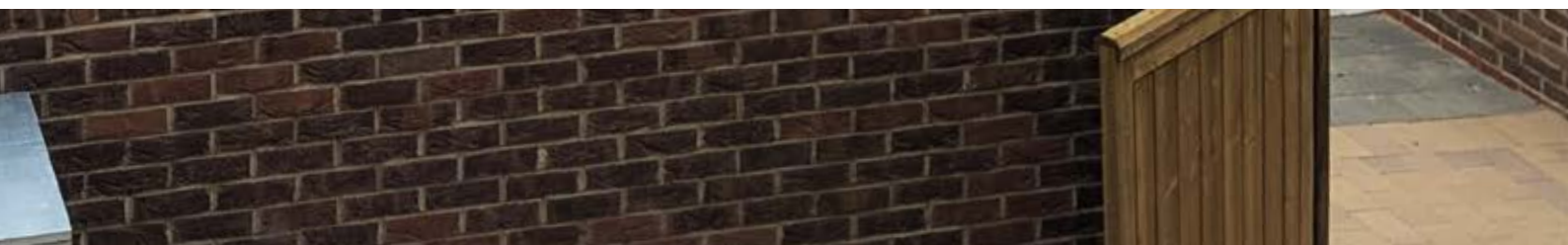




Riverside

Home user guide

1-20 Oak Way
London BR3 1FL



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**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 Oak Way, 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 by an air source heat pump (ASHP), located in your rear garden. The ASHP delivers heated water to the underfloor heating system, radiators and towel rail within your home, and provides heating to the indirect hot water cylinder within the utility cupboard of your home. The hot water cylinder delivers hot water to the sink, basins and bath within your home.

Room thermostats are provided in each ground floor room and on the first-floor landing. We recommend setting each thermostat 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 has been provided in your rear garden for two cycles.

'Secure by Design' award

1-20 Oak Way has been awarded a 'Silver 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 two meters, one for electricity, one for water.
- Please contact your utility supplier and provide your readings:

Electricity:

British Gas – 0330 100 0056

Smart meters (remote meters) will be provided by British Gas when you open your account with them. Other electricity suppliers may also provide smart meters.

Alternatively, you can take a manual reading from the electricity meter, which is located at the front of the property, except for 18 – 20 Oak Way where meters are located at the rear of the property.

- Water:

Thames Water – 0800 3169800

Readings are taken remotely by Thames Water. However, you can also take a manual reading from the water meter, which is located at the front of the property, except for 18 – 20 Oak Way where meters are at the rear of the property..

Note: you can change your electricity supplier once you move in. You are not able to change the supplier of your water as this is 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.

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.

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). Dispose of your waste and recyclable items in the correct bins from collection in front of your home. 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.

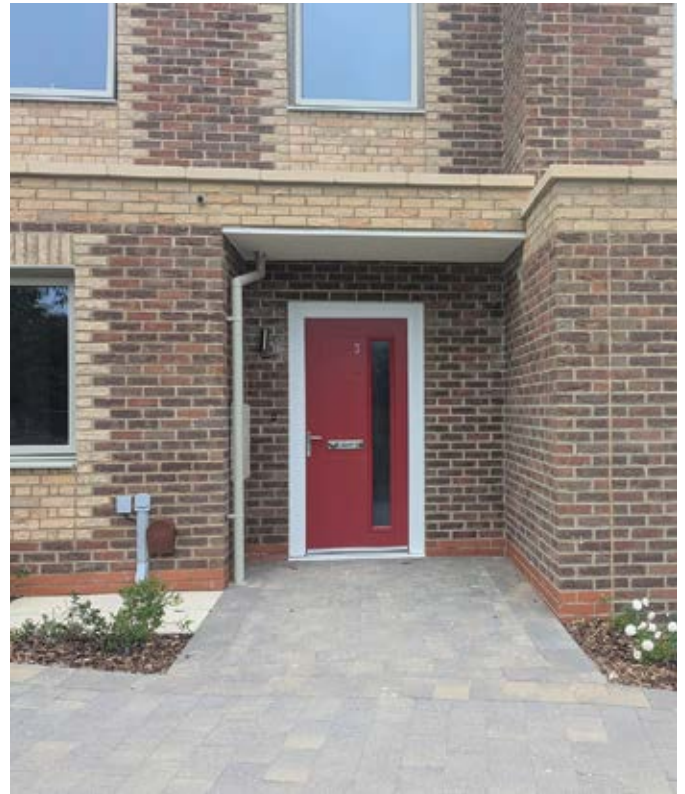
To reduce the chances of cracks appearing, please follow these simple steps:

- 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 utility 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 located in your hallway next to your front entrance door. 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)

The ground floor features underfloor heating, with each room equipped with its own thermostat. The first-floor radiators are also controlled by thermostats. Set the thermostat to a consistent ambient temperature in each area. Regularly boosting the temperature can increase your bills. For details on how to operate, please see the user manual, which is included in your welcome pack.



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 utility cupboard. They are either located on the ground floor, or in the second-floor storeroom.

Riverside will regularly inspect the air filters and carry out maintenance as needed. The unit will indicate when a filter change is required by flashing an LED light. Please call Riverside to report any issues with your MVHR unit.



Additional Feature

If you live in 1,2,3,4,5,6 or 7 Oak Way, the MVHR unit has a cooling module to provide additional cooling to the fresh supply air during the warmer months. A thermostat is provided on the second-floor landing to enable control of the cooling module by selecting from three modes (Comfort, Eco and Off) and by adjusting the set-point temperature.

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



Looking after your home (continued)

Mechanical extract ventilation unit

Your home is equipped with a mechanical extract ventilation (MEV) unit. This unit provides purge ventilation to the bedroom, helping to maintain good indoor air quality.

The MEV unit is operated via an ON/OFF switch located within the bedroom.



Air source heat pump

Your home features an air source heat pump (ASHP), located in the rear garden. The ASHP supplies heated water to the underfloor heating system, radiators, and towel rail. It also provides heating to the indirect hot water cylinder, located within the utility cupboard.



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 hot water cylinder located in your utility cupboard. The isolation valves for the hot water system can be found adjacent to the cylinder.

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, call our Customer Services Centre.
- If the water is too hot, please contact our Customer Service Centre.

Cold water

Cold water supplies are also installed in the kitchen/utility 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.

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

Your cold-water meter is installed in the pavement at the front of your property.

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



Cold water supply to appliance.

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. Residents who prefer to switch to a different supplier in the future are welcome to do so.

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 on the ground floor.

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 includes your heating and hot water.

Your fuse box (consumer unit) is located in the hallway next to your front entrance door (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.

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
- If you spot a flashing light on the mechanical ventilation with heat recovery (MVHR) unit, it means the filters require cleaning or replacing. Please contact Riverside in this instance.
- Maintain any appliance you have fitted yourselves.
- Clean door tracks and window mechanisms regularly.

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.

Services

Recycling

Bins for household waste and recycling are provided to you and are to remain located at the front of your house. 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.

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 the Calverley Close estate is being regenerated, temporary parking is available for existing vehicle owners. 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 of the estate 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 Calverley Close estate regeneration.

This will provide access to a pool of cars or other light vehicles in the vicinity and a 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

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 suitable cables to set up your TV connection. These are often provided by your chosen provider.

Please note that installation of satellite dishes requires prior approval by Riverside.

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

Riverside have installed a bike storage shed, with space for two cycles, in the rear garden of your new home. Please ensure you secure your bicycle with a lock, as storage is at your own risk.

This installation is a mandatory requirement as part of Bromley's planning conditions, and in line with our approach to modern, efficient, and green homes.

The bike storage shed has been gifted to you. This means Riverside is not responsible for its repair, maintenance, or replacement. Please note that you cannot remove and/or adapt this shed for the first 12 months of your tenancy.

Following the first 12-month period, if you wish to remove or adapt the shed, please contact Riverside for prior approval.

Shared space

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

A management company will be responsible for the maintenance of some equipment inside future blocks of flats and new estate landscaping on the estate. 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. Perimeter walls are blockwork 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

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

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

— 10W LED Over Mirror Light.

External

— Knightsbridge Up/Down LED Light with PIR to front and rear of the property.

Security, Safety and Insurance

Other important safety measures:

- Never lean, sit or climb on any windows and/or sills and reveals.
- Never open your windows too wide.
- Never install furniture underneath your windows.
- Never allow children to climb on furniture close to a window, window reveal and windowsill.

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

Always make sure everyone, especially children, knows the dangers of behaving carelessly near open windows.

Doors and windows

Your windows 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. If you lose them, contact our Customer Service Centre. Riverside can order replacements, but there will be a charge.

Window cleaning

Your windows are to be cleaned externally from the ground using a water-fed pole system by a professional window cleaning service. It is your responsibility to arrange this when required.

Smoke and heat detectors

Your home is fitted with Deta smoke and heat alarms in hallways and living areas.

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.

If you live in 8,9,10,11,12 or 13 Oak Way, you also have a sprinkler system in your home.



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 three 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

If you are in the room where the fire is, leave immediately with any other occupants, then close the door.

Do not stay behind to try and put out the fire.

Tell everybody else in your home about the fire and get them all to leave. Close the front door as you leave.

The fire brigade should always be called to a fire however small. Immediately on discovery:

— Dial 999

- When the operator answers, give the telephone number you are calling from and ask for FIRE
- When the fire brigade reply, tell them clearly the address where the fire is. Do not end the call until the fire brigade has repeated the address to you and you are sure that they have got it right. The fire brigade cannot help if they do not have the full address.



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. Walls to the perimeter of the property are made of blockwork with plasterboard.

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 defect's 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 (VOC), which release gases that can be harmful to health and the environment. These can cause allergies, chemical sensitivities, and even contribute to pollution.

Low or zero-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.

External windows above the ground floor should only be cleaned by a professional window cleaner.



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 Nuaire. This is either located in your utility cupboard on the ground floor, or in the second-floor storeroom, depending on your house type.

This extracts moisture from areas such as bathrooms and kitchens and delivers fresh or tempered supply air to the main living areas such as the dining room, living room and bedrooms.

The MVHR unit operates continuously on trickle mode with boost mode activated automatically by the operation of the light switches within the kitchen, WC and bathroom.

If you live in 1,2,3,4,5, 6 or 7 Oak Way, the MVHR has a cooling module to provide additional cooling to the fresh supply air during the warmer months. A thermostat is provided on the second-floor landing to enable control of the cooling module by selecting from three modes (Comfort, Eco and Off) and by adjusting the set-point temperature.



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

Maintaining your MVHR

To keep the MVHR system running efficiently, filters will be cleaned regularly and replaced by Riverside.

Mechanical extract ventilation unit (MEV)

Homes at 8,9,10,11 and 20 Oak Way have been provided with a MEV unit. This provides purge ventilation to one of the bedrooms.

The MEV unit operates by an ON/OFF switch within the bedroom.

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. An 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 charge.

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:

- Waste and recycling facilities have been provided.
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)

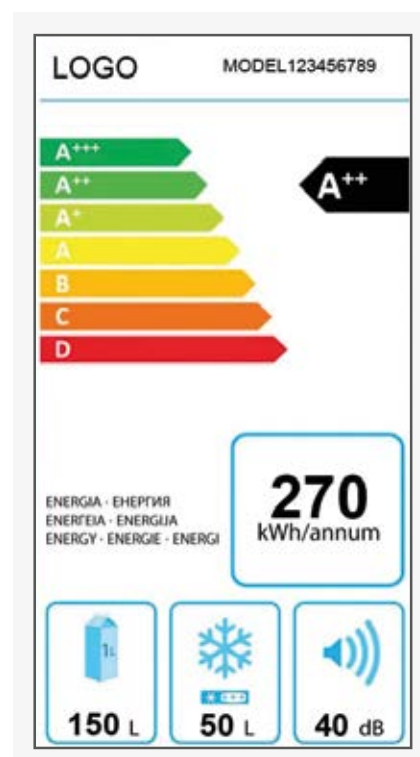
You should have received a copy of your energy performance certificate (EPC), which shows how energy efficient your home is.

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)

Oak Way 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 Beckenham Hill (0.6 miles), Beckenham Junction (0.7 miles), and Lower Sydenham (0.8 miles), which are main line National Rail stations. For further information, visit www.tfl.gov.uk.

Buses

Your nearest Bus stop is Stumps Hill Lane (stop U & T) on Southend Road, 0.1 miles from Oak Way.



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
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:





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