



Fireman's Reach

Your Guidebook

Contents

<u>Welcome to your new home</u>	<u>03</u>	<u>To try before calling for assistance</u>	<u>18</u>
<u>Contacts</u>	<u>04</u>	<u>FAQs</u>	<u>23</u>
<u>Emergency contacts</u>	<u>05</u>	<u>Legionella</u>	<u>24</u>
<u>Moving in</u>	<u>06</u>	<u>Customer feedback</u>	<u>25</u>
<u>During your tenancy</u>	<u>07</u>	<u>Fire safety</u>	<u>26</u>
<u>Utilities and outgoings</u>	<u>09</u>	<u>Emergency relocation information</u>	<u>28</u>
<u>List of appliances and fixtures</u>	<u>10</u>	<u>Waste and recycling</u>	<u>29</u>
<u>Locating equipment</u>	<u>11</u>	<u>Local information</u>	<u>31</u>
<u>Energy labels</u>	<u>12</u>	<u>Travel information</u>	<u>35</u>
<u>Reporting maintenance</u>	<u>13</u>	<u>Health & wellbeing</u>	<u>36</u>
<u>Tips for tenants</u>	<u>14</u>		
<u>Key amenities</u>	<u>15</u>		
<u>Looking after your home</u>	<u>16</u>		

Welcome to your new home

Welcome to your new home at Fireman's Reach. This Populo Homes development consists of 8 family homes designed for local families who want to call Newham home. Fireman's Reach is one of the first completed developments from Populo Homes, the registered provider of affordable housing from Populo Living, Newham Council's housing company. We're extremely proud of these high quality, new green homes designed by award winning architects dRMM.

We want you to feel at home at Fireman's Reach from day one. We care about our tenants and take our responsibilities seriously. If we can help or provide advice we will always endeavour to do so.

This guidebook should help you to settle into your new home. We have included useful information and advice about your home and contact details for our friendly staff.

We are committed to being eco-friendly, so you will find some tips on how we can work together to protect the environment (and save money) in the 'Going Green' section.

We hope that you enjoy living in your new Populo Home!

Yours sincerely,

Afsana Begum
Senior Housing Officer

Contacts

The Customer Services Team

For any enquiries from defects to your tenancy or simply to give us feedback please contact The Customer Services Team at Populo Living on:

Email: hello@populoliving.co.uk

Tel: 020 7112 8901

Our opening hours are 9am to 5pm, Monday to Friday. Any office appointments or property visits will be during these hours.

For any communal emergency maintenance issues outside of the above hours or on bank holidays, please call: **020 3006 8333**

Emergency contacts

Nearest A & E:

East Ham Care Centre

Tel: 01296 315000

Address: Shrewsbury Road, London, E7 8QP

Emergency – always dial **999** textphone 18000

Non-Emergencies:

To get medical help on the phone call 111 free from a landline or mobile phone or go online via 111.nhs.uk

To report less urgent crime and disorder to the Police call 101.

For example:

You want to report crime in your area

You want to speak to Police about a general enquiry

Moving in

If you are going to be in receipt of Universal Credit, please provide your reference number to us either prior to or on the date of move in

Keys

On move-in day we will provide you with one set of keys per person that is named on the tenancy agreement. Populo will retain a management key which can be accessed by the building assistant or maintenance contractors. Please be aware that if you lose or damage your keys you will be required to pay for a replacement key/lock and labour costs associated with fitting. You cannot change the locks without prior permission from Populo.

Cycle Parking

The cycle parking is on the ground floor, in the communal cycle store. Parking cycle racks are not allocated per flat or apartment, they are for use on a first come first served basis. It is locked for security, to gain access the door code needs to be obtained from the building assistant. Residents are allocated a door code on a first come first serve basis so long as the bike registration form is filled in with a property manager or building assistant. The resident will be responsible. The resident is responsible for locking their bike within the designated storage area and locking the bike store door after use.

During your tenancy

Rent collection

You must pay your rent on or before the payment date. Please be aware that if you are paying by standing order or credit card, there is likely to be a delay between the money coming out of your account and into ours, so please leave enough time for this. If at any point in your tenancy you believe that you will be unable to pay rent, contact us immediately so you can be given the best possible assistance.

Claiming Benefits

If you are going to claim benefits towards your rental payments, you will be required to provide evidence that your claim has been submitted before you move in. Please also ensure that you keep us updated of how your claim is progressing.

Utilities and outgoings

We will advise the service providers for water, and council tax now that you have moved in, as well as proving them with meter readings. This will transfer billing into your name. You will need to contact the providers to organise direct debit payments if you wish to do so.

If you decide to have a telephone installed, you should make all arrangements direct to BT for a telephone service. You will need to request at that time that all points are activated, if you wish to use them, otherwise there may be an additional charge.

List of appliances and fixtures

IMPORTANT INFORMATION

Flooring, blinds, oven, hob, and extractor hood are all gifted to tenants. The white goods are under warranty with Beko and if you need to report an issue with the item during this period you should contact them directly:

CONTACT DETAILS FOR END RESIDENTS

Email Address: customerservice@support.beko.co.uk

Telephone: 0333 207 9710

Monday – Friday 8am – 8pm

Saturday & Sunday 9am – 5pm

Fridge-Freezer

Bosch Serie 4 Built-in fridge-freezer with freezer at bottom 177.2 x 54.1 cm – Product Code: KIV85VFF0G

Oven

Beko Single Fan Oven with Easy-Clean Interior – Product Code: BIF16100

Hob

Beko Integrated 60cm Induction Hob – Product Code: HII64400MT

Cooker Hood

Beko Integrated 60cm Visor Hood – Product Code: HNS61110

Washer-Dryer

Bosch Serie 6 Washer dryer 10/6 kg – Product Code: WDU28561GB

Dishwasher

Bosch Serie 4 Fully-integrated dishwasher 60 cm – Product Code: SMV46JX00G

Locating Equipment

When you move into your new home you may need to find some items immediately, you will be shown the exact location of these during your move-in tour. As this is unique to each property, the below locations left blank will be completed during the tour.

Item	Location
Boiler	Utility Cupboard
Water Main Stop Cock	Utility Cupboard
Electrical Meter	Ground Floor Meter Cupboard
Gas Meter	Plant Room in Basement
Water Meter	Riser Ground Floor
Consumer unit	Utility Cupboard
Fuse Box (RCD)	Utility Cupboard
Smoke detectors	In Hall, Living Room & Bedroom (Heat detector in Kitchen)
Carbon Monoxide detector	Utility Cupboard

Please contact the Customer Services Team to gain access for readings if needed.

Energy labels

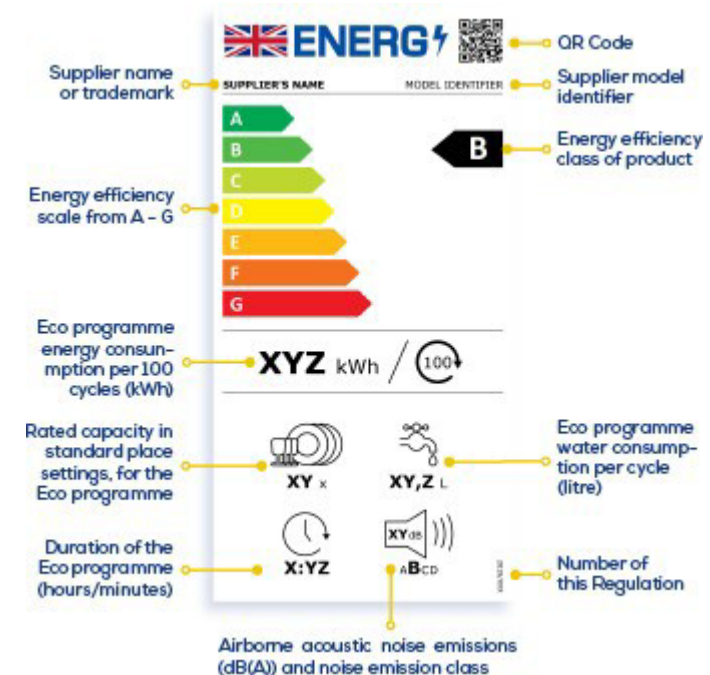
The displayed energy label, rates products from A (the most efficient) to G (the least efficient) and is required by European law to be displayed at the point of sale on the following products:

- Washing machines, washer-dryers
- tumble dryers
- Fridges, freezers and fridge freezers
- Dishwashers
- Electric ovens
- Energy-saving light bulbs
- Air conditioners

Fridges and freezers have two additional ratings A+ and A++. And, to make it more confusing, from end 2011, new A+, A++ and A+++ energy ratings for fridges, washing machines and dishwashers will be compulsory for all new models on the market.

How is it awarded?

Appliances are graded on their energy consumption in kWh* (units of energy used per hour). So the less kWh used, the more efficient the appliance. Manufacturers are required to self-certify products based on EU criteria set for each product type.



Reporting maintenance

At Populo Living we aim to provide an excellent and efficient management service, which is particularly important when it comes to maintenance issues. Response times to maintenance queries depend on the urgency of the issue. We will do our best to follow the following response times:

Routine – 14 days

Repairs with a slight inconvenience to the resident, e.g. including but not limited to minor problems with toilets, baths, sinks, doors or windows, sticking, plaster repairs, brickwork and other non-urgent internal and external repairs

Urgent – 7 days

Repairs that affect comfort or convenience e.g. including but not limited to immersion heaters not working (when another form of water heating is available), loss of heating in one or two rooms, minor water leaks, faulty electrical switches or sockets.

Emergency – 24hrs

To avoid potential further danger to the Property and inconvenience, e.g., including but not limited to complete failure of heating and hot water during the winter months, failure of lighting or electrical sockets, burst pipes, major leaks ceiling collapse.

Visit Times

Maintenance visits will be carried out between 9-5pm Monday to Friday. Access will be granted to properties using the management keys. If you wish to attend this must be at the appointed time and by a person over 18.

Tips for tenants

You will be charged for missed call outs.

Circumstances when you may be liable for a call out charge:

- You fail to report a repair and there is resultant damage to the property due to it not being attended to.
- If you arranged to be present for a contractor visit but fail to attend at the agreed time.
- If a maintenance issue that has been reported is no longer an issue, but you fail to notify Populo resulting in an unnecessary call out
- If the maintenance issue is a result of the tenant not reading the appliance manual correctly or damaging/ misuse of any equipment e.g. filling up cupboards which contain boilers too much so that the system cannot operate or is accidentally switched off, blockages to plumbing caused by tenant misuse such as flushing items such as nappies down toilets

Top Tips

- Read through the appliance manual before reporting the repair in case there is a simple fix. We can email copies if you are missing any
- Provide as much information about the issue and steps you have already taken to resolve and where possible take photos and/or a video of the issue as we can send this to our contractors
- Clean the seals & trays of your washing machine monthly to avoid build up & smells
- Always keep extract fans on when washing, boiling water or drying clothes

Keep Safe

Keep your property safe and secure:

- Please do not allow non-residents to follow you into the property.
- If you smell gas – call national grid immediately 0800 111 999
- If there is a disturbance, please call 101. This is the police non-emergency number
- If you or the property are in immediate danger call 999 to obtain the most appropriate service

Key amenities

Water supply

The main stopcock will turn off the supply to the entire flat in the event of an Emergency. It is important to know its position. In addition to this all appliances which have a water supply have their own isolation valves to allow for maintenance or replacement without draining the entire system. If you find a leak the first thing you should do is turn the stop cock off and then contact us.

The Electricity Supply

The consumer control units control the electrical supply to your home, splitting the incoming sources into the various sub-mains before being distributed around the flat.

The consumer control unit contains an RCD (Residual Current Device) and MCB's (Miniature Circuit Breakers). The RCD is the incoming device, which can act as a switch to isolate all the electrical supply to that particular circuit.

Individual electrical circuits in your home are also provided with an MCB, with each being clearly labelled inside the lid of the distribution boards to enable easy identification.

The RCD is also designed to 'trip' if there is a surge in the electricity supply such as when an electrical shock occurs, this helps prevent serious accidents which may result in damage and injury. MCB's can also allow individual circuits to be isolated should this become necessary for maintenance.

Washer-Dryer

Each apartment has been provided with a combined washing machine & dryer. Please make sure that the machines are tested to ensure there are no leaks. If a leak is found, please report to us immediately to avoid damage to the apartment. Manuals can be downloaded from the manufacturer. Make sure you clean the filter regularly.

Dishwasher

In order to maintain your dishwasher please scrape plates before loading them to avoid build-up of waste. Place delicate items on the top rack. Arrange cutlery and utensils so that water can run off freely, for example by mixing cutlery in the basket and inverting cups and dishes. Make sure you clear plates before putting them in the dishwasher before putting them in the machine to avoid blockages, please also ensure you use rinse aid and carry out regular dishwasher clean cycles.

Looking after your home

Hot water system and heating

Manuals for your Hot Water System and Heating can be requested from us.

As part of our mission to be eco-friendly, the hot water system is designed to suit the level of occupation. If you have guests staying, consider taking a shorter shower if there will be more than two people taking one to avoid a cold shower!

Heating

This is provided by central electrical heating radiators. Do not dry washing over or near these radiators as this can cause a fire or damage to the wall above.

Noise Levels

Please be considerate to your neighbours and keep noise to a minimum. All party walls around the lift and staircase are concrete walls and the walls between yourselves and your neighbours are metal stud plaster-boarded.

Wall fixings

Fixtures can not be hung directly above or below light switches or electric sockets. Cabling for these is always run vertically either from above or below these points.

Wooden Floors

Please avoid wearing stiletto heels on the wooden floors, as this can incur damage to the floor that may be deemed beyond the expected wear and tear, meaning you may be liable for a proportion of the repair or replacement cost.

Extractor Fans and Ventilation System

All bathrooms are installed with extractor fans that run automatically when the light switch is operated, and air is extracted to the outside air via a plastic duct along the ceiling.

The extractor fans for the kitchens are within the cooker hoods extractor fan and air is extracted to the outside air via a plastic duct along the ceiling. These must be used at all times to avoid condensation.

Please note as your flat is on a main road, it is designed for ventilation to be obtained by the ventilation system and not by opening windows.

Looking after your home

Moisture from occupation

Condensation is steam or water vapour, which reverts to water on contact with a cold surface. If allowed to persist, condensation can damage clothes, bedding, floor coverings, decorations and the home itself. Next to shrinkage, condensation is the most common problem in new homes. Once the building materials have dried out, modern standards of insulation should ensure that you no longer experience condensation. However, some normal daily activities produce a great deal of water vapour, which can cause condensation around the home.

Minimising condensation

- Do not place large items of furniture against walls as pockets of trapped air can lead to serious surface condensation on both the wall and the furniture.
- Floor length curtains can trap cold and moisture thus creating condensation. Ideally curtains should stop at the radiator or be tucked behind the radiators when heating is on.
- Keep doors closed whilst cooking / bathing.
- Cover saucepans with lids on lowest heat settings when cooking.
- Avoid leaving kettles boiling.
- Do not dry clothes over radiators – use a clothes airer.
- Do not block extract ventilators or grilles.
- Ventilate cupboards and wardrobes. Do not put too many things

in them so preventing circulation and where possible put them on internal walls.

- Always try to keep your home warm with some sort of background heating, even in you are not at home.
- If condensation does occur, wipe up as much as possible

Things to try before calling for assistance

Water leak

Turn off the water using the stopcock located in the utility cupboard. Ascertain where the leak is coming from. Check the severity of the leak and damage done by water so far and use a suitable container such as a bucket or washing-up bowl to prevent any further damage by water. If water has found its way into any electrical appliances, trunking, switchgear, or apparatus turn off the appliances and switch off the power using the consumer control unit (CCU) also located in the utility cupboard.

No electricity

Check neighbouring properties and street lights to see if the problem is just in your home. If yes, check with a torch whether the main circuit breaker (MCB) in the consumer control unit (CCU) has switched "OFF" due to a possible overload on the circuit. If it will not stay "ON" unplug all devices on that circuit one by one until the faulty appliance is identified. The control unit is located in the utility cupboard.

No heating

If you have power but no heating please check that:

- a) the heating is set to be on at that time;
- b) the programmer is not set to off;
- c) the room thermostat is not set too low;
- d) the thermostatic radiator valves are on and not shielded by curtains or furniture.

Things to try before calling for assistance

Lights not working

- a) check with a torch whether the main circuit breaker (MCB) in the consumer control unit (CCU) has switched “OFF”;
- b) switch circuit breaker to “ON”;
- c) identify faulty lamp;
- d) switch circuit breaker to “OFF” replace faulty lamp;
- e) switch circuit breaker back to “ON”;
- f) ensure lamps do not exceed the rating for that fitting

Faulty doors and/or windows

Always ensure that handles / locks are fully engaged before trying to operate windows and doors. Do not force the mechanism.

Smoke / heat alarm beeping

Hush button may be jammed. If not, check that the green mains power light is on. If the light is not on or you have tested the alarm by pressing the button on the underside and the alarm has not sounded, a fault may exist and the unit could need replacing. NEVER tamper with the rechargeable batteries or remove or replace them.

Faulty telephone

Check that the phone is properly connected to the phone socket. If possible, see if another phone will work from the phone point, in which case it is the telephone itself that is faulty. If not, use another phone to contact your telephone supplier to establish if the fault is in fact a fault on your line or the supplier.

Things to try before calling for assistance

Faulty television

Check that the television is properly connected to the power socket and the aerial socket. If the television does not work at all, check to see if the main circuit breaker (MCB) has cut out in the consumer control unit (CCU). If possible, see if another television will work from the same power socket and aerial socket. If that television works then the fault is likely to be with the other television.

Blocked kitchen sink

If a blockage occurs in the kitchen sink when it is full of water, try to remove the blockage by using a suction cup plunger to force water up and down the waste pipe. If the sink has an overflow, the suction cup will work better if the overflow is blocked with a damp rag. If this does not work, empty the sink by hand and try pouring boiling water and washing soda crystals down the pipe. Give them time to work try several times if necessary. Try using the suction cup again. If we are called out to clear a drain and it is not faulty but misused, you will be charged for the call out.

Blocked bathroom sink or bath

Blockages in the bathroom are normally caused by a build-up of hair and soap and become noticeable when water drains away more slowly. You can try to remove the obstruction by using a piece of bent wire to fish down the plug-hole to bring up the material causing the problem. This must be done gently to avoid damaging the waste pipe.

Things to try before calling for assistance

Consumer unit controls

Turning mains power on and off.

RCD/Main Switch: When this is in the **OFF** position all circuits are isolated (dead) from the electrical supply.

Circuit Breakers: When these are in the **OFF** position only individual circuits connected to the current breakers are isolated (dead) from the electrical supply, i.e. if the MCB labelled cooker is switched to the **OFF** position only the circuit to the cooker will be isolated.

To set circuits live:

1. Switch on main switch
2. Switch on circuit breakers

To set circuits dead:

1. Switch off circuit breakers
2. Switch of main switch

If lighting circuit fails

The lighting circuit may trip 'OFF' if a bulb blows. If this happens you should follow this procedure: (next page...)

Things to try before calling for assistance

Check whether the circuit breaker is in the **OFF** position.

1. Switch circuit breaker to ON position.
2. Identify faulty bulb.
3. Switch off circuit breaker
4. Replace fault bulb.
5. Switch circuit breaker to **ON** position.

If the bulb is not faulty and the circuit breaker will not hold in the on position, contact the Customer Services Team.

FAQs

Can I make alterations to my property?

If you request to make an alteration to the decoration of your property you will need Populo's permission first. Please call the Customer Services Team to discuss. Please also note that if the request is made after your tenancy has been signed this could incur a fee. We will normally allow for minor decorations such as putting up shelves as long as you agree to return the property to its original state at the end of your tenancy. Not structural

Do I need to take out insurance?

You as tenant are responsible for taking out contents' insurance for your home but Populo takes care of the building's insurance.

What if I lose my key / fob?

If you lose your entry fob, you can re-order a replacement from us, this will incur a reasonable cost. If you lose your key the same applies. If you are locked out of your flat it is your responsibility to call a locksmith if it is out of office hours, and you must provide Populo with a new management key.

Legionella

Legionnaires' disease is a serious and potentially fatal lung infection caused by legionella bacteria. Populo maintains the water tanks that supply your home and regularly test for Legionella, there are also things you should do in your home to protect you and your family.

Raise the temperature to 60°C or higher

Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.

If your shower has not been used for a week or more

...run water from both hot and cold supplies through the shower hose and showerhead for two minutes. To ensure no spray escapes from the showerhead, run it through a bucket of water or full bath.

If your shower has not been used for two weeks or more

...disinfect the showerhead. The showerhead should be removed, and the shower run for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution

designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.

If your property has been empty for a while (e.g. after a holiday)

...flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold-water pass through. Next, flush the shower through as described above. Finally, let any other taps run for two minutes.

Customer feedback

We welcome and value any feedback from our customers, whether you are recommending one of the team for a pat on the back or have some constructive critique to assist us in improving our service, we would love to hear from you!

Complaints, compliments & suggestions

We want you to be happy with the services you receive, and we want to know when we get things right. We want to improve on what we do by building on our successes and learning from our mistakes by:

- Listening to your feedback, good or bad
- Dealing with complaints efficiently and effectively
- Keeping you up to date with progress
- Being honest and open about the process

We will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail to deliver on our promises, you may want to make a complaint.

You can download the form from our website:

<https://www.populoliving.co.uk/media/1521/populo-homes-feedback-v3.pdf>

Fire safety

Populo are committed to maintaining high standards of safety for all residents within the premises. With this in mind the following advice has been prepared as a reminder of some key fire safety issues that should be considered by all residents. The advice is taken from current fire authority guidelines.

Small fires are common, causing serious injuries and extensive damage to property and possessions. By following a few simple steps and by maintaining a basic level of awareness you can considerably reduce the chances of fire in your home.

The easiest and most effective way of protecting your home is by ensuring that you have at least one smoke alarm, and regularly making sure that it works.

The following points will help keep you, your family and your home safe and should be considered (where applicable):

- If not already provided ensure that you have smoke alarms on each level in your home. Keep them free from dust and test them regularly (ideally once a week). Ensure that you change the batteries in your alarm at least once a year.
- Agree a plan of action in the event of fire, so that everyone in your

home knows what to do and how to escape. Advice on the action to take in the event of fire is provided in the next section.

- Keep the exits from your home clear so that people can escape if there is a fire. Do not store anything in your hall or corridor, especially anything that will burn easily.
- Make sure that everyone in your home can easily find the keys for doors and windows.
- Take extra care in the kitchen – accidents while cooking account for over half of fires in the home.
- Never leave young children alone in the kitchen.
- Take extra care when cooking with hot oil. Consider buying a deep-fat fryer which is controlled by a thermostat (if you don't already have one).
- Never leave lit candles in rooms that nobody is in or in rooms where children are on their own. Make sure candles are in secure holders on a surface that doesn't burn and are away from any materials that could burn.
- Do not smoke in any part of the building.
- Get into the habit of closing doors at night. If you want to keep a child's bedroom door open, close the doors to the lounge and kitchen.
- Don't overload electrical sockets. Remember one plug, one socket.
- Keep matches and lighters where children can't see or reach them.

Fire safety

- Take special care when you are tired or have been drinking.
- Don't leave the TV or other electrical appliances on standby as this could cause a fire.

Helping to keep the property safe

- Do not store items in rise cupboards as this is a fire hazard.
- Do not store items in communal hallways as this is a trip hazard.
- Make sure the batteries in the smoke and carbon monoxide detectors are changed when necessary.

IN THE EVENT OF A FIRE – STAY PUT STRATEGY

Means of escape in the residential areas are based on a 'stay put' strategy where the flat of fire origin should evacuate only. The remaining flats should stay put unless directly affected by the products of combustion, residents choose to escape, or the attending fire brigade deem it necessary.

The reasoning behind this is due to the level of compartmentation between each of the flats. The fire service carries out evacuation of the other flats if deemed necessary. This philosophy is reflected by the stand-alone detectors/sounders that are required in each flat. The ground floor commercial unit will adopt a simultaneous evacuation strategy and therefore in the event of a fire, this area will evacuate. The residential areas will not be evacuated unless initiated by the attending fire brigade.

Emergency relocation information

We are pleased to be able to advise you that we have now finalised our plan for relocating our customers should one of our developments require emergency evacuation.

In the event that your building is evacuated, and you require temporary accommodation we will initiate our emergency relocation plan. You will receive a text message from our appointed relocation agents who would be instructed to find you alternative accommodation immediately.

All parties have been provided with the appropriate information so this would still be the case even if this happens in the middle of the night.

We hope never to have to use this procedure but wanted you to be aware that it is in place so you can feel safe in the knowledge that you would be looked after efficiently should the need arise.

Waste and recycling

Refuse Bins

What bins and containers should I have?

Duplex properties have bins within the front garden. One bin for recycling and one for household rubbish.

Communal bins are located in the refuse area.

Green bins with orange lids – are for recycling household waste.

Where can I find more information?

Newham Council have a lot of information on their website <https://www.newham.gov.uk/waste>

Phone: 020 8430 2000

Waste tips and Recycling points

Along with the locally recycling points, Newham Council has recycling centres nearby where you can take a number of household items and garden waste.

Fly Tipping

Please be aware that if it comes to our attention that items have been fly-tipped into the refuse area, the CCTV will be checked and where possible, the cost of the removal of items will be charged back to the resident.

Waste and recycling

Energy efficiency

1. Don't leave appliances on standby!
Almost a billion pounds of electricity is wasted in the UK every year by people leaving appliances on standby. It can cost the average household around £40-£50 per year.
2. Install Energy saving recommended bulbs!
3. Only boil as much water as you need!
If we all did this we would save enough electricity to power two thirds of the UK's street lighting.
4. Always turn off your lights when you leave a room!
5. A dripping tap wastes enough water to fill a bath in two weeks!
6. Buy Energy saving recommended appliances!
7. Energy saving appliances use less energy and could save you up to £45 a year.
8. Wash your laundry at 30C!
9. Washing as 30C rather than normal temperatures means you use 40% less electricity.
10. Switch energy supplier to a green tariff!
Environmentally Friendly or 'Green Tariffs' often don't cost anymore than standard tariff for the same company and by switching suppliers you could even save money.
11. Avoid Plasma TV's!
If you need a new TV avoid plasma screens as they consume far more energy and have a shorter lifespan than CRT or LCD televisions.
12. Mobile Phones!
Don't leave your mobile phone charger plugged in when not in use.

Local information

Schools / Nurseries

The Alphabet House Nursery School
1 Didsbury Close
East Ham
London
E6 2SX

Fellowship House Childrens Centre
4a St Bartholomews Road
East Ham
London
E6 3AG

Little Butterflies
12 Pilgrims Way
East Ham
London
E6 1HW

Nelson Primary School
Napier Road
East Ham
London
E6 2SE

St Michael's Catholic Primary School
Howard Road
East Ham
London
E6 6EE

Hartley Primary School
Hartley Avenue
East Ham
London
E6 1NT

Lathom Junior School
Lathom Road
East Ham
London
E6 2DU

Langdon Academy
96 Sussex Road
London
E6 2PS

Plashet School
Plashet Grove
East Ham
London
E6 1DG

Lister Community School
St Mary's Road
Plaistow
London
E13 9AE

Local information

E20 1ET

Banks

The following banks can be found on the high street:

HSBC
Halifax
Barclays
Natwest
Santander
Lloyds Bank
Crest Bank

Entertainment

Boleyn Cinema
7-11 Barking Road
East Ham
London
E6 1PW

Oden Barking
22-30 Longbridge Road
Barking
IG11 8RT

Greengate Cinema
525-529 Barking Road
Plaistow
London
E13 9EZ

All Star Lanes Bowling
Westfield Stratford City
Montfichet Road
London

Local information

East Ham
London
E6 2RT
Tel: 020 3373 0827

Restaurants, Bars and Pubs

Nearby restaurants include:

Spice Hut
London
Seahorse
Fish and
ChipsMuch
Box Halal
Baba Turkish
kebab
Carpathia
London

Nearby pubs
include:

The
Red
Lion E6
The
Beckto
n Arms
The
Millers
Well
The
Boleyn
Tavern

Library

East Ham Library can
be found at:328
Barking Road
E

Local information

Cultural Sites

City of London Cemetery & Crematorium
Aldersbrook Rd
Manor Park
London
E12 5DQ

Redbridge Museum
Redbridge Central Library
Clements Road
Iford
IG1 1EA

Allotments

Reynolds Allotments
Reynolds Ave
London
E12 6JS

Loxford Lane Allotments
142 Staines Rd
Ilford
IG1 2UU

Nature
Miers Close Wildlife Area
375 Burges Rd
London
E6 2ET

Essex Wildlife Trust Nature Discovery Centre
Hornchurch Country
Hornchurch Road
Hornchurch
RM12 6DF

Travel information

Underground / Tube stations

The nearest stations are:

- East Ham
- Upton Park
- Barking

(Please see Appendix A; London Tube Map)

National rail stations

The nearest national rail stations are:

- Stratford
- Stratford International

Bus Services

Local bus services include:

- 58
- 101
- 104
- 115
- 300
- 474

(Please see Appendix A; Bus maps & Guides)

Zip Car

Your Development Car Club

We have teamed up with Zipcar to offer residents free membership. Follow the sign-up links and in 15 minutes you could be driving. Reservations can be made for as little as 1 minute and we have a range of cars and vans to suit all needs.

- 3 years' free membership
- £60 driving credit

Follow the link below to get started!

<https://www.zipcar.com/en-gb/residential/populoliving>

Health & wellbeing

Medical

To search for your nearest GP, go to:

www.nhs.uk/Pages/HomePage.aspx/

Newham Medical Centre

576 Green Street

Upton Park

London

E13 9DA

Telephone 1: 020 3668 0788

Email: newhammedicalcentre@nhs.net

Extended Hours: 0207 511 2075

Out of Hours: 020 7511 8880

Market Street Health Centre

52 Market Street

East Ham

London

E6 2RA

Tel: 020 8548 2200

The Azad Practice

1st Floor, Boleyn Centre

152 Barking Road

London

E6 3BD

Telephone: 020 8475 8550

Email: NEWCCG.theazadpractice@nhs.net

Out of Hours: 020 7511 8880

Health & wellbeing

Aanchal Women's Aid
Central Park Road
East Ham
London
E6 3DJ
Call 24/7: 0845 451 2547

Victim Support
House 8HG
Maritim
1 Linton Road
Barking
IG11 8HE
Tel: 020 3910 9040

Family Action
2 Maran Way
London
Erith
DA18 4BP
Tel: 020 8310 6570

Canning Town Jobcentre Plus
197 Freemasons Rd
London
E16 3PD
Tel: 0800 169 0190

Barking JobCentre
Phoenix House
12-14 Wakering Road
Barking
IG11 8QB
Tel: 0800 169 0190

Appendices

Name

Address

Daytime contact no. Email

The details of your feedback will remain confidential to Populo, contractors acting on our behalf and independent organisations that we occasionally ask to carry out quality checks.

Tell us about your feedback (use a separate piece of paper if needed)

What do you think we should do?

When you have completed this form, please return it to hello@populoliving.co.uk or:

Populo Living,
3rd Floor, Discover House,
379-381 High Street
Stratford
London
E15 4QZ

Thank you for your feedback, a member of the Customer Services team will be in touch with you within 2 working days

Appendices