



Wordsworth Avenue

Your Guidebook

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Welcome to your new home

Welcome to your new home at Wordsworth Avenue. This Populo Homes development consists of eleven family homes designed for local families who want to call Newham home. Wordsworth Avenue is one 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 Wordsworth Avenue 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 in to 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 maintenance issues 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.

Emergency Out of Hours Maintenance

To report any emergency maintenance issues outside of our office hours stated above, as well as on bank holidays, please call:

020 3006 8333

If you are in immediate danger, please call 999

Emergency contacts

Nearest A & E:

Newham University Hospital
Glen Road
Plaistow
London E13 8SL
Tel: 0207476 4000

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 storage locker is in rear and front gardens respectively. The tenant is responsible for locking their bike within the designated storage area.

During your tenancy

Benefit from having your rent contribute to your credit rating.

We have teamed up with CreditLadder and Experian to take part in The Rental Exchange. The Rental Exchange is a way to strengthen your credit report without you needing to take on new credit. The scheme enables you to share details about the rent you pay with CreditLadder on a monthly basis. This is then shared with Experian and included in your credit report, meaning you will then be recognised for paying your rent on time.

One of the benefits of improving your credit history is being able to access finance, or finance at better rates. Examples include credit cards, loans, gas and electric, mortgages and even mobile phone contracts. Once you've signed up and started to have your rent reported, you, and those making lending decisions will be able to see this on your Experian statutory report. More information can be seen at:

www.experian.co.uk/consumer/statutory-report

Homeowners with a mortgage have an advantage as their mortgage payment history can count towards their credit history and we strongly believe that your rent payment history should be used in the same way to help you access more affordable credit. You can find out more information from

<https://www.creditladder.co.uk/faq/browse> or www.experian.co.uk/crain

What do I need to do?

The process will take no more than a few minutes. To allow us to help you improve your credit history you will need to give CreditLadder read only access to your bank account through which your rent is paid. All details are protected using 256-bit bank grade encryption and the connection is delivered through a partner that is approved by the Financial Conduct Authority (FCA). Each month when your rent is paid CreditLadder automatically let Experian know you're paying your rent on time. We, CreditLadder and Experian, will ensure that your information is treated in accordance with the Data Protection Act so you can have peace of mind that it will be kept secure and confidential and your information will not be used for marketing purposes.

When will this happen?

The sooner you sign up, the quicker you'll be able to benefit. If you have any further questions feel free to contact CreditLadder by email at help@creditladder.co.uk or visit the CreditLadder website.

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.

Ending your tenancy

Please notify us in writing if you wish to end your tenancy. Refer to your tenancy agreement or contact us for clarification for the required notice period for this.

Viewings

If you give notice to end your tenancy, in order to re-let your property, you will need to allow access for viewings in line with your tenancy agreement. We ask for your cooperation during this period and that you keep your flat in a clean and tidy condition. You will usually be given 24 hours' notice prior to a viewing and management keys will be used for

access so it is not necessary for you to take time off work unless you wish to be there. 8-7 Monday to Friday

Utilities and outgoings

Us 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.

Provision has been made for you to receive Sky Q, but you will need to contact them to open an account and pay a monthly subscription. If you already have a SKY account, you will need to let them know that you have moved.

List of appliances and fixtures

Scan the QR codes for the online instructions / user guide

Boiler



Dishwasher



Panel Heaters



Heat



Kitchen



Cooker



Door entry



Fridge freezer



Induction hob



Oven



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	Located in the cupboard housing the washer/dryer within each flat
Water Main Stop Cock	Located in the cupboard housing the washer/dryer within each flat
Electrical Meter	Located in cupboard within communal hallway on each floor
Water Meter	Located in cupboard within communal hallway on each floor
Consumer unit	Located in the cupboard housing the washer/dryer within each flat
Fuse Box (RCD)	Located in the cupboard housing the washer/dryer within each flat
Smoke detectors	Living Area
Carbon Monoxide detector	Living Area

Please contact the building assistant (on 07710 581 169) to gain access for readings.

Energy labels

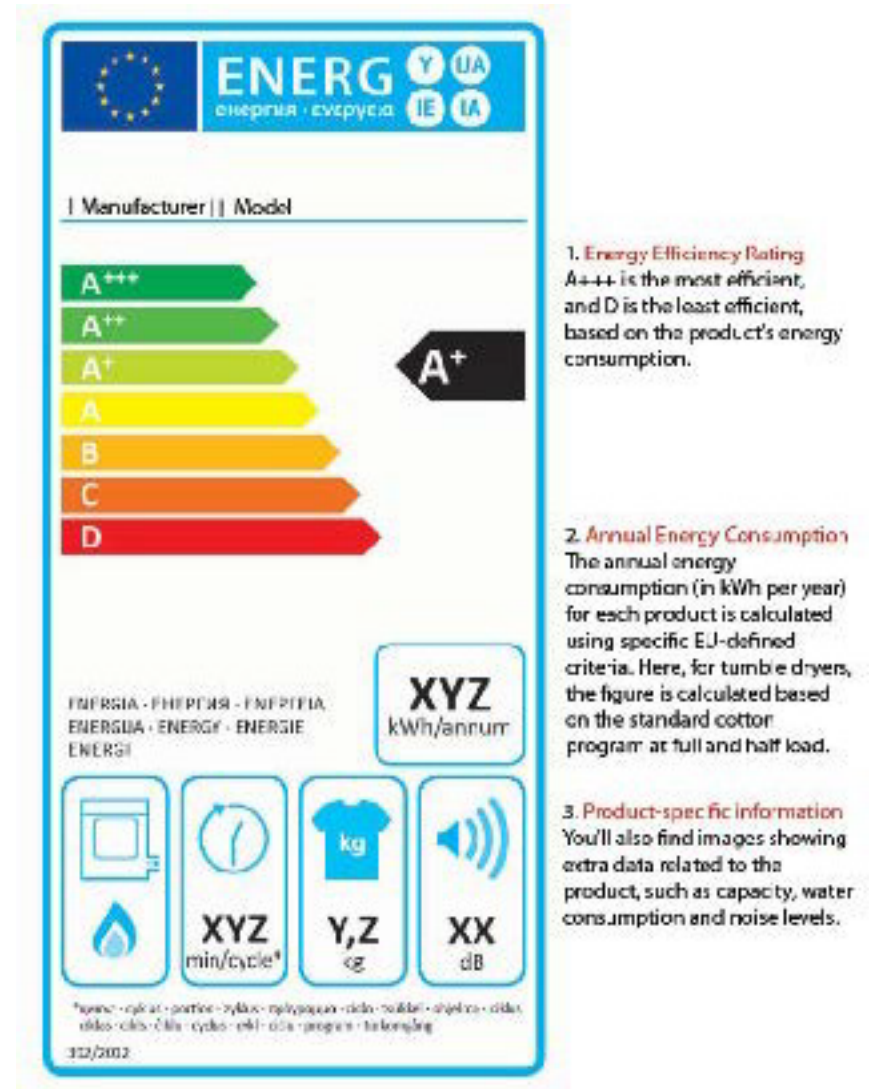
The displayed energy label, rates products from A (the most efficient) to G (the least efficient) and is required by European law to be displayed at the point of sale on the following products:

- 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 – 21 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.

Audio System

The flats are pre-wired for SONOS audio system with SONANCE recessed single stereo speakers. This system is set up for you to connect a SONOS CONNECT amplifier which can be purchased from any major retailer. An equivalent amp by any other manufacturer may also be used.

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

Please do not hang any pictures, shelving or brackets for wall hung television screens without written consent from the landlord. 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

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.

Door Entry System

There is a full video AV Intercom door entry system with wall mounted panels located by the entrance door.

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 airing cupboard in hallway 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) located in airing cupboard in the hallway.

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 airing cupboard in the hallway.

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 British Telecom to establish if the fault is in fact a fault on your line / with BT.

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 Living'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.

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/1458/populo-living_complaints-and-suggestions-2020.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.

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.

How often does my bin get emptied?

Newham Council has made the following arrangements for waste collections:

General waste collections will be made weekly on Mondays.

Recycling collection will be fortnightly on Tuesday (every second week).

Where can I find more information?

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

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

Leisure Centre

Manor Park Fitness Centre 464 High Street North

East Ham Leisure Centre, 324 Bakring Road

Schools / Nurseries

Salisbury Primary School, 496 High Street North

Little Illford School, Borwning Road

Banks

Barclays Bank – 306 Romford Road, Forest gate, London E7 9HH

HSBC 118 High Street North, East Ham, London E6 2HX

Santander 46-48 High Street North, East Ham, London E6 2HJ

Lloyds Bank 14 High Street North, East Ham, London E6 2HN

Natwest Bank 37 High Street North, East Ham, London E6 1HS

Library

Manor Park Library, 685-693 Romford Road

The Gate Library, 2-6 Woodgrange Road

Green Street Library, 337-341 Green Street

Police Station

Forest Gate Police Station, 350-360 Romford Road

Travel information

Underground / Tube stations

East Ham Station is within 1 mile away (District / Hammersmith & City lines)

Leyton Station is 3. miles away (Central line)

(Please see Appendix A; London Tube Map)

National rail stations

Woodgrange Park Station is 0.2 miles away (Overground line)

Manor Park Station is within 1 mile away (TFL line)

Bus Services

(Please see Appendix A; Bus/Tube maps)

Health & wellbeing

Medical

To search for your nearest GP, go to:

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

East Ham Care Centre, Shrewsbury Road

Sangam Surgery, 31A Snowhill Road

Romford Road Dental Practice, 669 Romford Road

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! Don't hesitate to contact us with feedback at any time, if we do fall short of expectations, please refer to Appendix D for our formal complaints form.

Please let us know if there is anything you are particularly pleased with, as it will assist us with future developments. Or perhaps you have an idea for an event that you think would benefit the Populo community at your property, let us know!

Appendices A

Buses from Manor Park

Key

- Day buses in blue
 - Night buses in red
 - Connections with London Underground
 - Connections with London Overground
 - Connections with National Rail
 - Connections with Docklands Light Railway
 - Connections with river boats
 - Except evenings
- Red discs show the bus stop you need for your chosen bus service. The disc appears on the top of the bus stop in the street face map of town centre in purple in diagram.

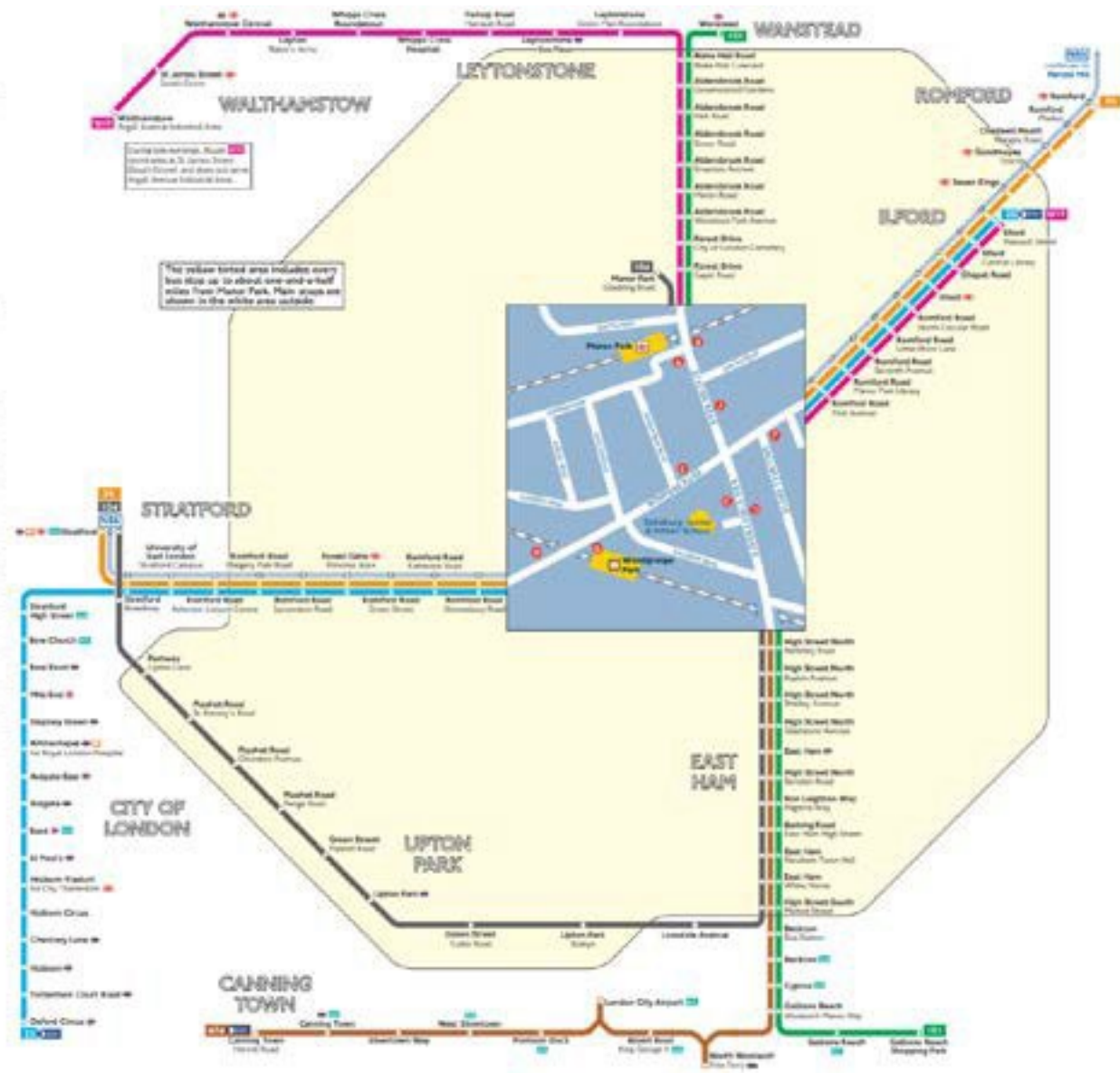
Route finder

Day buses including 24-hour services

Bus route	Towards	Bus stops
25	Ilford	
86	Duffell Circus Roperford Stratford	
101	Galsons Reach Wanstead	
104	Manor Park Stratford	
474	Canning Town	
W19	Ilford Walthamstow	

Night buses

Bus route	Towards	Bus stops
N86	Harold Hill Stratford	



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Information correct from September 2013

Appendices B: We're here to listen

Complaints, Compliments and your 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, this leaflet tells you how to do it.

Stage 1 – Local Investigation

We have a team of Customer Service Co-ordinators to handle your complaint. If you want to make a direct complaint;

Send a letter to the Customer Services Team (please see blue box)

Email your complaint to: Complaints@populoliving.co.uk

Phone us on: 0207 112 8901

If you can't do this yourself, you can ask a friend or relative to help you.

We will always try to resolve your complaint on the day we receive it. If we need time to look into it, we will acknowledge that we have received your complaint within two working days. We will aim to provide you with a full response within ten working days. If we can't get back to you within that time, we will explain why and tell you how long it will take.

Stage 2

If you feel your complaint has not been handled correctly you can ask to progress to Stage 2. Depending on the nature of your complaint and your tenancy/agreement with Populo, we will determine the next stage and inform you of this. This will usually be by a Senior Management review. If necessary we will advise you when it is appropriate to contact a designated panel or person, the Housing Ombudsman Service or a First-Tier Tribunal (FTT).

The Stage 2 Complaint will be reviewed by a Senior Manager. They will undertake a thorough and detailed investigation to ensure your complaint has been handled in a fair and appropriate manner and a written response will be provided to you within 20 working days.

Appendices B

Stage 3 – The Housing Ombudsman

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied you may seek redress through The Housing Ombudsman, that provides a free, independent service for dealing with unresolved disputes.

The Housing Ombudsman will not consider your complaint until you have exhausted our internal procedure.

Any referral to The Housing Ombudsman must be made within twelve months of the date of our Senior Review letter.

Any referral to The Housing Ombudsman must be made within twelve months of the date of our Senior Review letter.

Their details are as follows:

- Review the Housing Ombudsman website at www.housing-ombudsman.org.uk or
- E-mail info@housing-ombudsman.org.uk or
- Telephone the housing Ombudsman on 0300 111 3000
- By post: Housing Ombudsman Service, Exchange Tower 1 Harbour Exchange square, London E14 9GE

Populo Living (Complaints)

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

Email us: Complaints@populoliving.co.uk

Phone us: 0207 112 8901

Customer Feedback Form

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 Complaints@populoliving.co.uk or :

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

Welcome

Enjoy your new home