



**SAILMAKERS**

RESIDENT HANDBOOK





# CONTENTS

01

SECTION ONE: WELCOME TO SAILMAKERS

02

SECTION TWO: MOVING-IN

03

SECTION THREE: YOU & YOUR APARTMENT

04

SECTION FIVE: YOUR CONTRACT

05

SECTION SEVEN: YOUR DATA PROTECTION







# 01

## WELCOME TO SAILMAKERS

WE'RE DELIGHTED YOU HAVE CHOSEN TO LIVE WITH US AND WE LOOK FORWARD TO WELCOMING YOU TO YOUR NEW HOME.

We have put together this guide to help you settle into your new home. We also recommend that you check your resident portal for general updates and your rental documents- the team will be able to talk you through the details. For any additional questions or for day-to-day management related queries, please don't hesitate to ask your on-site Sailmakers team, who are always happy to help.





# YOUR SAILMAKERS TEAM

At Sailmakers, we know it's important to have someone who's always there to help - that's why we have a dedicated management team who will be with you from day one. From the start of your letting journey to the day of moving in and throughout the length of your tenancy, you will be in contact with the same team of professionals, to help you as much (or as little) as you want. Refer to Page 11 for further details.

Your Sailmakers team will take care of any issues related to the internal parts of your apartment, including, but not limited to: maintenance requests, questions about your tenancy agreement and additional services available as well as the overall upkeep of the building and its general areas.

The communal areas outside the building such as the building perimeter, communal gardens, carpark and rubbish collections are kept clean and are well maintained by the Galliard's Estate Management Company, PMM - a separate company from us, but with whom your Sailmakers team keeps very close contact with and nourishes an excellent professional relationship.

In addition, you will also benefit from the services of the 24-hr concierge on the ground floor in Sirocco building. The concierge team will be available to guide your enquiries and coordinate any building and maintenance related requests. The Sailmakers team will also keep you posted about the events that are happening in the building and any new services available.

Below are the details of your Sailmakers concierge, who will be your main point of contact.

For direct email contact:

**[reception@sailmakers-london.co.uk](mailto:reception@sailmakers-london.co.uk)**

During business hours, which are Monday to Friday 8am to 8pm, Saturday to Sunday 9am-5pm you can reach us via phone at:

**+44 (0) 203 307 4300**

## LOCAL NEIGHBOURHOOD

Sailmakers is a development in Zone 2, located in the heart of London's iconic financial district. With the centre of Canary Wharf (and London Underground) just 8 minutes' walk away and Docklands Light Railway (DLR) station 3 minutes away, the Canary Wharf shopping facilities, the City and West End can all be reached in less than 30 minutes.

## ESTIMATED TUBE/TRAIN TIMES

- London City Airport - 25 minutes (via DLR)
- Heathrow Airport - 60 minutes (via Heathrow Express)
- Bank station - 17 minutes (via DLR)
- Waterloo station - 25 minutes (via London Underground)
- Victoria station - 30 minutes (via London Underground)
- Paddington station - 40 minutes (via London Underground)

## BUSES

Your closest bus stop is on Marsh Wall a 1 minute walk away:

- Route D8 towards Stratford or towards Crossharbour.

In Canary Wharf station on either South or North Colonnade, there are numerous bus routes across the city. For more information on these routes, please visit [tfl.gov.uk/maps/bus](http://tfl.gov.uk/maps/bus), or text your bus stop code - displayed on all bus stations - to 87286 for a list of bus times.

## TRAINS

Canary Wharf is your closest London Underground station, which is on the Jubilee line. This line runs across London, from Stratford in the east to Stanmore in the north-west.

A new Crossrail station, is due to open in 2019/20. This will be a zone two station and will run to Paddington in the west (17 min) and Abbey Wood in the east (12 min). Other stations and travel times include Liverpool Street (6 min), Bond street (13 min) and Heathrow Airport (46 min).

For information on the routes that these stations serve, please visit [www.crossrail.co.uk/route/](http://www.crossrail.co.uk/route/)

## RIVER BUS

You can take the River Bus service from Canary Wharf Pier which is a 17 minute walk away, running from Greenwich Pier to Bankside Pier and calling at Tower Pier, London Eye Waterloo Pier, Embankment Pier and Westminster Pier in between.

## TAXIS

We recommend that you book your taxi or private hire vehicle in advance with a trusted operator. It is not advised to get into a private hire vehicle if you haven't booked it.

If you would like a short-term rental vehicle, it's likely that there is a ZipCar for hire near your home. Please speak to your property manager about this service.

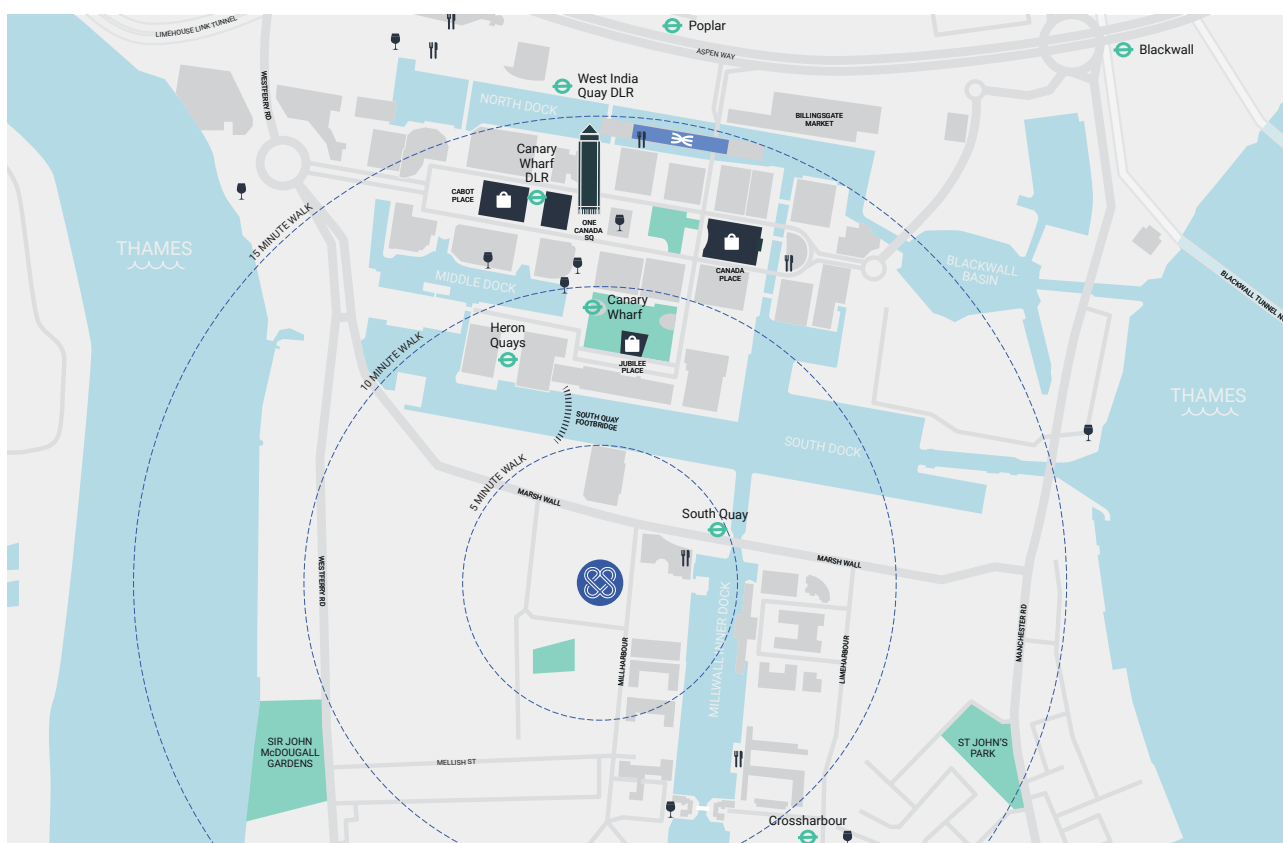
## MOBILE PHONE APPS TO SIMPLIFY TRANSPORTATION

- City Mapper
- Google Maps
- Busmapper
- Tube Map London Underground
- National Rail
- Trainline
- Gett
- Addisson Lee
- Uber





# MAP OF THE AREA



## LOCAL PLACES WORTH VISITING

### The O2 leisure and event space

t: +44 (0) 20 8463 2000

London SE10 0DX

<https://www.theo2.co.uk>

### National Maritime Museum

t: +44 (0) 20 8858 4422

London SE10 8XJ

<https://www.rmg.co.uk>

### The Royal Greenwich Observatory

t: +44 (0) 20 8312 6565

London SE10 9NF

<https://www.rmg.co.uk/royal-observatory>

### Cutty Sark

t: +44 (0) 20 8858 4422

National Maritime Museum

Greenwich, London SE10 9HT

<https://www.rmg.co.uk>



# USEFUL CONTACTS

## SAILMAKERS TEAM

### COMMUNITY MANAGER BENJAMIN NESBIT

t: +44 (0) 203 307 4300  
m: +44 (0) 7823 907 259  
e: benjamin@greystar.com

### ASSISTANT MANAGER JO-ANN DUFFY

t. +44 (0) 203 307 4300  
jo-ann.duffy@greystar.com

### CUSTOMER SERVICES ASSOCIATE DARIAN MCDUGALL

t: +44 (0) 203 307 4300  
e: darian.mathurin@greystar.com

### FACILITIES MANAGER ROBERT DANYI

t: +44 (0) 203 307 4300  
m: +44 (0) 7496 984 389  
e: Robert.Danyi@greystar.com

### MAINTENANCE TECHNICIAN DEAN JOAO / COLIN LOCKE / ORLANDO CRISOSTOMO

t: +44 (0) 203 307 4300  
e: maintenance@sailmakers-london.co.uk

### MAIN RECEPTION

**Mon to Fri 8am–8pm; Sat & Sun 9am–5pm**

### EMILIA DEJKA-LOPES, KAM YAN FUNG

t: +44 (0) 203 307 4300  
e: reception@sailmakers-london.co.uk

### OUT OF HOURS EMERGENCY

**Mon to Fri 8pm–8am; Sat & Sun 5pm–9am**

m: +44 (0) 7585 128 956

## PUBLIC SERVICES CONTACT NUMBERS

### Police (non-emergency)

t: 101  
w: <https://www.met.police.uk>

### Emergency

t: 999 / 112

### NHS Helpline (non-emergency medical helpline)

t: 111

### Crime Stoppers

t: +44 (0) 800 555 111  
w: [crimestoppers-uk.org](http://crimestoppers-uk.org)

### Environmental Health

w: [local.direct.gov.uk](http://local.direct.gov.uk)





# 02

## MOVING IN

### YOUR NEW HOME

Here is a quick tour of the features to help you settle in.

### ENTERING THE BUILDING

Prior to moving into your home, you will be given an apartment key, postbox key and building fob to access the building and your designated areas.

If you lose your key / fob or would like to request an additional copy, please speak to your Sailmakers team. Please note that charges may apply for lost or additional keys. See fees guide, page 15.

We appreciate that it can be stressful moving into your new apartment. Here's a handy checklist to make your moving experience easier.

- Contact utilities suppliers to setup your utilities accounts - see details provided on page 17

- Arrange contents insurance for your personal belongings. Buildings insurance is already set up for the apartment

- Redirect your mail from your previous address. Please contact the local post office for advice

- Remember to tell your doctor, dentist, bank, employer, school and the DVLA your new address

### LOCKED OUT

If you lock yourself out of your apartment, please speak to the main reception who are able to allow you access after identification is provided. Please note if your fob or key is lost, we will need to be notified of this as soon as possible to ensure the fob can be cancelled for security reasons. Fees applicable.

## COMMUNAL AREAS

### MAIL:

The mailbox for your apartment can be found in the post room located on the ground floor. If you need to request a new post-box key, please speak to one of the Sailmakers team member.

### PARCEL SAFE SYSTEM:

Parcel room has been installed at Ostro Tower on the ground floor. All parcels will be delivered to the room and everyone who lives at Sailmakers automatically has free access to this service provided by ParcelSafe. The reception team will create access for you so you can receive notifications when your parcel has been delivered and the email address and phone number that we hold record will be used. If your details change, please notify reception so there are no service delays.

Once your parcel has been delivered into the Parcel room, you will receive an email and text message with an access code to open the room. Enter your access code or scan the QR code in the email on the Parcel Safe Place touch screen outside the parcel room and the door to the secured room will open.

The parcel room is monitored with video surveillance 24/7, so your parcel will always be secured safely.

Large items delivered by courier are difficult to store due to space limitations. If you are expecting a large delivery (furniture or bulky items), please ensure you will be at home to accept the delivery in the apartment or make an arrangement with reception.

### RESIDENTS LOUNGE:

#### Open 8am-12am

Residents lounge is located on the 8th floor of the Ostro block and is available for our residents shared use. As this space is shared between the Sailmakers residents, we ask that you will treat this area with respect and consideration to others.

If you spill or have had an accident, please contact the Sailmakers team so we can help you to turn the area back to normal. Defection from pets should be cleaned up in all communal areas. Charges may be made if not done so.

### CO-WORKING SPACE:

#### Open 8am-12am

Located on the first floor of Sirocco building, the space allows you to work from home but in a different setting than your apartment. We have provided computers if you don't want to use your own and welcome you to book out our two meeting rooms- please speak to the reception to book.

### GYM:

#### Open 24hrs

Fully equipped gym floor and spinning, yoga and circuit studio is at your disposal on the 34th floor of Sirocco building. Please note that before using the gym or any of the facilities, you will need to book in an induction course. There is no extra cost on this and we have covered this for you - please book your time with reception.

### CLUB LOUNGES:

#### Open 8am-12am

Two club lounges are located at the Sirocco building 34th floor- one as a private dining area and the other a gaming room- both with a roof terrace and perfectly suitable for a private event, birthday or celebration. To book the space, please contact reception.

## SAILMAKERS CHARGES GUIDE

Holding Commitment	£400.00
Deposit 1 Bed	£2,500.00
Deposit 2 Bed	£3,400.00
Deposit 3 bed	£4,100.00
FlatFair membership	£350.00
Pet rent PCM	£80.00
Parking PCM	£300.00
Cleaning cost for space hire	£50.00
Handyman help per hour	£25.00

Any additional or replacement keys are charged as per below:

Key replacement – front door key	£75.00
Key replacement – fob	£40.00
Key replacement – post box	£50.00
Key replacement – parking fob/set	£150.00

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## OSTRO TOWER

	<b>4 Hours / Half Day</b>	<b>8 Hours / Full day</b>
Cinema	£25.00	£35.00

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## SIROCCO TOWER

	<b>Hire per Hour</b>	<b>4 Hours / Half Day</b>	<b>8 Hours / Full day</b>
Large Meeting Room	£15.00	£25.00	£35.00
Small Meeting Room	£10.00	£15.00	£25.00
Show Kitchen per Event	n/a	£80.00	£160.00



### SCREENING ROOM/CINEMA:

The screening room is also located on the 8th floor of the Ostro Tower and is available for both shared and private use for our residents. Please speak to concierge team for further details. We will also notify you of any screenings that will take place for your enjoyment. Pets are not allowed in the cinema room due to allergies of other residents.

We welcome your guests in our facilities however if demand is high, we will reserve the priority seating to our residents unless the space is arranged for private use.

### PASSENGER LIFT:

Please do not hold the doors of the passenger lift open as this will damage the operations of the lift. If you do need to have the doors held open (for example, if you are moving) please advise the Sailmakers team, who will be able to assist you.

If you experience a fault with the lift, please inform the Sailmakers team. In the event that you are inside the lift during a fault, you are able to use the emergency button to contact the lift repair contractor.

Please be aware, for health and safety reasons, smoking is not permitted inside the lifts nor are lifts to be used in the event of a fire.

## BALCONIES

Tables, chairs and plants are permitted on balconies (this does not include window boxes). We ask for your discretion in considering the visual impact of any items on your balcony, ensuring they cause no obstruction or nuisance to neighbouring properties.

Any items on your balcony must be secured to ensure that they do not fall during high winds. Please note that as the Landlord, we cannot be held responsible for damage or injury that occurs as a result of falling material from your apartment.

The following items are strictly prohibited for use or storage on your balcony: barbecues and gas heaters, bicycles, satellite dishes and external antennae, external lighting or bamboo-type screening, clothing storage boxes or any items of an excessive weight.

Please do not throw cigarette butts or any other material from your property.

## CYCLING, CYCLING STORAGE & TAGGING POLICY

As a resident at Sailmakers, you have access to a secure cycle store located in the basement of your block.

Please register your bike with your Sailmakers concierge team to gain access to the secured cycle store.

Please note that neither Sailmakers, or PMM cannot be held responsible for the loss or damage to your bike and residents must procure their own locking devices.

You are able to rent a bike locally through Santander Cycles, a TFL initiative to encourage convenient bicycle use throughout London. The nearest dock station is at Lightermans Road and the easiest way to use it is downloading the Santander Cycles app. For more information on Santander Cycles, please visit [tfl.gov.uk](http://tfl.gov.uk)

Please be aware that it is not permitted for residents to store bicycles on their balcony.

## EMERGENCY REPAIRS

At Sailmakers there is a 24/7 concierge in case of any emergency repairs who can provide you with immediate assistance if any issues arise.

We classify emergency as:

- Complete failure of the heating and/or hot water systems
- A water leak that cannot be contained
- Complete failure of the electrics (firstly, check the failure has not been caused by the trip switch being activated by a fault on the domestic appliance)
- Flooding caused by blocked drains that threaten to enter the home
- A fault to a window or external door causing a loss of security

## UTILITIES CONTACT LIST

SSE Enterprise Utilities is your provider for water, heating and comfort cooling, those services will be billed quarterly and you will have your account details as soon as you move in and sign your supply agreement. Service charges will be provided by SSE at the start of your tenancy.

### HEATING AND COOLING

#### **SSE Enterprise**

t: +44 (0) 345 026 2658

t: +44 (0) 800 3162 194

w: [www.sseenterprise.co.uk](http://www.sseenterprise.co.uk)

This provider cannot be changed

### ELECTRICITY

#### **SSE Enterprise**

t: +44 (0) 345 026 2658

t: +44 (0) 800 3162 194

w: [www.sseenterprise.co.uk](http://www.sseenterprise.co.uk)

### WATER

#### **Leep Utilities**

t: +44 (0) 161 713 3853

w: [www.leeputilities.co.uk](http://www.leeputilities.co.uk)

## FIBRE OPTIC BROADBAND AND TELEPHONE

### **Hyperoptic Broadband**

t: +44 (0) 333 332 1111

E: [support@hyperoptic.com](mailto:support@hyperoptic.com)

### **BT**

t: 0800 800 150

w: [bt.com](http://bt.com)

## COUNCIL TAX

You are responsible for paying your apartment's council tax. Please register at [https://www.towerhamlets.gov.uk/ignl/council\\_and\\_democracy/council\\_tax/Moving\\_in\\_or\\_out.aspx](https://www.towerhamlets.gov.uk/ignl/council_and_democracy/council_tax/Moving_in_or_out.aspx)

## VOTER REGISTRATION

If you qualify to vote and you are not registered to vote at your current address, you will need to apply to register. You only need to register once – you do not need to register separately for every election.

To register please go to [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote) to complete a voter registration application, it will only take a few minutes.

If you have any questions regarding registering to vote, please email [vote@towerhamlets.gov.uk](mailto:vote@towerhamlets.gov.uk).

No access to the internet? You can ring the office on +44 (0) 20 7364 5000 and provide the information over the telephone.

## LOSS OF CONNECTIVITY

In the event that you lose connectivity to your electricity, you should first check to see whether the 'miniature circuit breaker' on your consumer unit has tripped. If so, your supply may be restored by simply switching back to the 'ON' position.

## METERS

**Heating:** Located within your utility cupboard with the heat meter attached to the front of the HIU (Heat Interface Unit).

**Electricity:** Your electricity meter is located within the main electrical riser in the common area corridor on your level. Please ask our maintenance team for a reading when required.

**Water:** Your water meter is located below your kitchen sink.

**Cooling:** Your cooling meter is located within the ceiling void on the communal hallway of your apartment floor. Please ask our maintenance team for a reading when required.

Whenever you would like to review your meter readings, please request access from your on-site team.

## REFUSE & RECYCLING

Each building has been provided with a communal bin store in the basement that is managed by the Galliard estate services.

Please note the building operates on two types of refuse: household waste and recycling waste. It is important to note when recycling, no black bin bags are allowed in the recycling area and are considered as contaminated waste. If you would like further information about recycling, please speak to reception.

For hygiene and fire safety reasons do not leave it anywhere else on the development, including next to the bin or outside your apartment.

Should items be left in front of your apartment repetitively, our in house team will remove these items and additional charges may apply.

## DISPOSING OF BULKY ITEMS, FURNITURE, CLOTHES, COMPUTERS, ETC

If you wish to dispose of unwanted or bulky items, please contact your Sailmakers team so that they can arrange or facilitate disposal. Please keep in mind that depending on the number, size and nature of the items, charges may apply.

## PRINTER CARTRIDGES/MOBILE PHONES

Action Aid provides a national recycling scheme for printer cartridges and mobile phones.

Oxfam shops will take old mobiles as should the retailer. Many printer cartridges come with a return envelope for recycling.

## TV LICENCE

If you wish to watch live TV, you'll need a TV Licence. You can get one at the Post Office or online at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk). Failure to have a valid licence for your flat can result in a heavy fine. Please visit [www.tvlicensing.co.uk/check-if-you-need-one](http://www.tvlicensing.co.uk/check-if-you-need-one) for further information.

## PARKING

Allocated parking spaces are available for residents. To rent a parking space, please speak to the Sailmakers team. We can also facilitate electric cars and motorbikes based on availability. Additional cost applies.



## CCTV

Closed-circuit television (CCTV) is located throughout the estate.

In the event of any criminal or antisocial behaviour, this footage will be made available to the police.

## INVENTORY

Our team have inspected your new home prior to your arrival, and on the day you receive your keys you will be provided with an inventory. This is a document that lists all the items in your apartment and the condition of the items. We will then accompany you to your apartment, and talk you through the appliances in your apartment. You will then sign the inventory document and we shall refer back to check any defects upon your departure.

The cost for both inventories in and out are covered by the management team and it is carried out by a third party agency to ensure any comments made are impartial.

## THINGS WE DON'T ALLOW

No smoking anywhere in the building, including inside your apartment and the car park. This includes e-cigarettes.

## NON-DISCRIMINATION STATEMENT

Sailmakers is owned and managed by Greystar® Europe Holdings Ltd. We strive to treat each resident with dignity, integrity and without judgment. Greystar is committed to ensuring compliance with all local equality laws. Greystar subscribes to a universal policy for the achievement of equal opportunities and no person will be discriminated against

because of race, colour, age, religion or belief, ethnic or national origin, sex, marital status, disability, sexual orientation, gender identity or any other local laws protecting specific classes.

## ELECTRICAL CONSUMER CONTROL UNIT & ISOLATION SWITCH

- The fuse box and electrical isolation switch is located on the utility cupboard
- Your main electrical isolation switch is the big red switch on the electricity consumer control unit and is used to shut off electricity to your entire home
- Each circuit breaker is identified by appropriate room labels

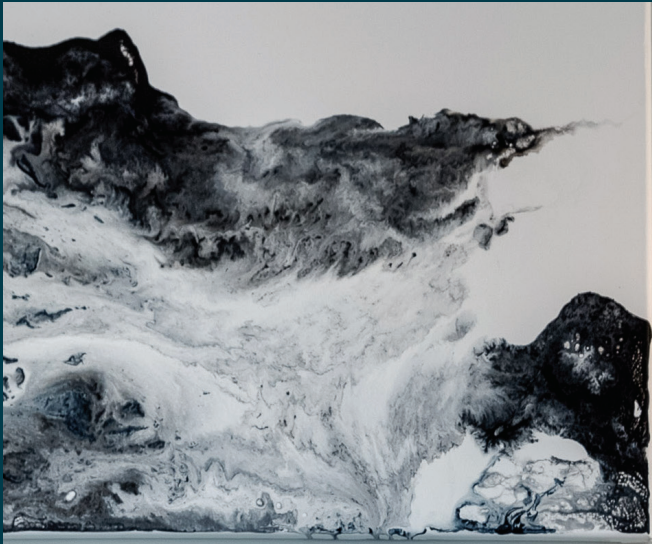
## TELEPHONE POINT & TV AERIAL SOCKET

- Telephone points and aerial sockets are found in the lounge and bedrooms. The TV reception system is compatible with digital TV and will support Sky. Please contact the Sailmakers Team for Sky offers and more information.
- Please note that you are not permitted to install satellite dishes

## BATHROOM UNDERFLOOR HEATING THERMOSTAT

Your bathroom is provided with electric underfloor heating mat and temperature can be controlled from a thermostat adjacent to the bathroom wall.







# 03

## YOU & YOUR APARTMENT

### LIVING HERE

Whilst we don't want to bombard you with an endless list of house rules and regulations, we want to be sure you live in a clean, safe and enjoyable environment.

### CONDITION & CARE OF YOUR APARTMENT & COMMON AREAS

Accidents do happen and there are times when things can't be helped, but intentional damage to your apartment or Sailmakers communal areas/property will result in a fine, or in extreme cases, eviction.

Maintain the property and contents in at least as good repair, decorative order and clean condition as it is in at the Tenancy Start Date (or if you have occupied under a previous tenancy, the earliest start date of any previous tenancies that you entered into in relation to the property). Your flat must be in adequate condition by the end of your agreement, barring general wear and tear or this may result in extra charges being applied.

The Inventory (or inventory annexed to the relevant previous tenancy) shall be evidence of their existing condition, and any defect shall be noted on the Inventory.

### UNDERSTANDING & NOISE

We ask you to be respectful and considerate to other people within the building and the wider development. Please be respectful when playing loud music and entertaining visitors. We ask that you keep noise to a minimum between 10pm-8am.

### GUEST POLICY

Please inform the Sailmakers team if you have family or friends visiting you for a maximum of 10 days, for fire safety purposes.

Guest misbehaviour and/or safety on the premises will be your responsibility and you must be present when using amenity spaces.

### PET POLICY

We are pet friendly and all pets should be registered, please ask the Sailmakers team for further information.



## GENERAL SAFETY TIPS

- Take care when closing doors and ensure that you have your key/fob with you. All entrance doors are self-closing however, please ensure they close and lock shut behind you at all times including basement level and carpark
- Don't prop doors open (including fire doors). If you have concerns about the safety of any equipment in your flat or common areas, contact the Sailmakers team immediately

## FIRST AID

If you have an emergency, please call 999. Report any incidents to the team. The concierge team keeps a basic first aid box, but it does not issue drugs of any description.

## FIRE SAFETY

In the case of a fire, call 999 immediately and evacuate your apartment or the area of fire. If there is fire in the general area of the building (corridors, amenity spaces etc) then do not use the lifts as they will ground- you will need to evacuate by using the stairs.

## FIRE PREVENTION & ESCAPE

Many household fires are easily avoided by following some simple precautions. You should adhere to the simple guidelines below to ensure your risk of fire is minimised.

- You should test the smoke and heat alarms at least once a month. To do this, press and hold the 'test' button until you hear an alarm; if the alarm does not sound, this indicates that the unit is either defective or requires battery replacement. Please notify the Sailmakers team if you notice anything wrong with the smoke detector. Do not cover smoke detectors

- Your home is fire protected by sprinkler system and in the event of a fire it will spray water across the room and suppress the fire. Do not cover sprinkler heads
- Please do not leave the room when burning candles and always have protective fire resistant base under the candle
- Make sure cigarettes are properly extinguished and carefully disposed of. Smoking is not permitted inside your apartment or communal areas of the building. Do not dispose cigarettes off the balcony. This includes e-cigarettes
- Ensure that communal areas, including stairways, are not obstructed in any way by obstacles. Do not prop doors open, especially fire doors. Any communal corridors are not to be used for storage
- You should ensure power sockets are not overloaded
- Switch off and unplug appliances when not in use
- Follow instructions when using electrical items
- Make sure electrical items are fitted with the correct fuse - if in doubt, speak to on site maintenance
- Don't try and force European or US plugs into UK electrical sockets
- Report to the on site team any worn or frayed electrical wires

## VIDEO PHONE ENTRY SYSTEM

The video entry system allows remote door access into the flat and communal areas.

- When a visitor presses the call button for your home at the entrance panel, a call tone is activated on your handset. You may press the appropriate button on your handset to hold a two-way conversation with the visitor before allowing them access. You will need to allow the guest through two security doors and a lift to serve your apartment will be available to use

- For safety reason, please advise your guests to ensure the main door entrance closes behind them and do not let anyone follow them in through the main or second entrance door

## YOUR APARTMENT

Your apartment is your home and we want you to enjoy it. Please remember it is up to you to keep it clean and report any maintenance problems.

## KEEP IT CLEAN

- Do not use abrasive cleaning products that can damage surfaces
- Do not use hair or clothes dye in your bathroom or kitchen
- Check with your property manager for more details on how to clean and recommended cleaning products for each surface.

## PERIODIC PROPERTY INSPECTION

- To comply with health and safety regulations, your apartment may be checked intermittently. Don't worry - you will be given advanced notice of the visit.

## DIY

- Please contact our on site maintenance before drilling any holes in the walls or fixing any heavy wall hangings due to wiring or cables that may run behind the wall and affect the fire compartmentalization

## ADDITIONAL SERVICES

- We offer a selection of additional services that would complement your living experience with us. Please ask the Sailmakers team to find out more.

## HEATING & HOT WATER

- Your home is provided with heating and hot water fed from a communal district heating system
- Heating is provided via a wet radiator circuit from the HIU (Heat Interface Unit) in a hallway cupboard. Domestic hot water is locally generated in the HIU by a plate heat exchanger. The heat to the dwelling is metered by a kWh heat meter positioned within the utility cupboard. The meter readings are transmitted to a central system and bills are then produced
- Heating is provided by wall-mounted radiators and these are controlled by thermostatic radiator valves. This is except for the kitchen/living area where the main wall-mounted heating programmer controls the temperature of that room
- Your energy usage is monitored remotely and accurately by SSE, the energy supplier, by use of a heat meter
- Please contact the Sailmakers Management team if you have any issues with heating in your flat

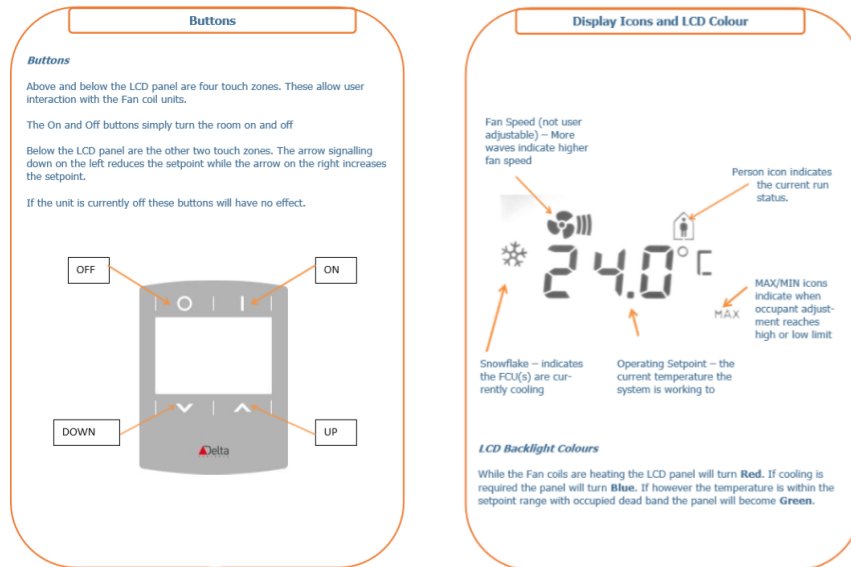
## VENTILATION

- Please maintain a constant temperature in your home. Your apartment has been pre conditioned to allow for the best air flow - please do not adjust any ceiling units as this will set the apartment air balance off. This is in place to ensure no condensation will occur and extra booster switches are located in your bathroom and kitchen to boost air ventilation
- Please maintain regular ventilation to facilitate the free passage of moisture both through the building fabric and in the air and do not turn of the system at anytime.

## HEATING & COMFORT COOLING

Overall temperatures are controlled by a heating thermostat and a cooling thermostat. These thermostats are located in the hallway or lounge and allow you to adjust the temperature of your home. The lowest temperature you can set is 18 and the highest is 24.

A user manual for the heating and comfort cooling will be provided on your home induction.



## Kitchen Appliances

A user manual for all the kitchen appliances such as oven, hob and dish washer will be provided on your house induction. You will also receive an electronic version.

## Fire Safety:

1. Your apartment entrance is equipped with a fire door. They are designed to automatically close behind you in the event of fire, holding flames back and stopping the spread of the fire and toxic smoke into escape routes, corridors, and other flats in the block. In the event of a fire and when leaving the apartment, please ensure these doors are closed behind you. The doors are equipped with self-closing devices, please make sure these are not tampered with and any faults or damage to doors should be raised immediately.
2. The building is equipped with a fire alarm system. We do carry out fire alarm tests regularly, however if you hear the alarm continuously goes off for more than 10 seconds, please evacuate the building immediately through the nearest fire escape route. Your assembly point is in front of Lincoln Plaza.

## IF A FIRE BREAKS OUT IN YOUR HOME

- Immediately leave the room and close the door
- Attempt to make everyone in your home aware of the fire, exit the property and ensure the front door is closed
- Call the fire service – dial 999
- Escape your apartment by closing all doors behind you. Lifts are available to be used if fire has not spread to the general areas of the building (corridors and amenity areas). If the latter is affected, the lifts will ground and you will need to evacuate via using stairs. Wait in a place that is at a great enough distance from the building to avoid injury from the fire



## IF A FIRE BREAKS OUT IN ANOTHER PART OF THE BUILDING

- Sailmakers is designed to contain fire and avoid its spread between homes and communal areas. If you suspect a fire - but do not smell smoke or see fire - you will likely be safe in your own home due to fire resistance measures
- If you smell smoke or feel heat you should immediately evacuate the building
- If you are in doubt of your own safety, you should leave the building

## CONTACTING THE FIRE SERVICE

- Dial 999 or 112
- Ask for the fire service and follow the operator's instructions
- Do not end the call until the fire service has correctly repeated your address

## LOCAL SERVICES & HELP LINES

### National Rail enquiries

t: +44 (0) 845 748 4950  
w: nationalrail.co.uk

### The Train Line

t: +44 (0) 871 244 1545  
w: thetrainline.com

### National Express Coaches

t: +44 (0) 871 781 8181  
w: nationalexpress.com

### POST OFFICE

#### Canary Wharf Post Office

t: +44 (0) 345 611 2970  
Cabot Place East,  
5 Chancellor Passage,  
London, E14 4PA

### DOCTORS

#### Sameday Doctor

##### Canary Wharf

t: +44 (0) 20 7531 7120  
e: samedaydoctor.org  
41 Millharbour, Isle of Dogs  
E14 9DH

#### Barkantine Practce

t: +44 (0) 20 7510 4000  
e: barkantine.nhs.uk  
121 Westferry Rd, Isle of Dogs,  
London, E14 8JH

#### Royal London Accident and Emergency

Whitechappel Road, London,  
E1 1BB  
t: +44 (0) 20 7377 7000  
w: Bartshealth.nhs.uk

### DENTIST

#### Millharbour Dentistry

t: +44 (0) 20 7538 4131  
w: Millharbourdentistry.co.uk  
41 Millharbour, London,  
E14 9NA

#### Veterinary Surgery

t: +44 (0) 20 7536 7555  
w: Bestfriendgroup.com  
43 Amsterdam Road, London,  
E14 3UU

### POLICE STATION

#### Isle of Dogs Police station

t: 101/999  
160-174 Manchester Road,  
Isle of Dogs, London, E14 3DR

### SHOPPING CENTRES

#### Canary Wharf Shopping Centre

t: +44 (0) 20 7477 1477  
Canada Square, E14 5A

#### Jubilee Place

t: +44 (0) 20 7001 3016  
Canary Wharf, E14 5NY

### SUPERMARKETS

#### M&S simply food

t: +44 (0) 20 7513 2839  
45 Bank Street, E14 5NY

#### Waitrose

t: +44 (0) 20 7719 0300  
Canada Square, E14 5EW

### Tesco Express

t: +44 (0) 345 026 9808  
41 Millharbour, E14 9NA

### PHARMACY

#### Boots Jubilee Place

t: +44 (0) 20 7519 6187  
Jubilee Place,  
45 Bank Street, E14 5NY

### PARKS & GARDENS

#### Mudchute Park and Farm

Pier Street, Isle of Dogs,  
E14 3HP

#### Greenwich Park

Blackheath Avenue,  
SE10 8XJ

#### Sir John McDougal Gardens

Billingsgate Market,  
E14 3ST

### LOCAL BANKS

#### Natwest

t: +44 (0) 345 788 8444  
54 Marsh Wall, Isle of Dogs,  
London, E14 9PT

#### Citybank UK

t: +44 (0) 207 500 5000  
33 Canada Square, Canary  
Wharf, London, E14 5LB

#### HSBC

t: +44 (0) 345 740 4404  
8 Canada Square, Canary  
Wharf, London, E14 5HQ





# 04

## YOUR CONTRACT

Your tenancy agreement is a legally binding document. Make sure you understand it and are familiar with the key terms and conditions.

Some of the key clauses contained within are:

- Sailmakers is managed by Greystar Europe Holdings Limited
- You are bound to the full contract period - if you leave before the contract ends, you will not receive a reduction in rent and will be subject to an early termination fee, any incentive received needs to be returned
- Sailmakers team may need access to your apartment for inspection, maintenance and repair during your occupancy. At least 24 hours' notice will be given (unless it is impractical to do so)
- Greystar Europe Holdings Ltd does not accept liability for the loss or damage to any resident's property, whatever the circumstance. You are required to arrange adequate insurance coverage for your personal possessions while you are here

If you are unsure of your full legal obligations as a resident of Sailmakers, please check your contract for more information.

Please note that if there is any contradiction between anything stated in this handbook and anything stated in your tenancy agreement, the terms of the tenancy agreement take precedence.

### MOVING OUT AT THE END OF YOUR TENANCY

As a condition of your contract, you are required to give 60-days advance written notification to the Sailmakers team. We recommend a move-out inspection with a member of our team. If you don't attend the inspection, it will be very difficult for you to challenge the assessment and any charges for damage and disposal of refuse and any abandoned items. The move-out inspection also lets us know where we should return your deposit.

### ON YOUR LAST DAY, YOU MUST:

- Return all keys to the Sailmakers team
- Make sure your apartment is clear of all of your possessions
- Removal of bike or vehicle (if applicable). Any bikes left after move out will be disposed of
- We are able to assist you with professional cleaning, extra fees may apply. Please ask your Sailmakers team for further information



# 05

## YOUR DATA PROTECTION

You (and to the extent applicable, the Guarantor) hereby consent to the use of personal data (as defined in the Data Protection Act 1998) in accordance with the terms of this clause.

We will hold certain personal data about you and the Guarantor as a result of the information you and/or the Guarantor provide to us in connection with this tenancy agreement. This information will be held and processed (as such term is defined in the Data Protection Act 1998) by us for purposes connected with this tenancy Agreement and we will do so in accordance with the provisions of the Data Protection Act 1998. The above permission includes the use by us of your (and to the extent applicable, the Guarantor's) personal data to assist in the prevention of crime or to protect the vital interest of you the Guarantor or any person. As such, the information we process may include your (or the Guarantor's) sensitive personal data (as defined in the Data Protection Act 1998). It also includes disclosure of personal data to any potential purchaser of the building from the landlord.

### LEGAL DISCLAIMER

Please note that the contents of this guide do not constitute a complete legal document. This information, while accurate, does not cover every aspect of your contractual obligations as a resident of Sailmakers. It's designed to offer helpful advice and information on the most important aspects of living here, but as a Sailmakers resident, you will be legally bound to all the terms set out in your signed tenancy agreement.





**SAILMAKERS**

RESIDENT HANDBOOK