a faulty plug.

Instructions for utilities, pipes, hot water and heating (continued)

Circuit breakers can be switched on again once the faulty appliance has been turned off and unplugged, or once the light bulb has been replaced.

Keep a torch handy near your fuse box. If one of the circuit breaker switches has turned off, use the torch to see (never use a naked flame) and push the appropriate switch up gently. If your circuit breaker repeatedly trips, and you have tried the troubleshooting actions below, please contact our Customer Service Centre.

Troubleshooting

Power Failure

- Check that both wall sockets and lights are not receiving any power.
- Check the fuse box. If a circuit breaker is off, turn it back on.
- If power does not come back on, reset the RCD switch (large red switch) by turning it off and on again. DO NOT force the switch to the ON position if you feel resistance.
- If all the switches in the fuse box are in the ON position and there is still no power, there may be a power cut. You can check this by asking your neighbours if they have power. Contact your electricity supplier directly to report this.
- If the power cuts out again, unplug the appliance which is likely to have caused the problem, reset the RCD switch or the circuit breaker again and try a different socket. If the power goes off again, it is the appliance which is at fault. Do not continue to use it and get the faulty appliance checked by a qualified electrician. If it is the main wiring that is at fault, call our Customer Service Centre.

For your safety

- Never attempt to repair, alter or extend any of the electrics
- Always unplug appliances before working on them
- Never use more than one multi-way adapter in a power socket
- Do not touch anything electrical with wet hands
- Never drill or nail above or near an electrical socket
- Never cover or block extractor fans
- Keep a torch by the fuse box for emergencies.

Maintenance checklist

Regular maintenance will help keep your home in good condition. Please check the following:

- Check for leaks and report immediately.
- Check for loose waste connections under sinks and appliances
- Report shrinkage and leakage in bath and shower sealants and cracks in tile grout
- Clean filters regularly in the mechanical ventilation (MVHR) systems. You can find further details in the 'Preventing damp problems' section below (under Ventilation).
- Maintain any appliance you have fitted yourselves.
- Clean door tracks and window mechanisms regularly.

Note: The Heat Interface Unit (HIU) in your utility cupboard is part of heating system and will be maintained and serviced by Metropolitan.

Advice while you are away

Please take all necessary precautions before going on holiday or leaving your home unoccupied for long periods of time. Turn off your mains water supply at the stopcock. Riverside cannot be held responsible for any damage caused if precautions are not taken. Check that your home contents insurance covers you for extended absences.



Communal services

Access

The Enterview Plus Video Handset within your home lets you answer a call from a visitor at the communal entrance. You can see and speak to them before unlocking the door remotely to let them in.

Lifts

There are two lifts in Samara House. **If in a lift that breaks down while you are inside, press the alarm button to speak to the operator who will assist you.**

Please do not overload the lift or force the doors open. If you need to move heavy or bulky items, contact Riverside in advance so we can arrange to protect the lift and prevent damage.

Household waste and recycling

Bins for household waste and recycling are in the ground floor bin store, which you can access with your key fob. Please keep this area clean and secure. It is your responsibility to take your rubbish and recycling to the bin store. Do not store personal items there. For collection schedules and a full list of recyclable items, visit Bromley Council's website on www.bromley.gov.uk.

Large item disposal

Contact Bromley Council (see contacts section) to book a collection of large items. Please note, DIY materials are not collected.

Recycling points

Recycling facilities are located within the bin stores at the front of Samara House. More recycling points can be found on Bromley Council's website on www.bromley.gov.uk.

Hazardous waste

The Corporation of London provides a household hazardous waste collection service for residents. For further information, contact Bromley Council via the details in the contact's section.

Parking

Whilst Pike Close is being regenerated, temporary parking is available for existing vehicle owners, including behind Lavisham House. Riverside will update you if arrangements change.

Once the whole estate is fully redeveloped parking bays will be allocated. Spaces are limited and priority will go to residents who owned a car before the regeneration began.

Contact Riverside if you wish to apply for a parking bay. Wheelchair-accessible spaces will be provided in accordance with the approved planning permission and are available for registered disabled badge holders.

Car Club

A Car Club will be introduced as part of the Pike Close estate regeneration.

This will provide access to a pool of cars or other light vehicles in the vicinity and wider area on a pay as you drive basis. We will contact you with further information once the Car Club is in place.

TV aerial

A communal aerial is installed in Samara House. TV aerial points are in the living room and bedroom(s). You must have a valid TV license by law if you watch live TV or BBC iPlayer (unless you qualify for an exemption).

Visit www.tvlicensing.co.uk

or call **0300 790 6096** for details.

Sky/Satellite & Cable TV

To access Sky TV, other satellite services, or cable TV, contact your chosen provider.

The main TV connection point is in the utility cupboard.

You are responsible for providing the suitable cables to set up your TV connection. These are often provided by your chosen provider.

Suppliers

BT

0800 783 0235

www.bt.com/tv

SKY

0333 7591 018

www.sky.com

Virgin Media 0345 454 1111

www.virginmedia.com



Bicycles

A bike store is on the ground floor, accessed via your fob. Please secure your bike with a lock, as storage is at your own risk.



Security alarm

For extra security, an emergency alarm has been installed inside the store, on the right-hand side of the door.

Press the red button in an emergency to sound the alarm. The button will emit an audible alarm, which will deter intruders. **The button can be reset by pulling it towards you and twisting it clockwise.** There is also 24-hour CCTV installed in the cycle store.

Please report any improper use of the alarm system to Riverside.

Post

Your post will be delivered to secure post boxes in the front lobby, or directly through your door if you live on the ground floor facing Burnt Ash Lane. You will receive a key for your post box.

Larger deliveries should be delivered to your home and not left in the lobby. It is your responsibility to provide access to the delivery company at a time when you will be home. Riverside cannot be held responsible for lost parcels.



Shared space

Landscaped areas in and around the estate are for all residents.

Entrance lobbies and corridors provide access to the lift, stairs, post boxes and the bike store using your fob.

A management company will be responsible for the maintenance of some equipment inside communal areas of Samara House, and new estate landscaping at Pike Close. Please report any issues in the communal areas to Riverside in the first instance.

Building fabric and finishes

Walls

The internal walls of your home have been constructed from metal stud and plasterboard, or concrete with plasterboard.

Do not put wall fixings directly above or below light switches or electric sockets as there is a danger that you may fix through an electric cable. Heating and water supply pipework and cabling may be located within the walls. Always ensure that you have located the route of any pipework and cables prior to installing wall fixings. As your external and internal walls are constructed from plasterboard sheets, please use the correct fixings when hanging pictures on walls.

Should you wish to install a television to the wall, this should be done in the area directly above the TV sockets in the lounge; additional support in the wall is provided here. Please contact Riverside if you require further guidance, and before decorating to prevent damage.

You are not allowed to make structural changes to your home. We also recommend that you wait until the end of the 12-month defects liability period before redecorating. If you choose to redecorate during this time, Riverside will not be responsible for any damage caused to the new finishes you have applied.

Flooring

The floors in your home are made of screed, with your choice of vinyl or carpet as the finished surface. If you plan to install new flooring, check with your supplier that it is compatible with underfloor heating.

Ceilings

The ceilings in your home are suspended ceilings with plasterboard finish. Do not fix anything on them.

Windows and blinds

Windows and external doors are aluminium clad timber with a mixture of opening and fixed types.

All windows in your new home have been provided with solar blinds. This type of blind helps keep your home cooler in warm weather. These window coverings have

been gifted as part of your move and are your responsibility to maintain.

Kitchen and bathrooms

A range of colours of kitchen units and tiles may have been offered to you as part of your new home allocation. Some may have been recommended by an Occupational Therapist. Contact Riverside for product information.



All kitchens come with a lockable cupboard for safe storage items, such as medicine.

Lighting

Product details

Kitchen

EFD PRO fixed / IP Rated Professional Fire Rated Downlight.

Living room, hallways, bedrooms
— 150mm Standard Pendant Set
— C/W LED Lamp GU10 Bulb.

Bathroom

— Robus Surface Fitting.
— Over mirror light (bathroom)
— 10W LED Over Mirror Light.

Balcony light

BT14ACT – 230V IP65 14W CCT Adjustable Bulkhead.

Security, Safety and Insurance

Balconies

Balcony doors open outwards. To open, release the lock with your thumb, turn the handle, push it down, and then push the door outwards. Clean the door from the outside by accessing them from the balcony.

If you live in a home above ground level, safety is a priority for all (especially for children) around balconies, windows, Juliet balconies, and any open areas.

Here are some tips to help keep you and your family safe when using a balcony.

During warm weather, it's natural to open windows and doors more, but remember that this can be dangerous for young children.

If your windows have opening restrictions, please use them.

Keep balcony doors locked when not in use.

Consider installing a childproof gate that you can be locked when you are not in the room but don't want to lock the balcony door. Never allow young children onto a balcony without adult supervision.

Other important safety measures:

- Never lean over, sit or climb on the balcony wall or railing.
- Never lean, sit or climb on any windows and/or sills and reveals.
- Never open your windows too wide.
- Never try to pass items to someone on another balcony.
- Never try to climb onto another balcony from your balcony.
- Keep balcony furniture away from the railing and heavy enough so children can't drag it to climb up on.
- Never install furniture underneath your windows.
- Never allow children to climb on furniture close to a window, window reveal and windowsill.
- Never stand on balcony furniture.

To prevent damage and avoid risk, avoid leaving balcony doors open during strong winds, as this can cause slamming.

Always make sure everyone, especially children, know the dangers of behaving carelessly on a balcony or leaning over them.

Doors and windows

Your windows and balcony doors are double or triple glazed, depending on your home's location. Only a professional should adjust window locks. Do not lubricate locks with any type of oil, as this can attract dust and grit, leading to problems. Hinges may need lubricating with light oil or grease from time to time.

Locks and keys

Please look after your keys and fobs. If you lose them, contact our Customer Service Centre. Riverside can order replacements, but there will be a charge.



Security, safety and insurance (continued)

Security and visitors

Do not let any unknown visitors into the building. Always make sure the communal entrance doors are securely closed. Lock any easily accessible windows.

Access control – letting visitors in

As a security measure, access control is in place at each communal entrance on every floor.

When a visitor rings the bell from outside, you will receive a call on your door entry phone. You can see and speak with the visitor before granting them access to the building.

Visitors will need to repeat this process at different entry points within the building, to enter through the lobby and then through the doors on the correct floor.

Riverside's Aftercare team will show you how to use the system when you move in.



Window cleaning

Windows that are located higher than the ground floor or not safely accessible from your balcony, are not designed to allow safe self-cleaning. Riverside will arrange external window cleaning of these windows, do not attempt to clean the outside of these windows yourself.



Smoke and heat detectors

Your home is fitted with alarms and sprinklers as part of the building's fire safety plan. Aico smoke alarms are installed in your cupboards, hall, living area and bedrooms.

A heat alarm is installed in the kitchen for additional safety.

These alarms are mains-powered (230v fed) with a 9v backup battery, to ensure you are also covered in the event of a power cut. When the battery needs replacing, an audible chirp will sound once a minute to let you know. The alarms are linked, so that if one of them is activated they will all activate.

Troubleshooting

When the battery needs replacing, an audible chirp will sound once a minute.

If the alarm sounds for no reason, it may be faulty. Check for a flashing red light on the alarm. In normal circumstances the red light will flash every 32 seconds, if faulty the red light will flash continuously. If the alarm does not stop, with a screwdriver loosen the smoke head off in the 3 latches and disconnect the faulty unit.

Test all alarms weekly by pressing the test button. This simple step could save your life.

Please read the alarm instruction manual, so you know what to do if an alarm is triggered.

In the event of fire

Samara House has a **'stay put' policy in the event of fire**. Fire prevention systems are in place to stop the fire from spreading. You should:

- **Call 999.** Let emergency services know where you are in the building and the best way to reach you.
- Close your windows and doors and stay in your flat or maisonette.
- Once firefighters arrive, be prepared to follow their instructions.
- If you are being directly affected by fire, smoke or heat, alert everyone, and leave the building.
- If there is a fire elsewhere in the building, you have protection in your home from fire as walls, floors and doors will hold back flames and smoke for a minimum of 30 to 60 minutes.

For residents or visitors that are wheelchair users, or physically impaired, a Disabled Refuge System has been installed on every floor in the lift lobby. If present in a communal area during a fire, this button can be pressed to activate a control panel located in ground floor entrance lobby. The control panel is assessable to emergency personnel and enables the user to have hands free conversation with the firefighters about their location.

The button should only be pressed in the event of an emergency by those that are in need.



Home contents insurance and guarantees

You are responsible for insuring your personal belongings with contents insurance and taking out any product guarantees for white goods that are pre-installed in your home.

For more information on how Riverside can assist with home insurance please visit our website on www.riverside.org.uk.

Home maintenance

Decorating and fixing items to walls and ceilings

Walls in your home are made of plasterboard panels fixed to a metal frame (often called 'studwork'). Plasterboard is delicate, so please take extra care when fixing anything to walls.

Please keep any fixings to walls or ceilings to a minimum. Should you wish to hang anything or redecorate, please talk to Riverside first about the best way to do this without causing permanent marking or damage.

To secure objects onto a wall or ceiling you will need to source specialist plasterboard fixings, particularly for heavy objects such as large mirrors, pictures, and televisions.

If you plan to redecorate, especially with wallpaper, it's best to wait until after the defects inspection, which takes place 12 months after your home was built. This helps ensure any issues are identified and resolved.

Things to consider when doing DIY – Low volatile organic compounds (VOCs) paints

Most paints contain high volatile organic compounds (VOCs), which releases gases that can be harmful to health and the environment. These can cause allergies, chemical sensitivities, and even contribute to pollution.

Low or no VOC paints are now widely available. They are cost effective, durable and much safer for you and the environment. When choosing paint, look for a low-VOC option.

The paint used throughout your home

If you need to check the colour used in your home, please contact Riverside for confirmation.

Sustainable Timber

Your home has been built using sustainably sourced timber. This type of wood is specifically grown and harvested for construction. When purchasing timber for DIY projects, check for a forestry certification stamp to ensure it has been responsibly sourced.

Fixing to walls, ceilings and floors

Before drilling or nailing into walls or floors, please check that it is safe to do so. Electrical cables and pipes may be hidden beneath the surface.

Important: Do not fix anything to ceilings, as they contain vital pipework.



Cleaning and maintenance

Doors and woodwork

The doors should be cleaned with a slightly damp cloth, then wipe and dry. For stubborn marks, use a mild solution of water and household detergent, then wipe with a damp cloth and dry with a soft cloth. Avoid use wax polish, abrasive cleaners, or solvents, as they may damage surfaces.

Kitchen worktops

Clean with a damp cloth and a mild detergent, or non-abrasive cleaner diluted in warm water. Avoid abrasive scouring powder, creams and polishes.

Remove stains immediately. Dry the worktop with a cloth after cleaning. Never apply heat directly, as this can damage the surface.

Kitchen units

Use warm water and mild detergent for cleaning. Avoid abrasive cleaners, wax furniture polish or solvents.

Vinyl flooring

Vacuum or sweep regularly. For general marks, mop with soapy water or a floor cleaner.

Metal fittings

Use a damp cloth and mild detergent and non-abrasive cloth to clean aluminium, stainless steel, and nylon coated or painted surfaces.

Ceramic wall tiles

Wipe regularly with a damp cloth, mild soap and water. Use tile and grout cleaners if needed. Avoid abrasive cleaners and scourers.

Windows

Clean inside glass with a soft cloth or soft bristle brush, warm water and mild detergent. Dry the glass, use a window scraper, or wipe with a damp chamois leather or fine cloth.

Clean accessible windows inside your home yourself.

Unless they can be accessed safely from the ground floor or from your balcony, Riverside will clean your windows externally using a professional service.



Preventing damp and condensation

Excess moisture in your home causes condensation which can lead to damp and mould problems. Take the following steps to help reduce moisture.

Ventilation

Your home has a mechanical ventilation heat recovery system (MVHR) manufactured by Vent Axia. This can be found in your services cupboard, in your hallway. This extracts moisture from areas such as bathrooms and kitchens.

The extraction fan has built-in speed control and runs continuously on trickle speed. The fan 'boost mode' switch is either located outside the bathroom or on the MVHR unit.



Do not turn off the MVHR system, as it helps prevent damp and allows your home to dry out gradually.

Maintaining your MVHR system

Filters should be cleaned regularly with a vacuum cleaner and replaced at least once a year.

Replacement filters are available at www.vent-axia.com.

You will need the part number from the serial number label on the top and front of the unit.

You are responsible for cleaning your filters, but the full maintenance of the system will be carried out by

Riverside.

Cooker extractor hood

This has been installed to improve air circulation while cooking. Please change your filters regularly.

Drying clothes indoors

Open windows slightly when drying clothes indoors to prevent moisture build-up.

Ventilating cupboards and furniture

Regularly open cupboard doors. Avoid overfilling cupboards to allow air to circulate. Leave a gap between furniture and internal walls to prevent condensation and mould.

Keeping energy and water bills down

How to save money on your bills

Here are some tips to help reduce your impact on the environment and save on your bills:

- Lower your thermostat by 1°C to cut your heating bills by up to 10%. You could also try putting on another layer of clothing before turning the heating up.
- Turn off lights when leaving a room.
- Avoid standby mode. Switch unessential appliances off at the plug to prevent them draining electricity when you're not using them.
- Use half-load and economy settings on washing machines, dishwashers, and 'condenser' tumble driers.
- Only boil the water you need.
- Don't let taps drip. Make sure taps are fully turned off and that there are no leaks to avoid wasted energy and water. If you can't turn them off properly, please contact Riverside.

- Use energy-saving light bulbs. Just one energy-saving light bulb can save you £100 over the lifetime of the bulb and they last up to 12 times longer than ordinary bulbs.

- Showering. This uses only two-fifths of the water needed for a bath.

- Keep vents clean in the heat recovery system and cooker extractor by wiping with a damp cloth.

Energy efficient appliances

Energy labels rate products from A (most efficient) to G (least efficient).

Refrigeration appliances can be rated up to A++.

By law, the label must be shown on household appliances, lamps and light bulb packaging.

The most efficient products also carry the Energy Saving Trust Recommended logo.

Find more tips on the Energy Saving Trust website on www.est.org.uk/myhome or call **0300 123 1234**.



General Information

Rent and Service Charge

Please contact our Customer Services Centre (CSC) for any questions about your rent and service charges.

You can request debt, budgeting, and benefit advice, if you're worried about paying your bills.

Sustainability

The development includes several features to help make your home more sustainable:

- A central energy centre provides heating and hot water through communal boilers. This is supplied to your home via the Heat Interface Unit (HIU) in your utility cupboard.
- Waste and recycling facilities are available on the ground floor at the front of Samara House. Further advice on recycling can be found on Bromley Council's website.

Energy-saving features in your home include:

- Energy display devices to help you control heating and electricity usage
- Water-efficient taps and toilets
- Sustainably sourced timber finishes
- Energy-efficient appliances and lighting.

Energy performance certificate (EPC)

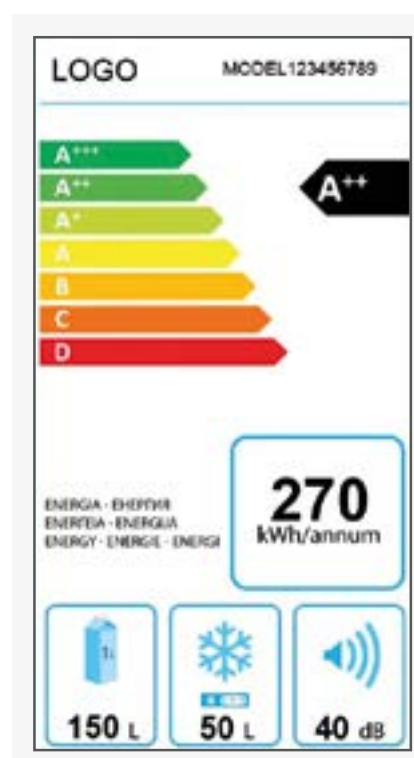
You should have received a copy of your energy performance certificate (EPC), which shows how energy efficient your home is.

The EPC rates energy efficiency on a scale from A to G (with A being the most efficient).

The rating estimates the CO2 emissions from heating and lighting. For more details, refer to your EPC document.

Sustainable Drainage Systems (SuDs)

Samara House includes Sustainable Drainage Systems (SuDs) to manage rainwater in a sustainable way. These systems mimic natural water drainage.



Local travel information

Trains

Your closest train stations are Grove Park (0.6 miles) and Sundridge Park (0.8 miles), which are main line National Rail stations. For further information, visit www.tfl.gov.uk.

Buses

Your nearest Bus stops are New Street Hill (stop K) and New Street (stop Q). Both stops are 0.1 miles from Samara House.



Cycling

You can find cycle routes at www.tfl.gov.uk or www.sustrans.org.uk.



Useful contacts

Riverside (for general enquiries, repairs & defects)
0345 111 0000 www.riverside.org.uk 24/7
Heating and hot water supplier (general enquiries, loss of service and billing)
Metropolitan 02920 100346 www.metropolitanlocal.co.uk Monday to Friday 8am-8pm, Saturday 9am to 1pm. You can use the same number 24/7 for emergencies.
Your local authority – London Borough of Bromley
020 8464 3333 www.bromley.gov.uk
Water supplier – Thames Water
0800 980 8800 www.thameswater.co.uk
Electricity supplier – British Gas
0330 100 0056 www.britishgas.co.uk

Meter Readings

Record your readings here after moving into your home.

Electricity

Your electricity supplier, at the time of moving in, is British Gas.

Meter reading:

Water

Your water supplier is Thames Water.

Meter reading:

Heat

Your heating supplier is Metropolitan

Meter reading:



Requesting this guide in large print or another language

To request this document in large print
or another language, please contact us.

Accessing everything you need is easy



www.riverside.org.uk

Access services anytime,
anywhere, from any device.



Log in or register for My Riverside at
my.riverside.org.uk



Search for '**RiversideGroup**'



We are happy to accept **Relay UK** calls

The Riverside Group Limited

Registered office:
2 Estuary Boulevard
Estuary Commerce Park
Liverpool
L24 8RF

A charitable Registered Society under the
Co-operative and Community Benefit
Societies Act 2014 (Reg No 30938R).

March 2025

Details correct at time of publishing
RLR7009-MED0324