

FREQUENTLY ASKED QUESTIONS

General Info

- If at move-in, move-out or during your tenancy you require temporary parking onsite. You must register your vehicle with our office at least 24-hours in advance to avoid a citation.
- The garage entrance has a maximum height of 2.15 meters.
- When disposing of cardboard boxes, these must NOT be placed in the rubbish chute.
- Cardboard boxes must be broken down and taken to the basement level bin store.
- If you request Mylo's assistance with setting up your utilities, contact our office straight away if you do not receive your first utility bill within 60 days of residency.
- Our office is located in Flat 10 Haydn Tower. Hours of operation are Monday - Friday 9:00AM to 6:00 PM.



Payments

- If paying monthly, with exception to your move-in balance, rent must be paid on or before the 1st day of each month.
- The full move-in balance must be received into our bank account before keys can be granted for move in.
- Avoid delays in payment and late fees by scheduling a standing order for monthly rent & fees.
- Name AND apartment number must always be listed on all payments.

Register for our Resident Portal

Schedule housekeeping, arrange dog walking, dry cleaning or laundry services. Also enjoy discounts from local merchants and so much more - all through our unique Blackbell Resident Portal!

VISIT: WWW.MYLO-LONDONCONCIERGE.COM/EN



KEEP OUR FURRY FRIENDS SAFE!

Pet Policy

- A Pet Consent form is required for all animals kept on-site.
- Contact our office any time a new pet will be moving into your apartment.
- Keep in mind, not everyone is comfortable around animals, please be respectful of others.
- Pets must remain on a lead when outside your apartment home. No exceptions.
- Do not allow pets to defecate or urinate inside or near the building.
- Fines, penalties or lease violations can be issued if these guidelines are not followed.



MAKE THE MOST OF YOUR NEW HOME!

Amenities

Residents must create an account through the Nine Elms Point Portal. Within the portal, you will be able to set up a parcel notification, arrange key access, book fitness induction for gym usage and reserve several spectacular amenity areas.

These include: a one-of-a-kind cinema, conference room and private dining space for you and your family to enjoy. Please do so reasonably.

Visit the Concierge Portal to complete your registration via the **FIRSTPORT** link.



Maintenance

AS EASY AS 1, 2, 3.

1. Please email maintenance requests directly to maintenance@mylo-london.co.uk. All questions and concerns will be addressed quickly.
2. Include name, apartment number, method of contact and specific issue.
3. Don't forget to confirm whether you allow our team to make use of the emergency key for maintenance work when you are not present in the apartment.



Rubbish & Disposal

- For general household waste and recycling, make use of the bin chute located in the corridor on each level of the building.
- General waste should be placed inside the correct chute, while the same applies to recyclable items.
- Rubbish, boxes, recycling, or other discarded items should never be placed on the chute floor/ground or outside the chute.
- Cardboard boxes & large items must be broken down and taken to the Haydn Tower basement level bin store area.
- Contact our maintenance team if you notice any issues or blockages of the bin chute.
- Fines can be assessed to those who do not adhere to this strict policy.



Parking Access

Contact our office to arrange a permanent parking space for **£200pcm**.

We do offer visitor parking for **£20** per day

Registered vehicles must always display the appropriate parking permit to avoid a fine.

