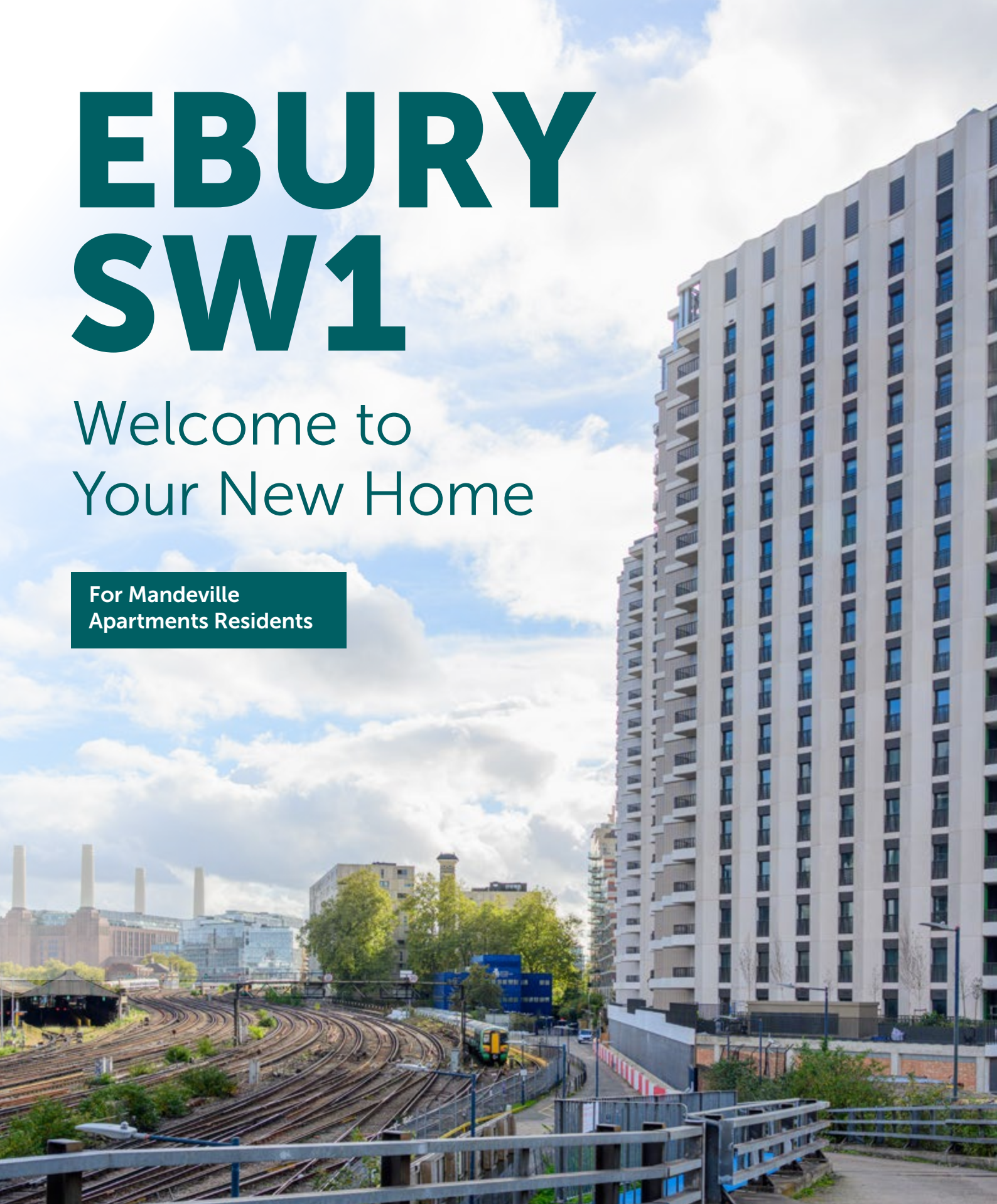


EBURY SW1

Welcome to
Your New Home

For Mandeville
Apartments Residents



City of Westminster

Welcome to Your New Home

Hello, and welcome to your new home! The Ebury Bridge Regeneration Team are excited to see residents of Ebury now returning to Phase 1 into Mandeville Apartments.

When it comes to moving house, there are many things to consider and become familiar with as part of the process. We hope to make you feel settled into your new home as quickly as possible, and ensure you are aware of the continued support available to you from the council.

This booklet summarises the key information you have received and how to receive support living in your new home with important contact information.

First Things First

Now that you have moved into your new home you would have received several documents for your use:

Tenancy Agreement

As a Westminster City Council tenant this is a legal agreement between you and the council. When you sign your tenancy, you are given a signed copy of your tenancy agreement by a housing officer, please keep it safe.

Westminster Council's Tenant Handbook

This is issued by Westminster Council's Housing Services. In your tenant's handbook, you'll find lots of information about your tenancy, including paying your rent and charges, information about your tenancy agreement and what services we're responsible for and what we provide to you.

When completing your sign up to your new home you will be asked if you would like a digital or printed version sent to you. It is also available to view at www.westminster.gov.uk/housing/tenants/tenant-handbook

Home User Guide

Your Home User Guide will provide you with all the information you need to know about using your new Ebury home. It includes:

- Reporting any defects
- Post and deliveries
- Security
- Cleaning and Maintenance
- Building Access
- Fire Safety and waste management

The Home User guide will be provided in your home user pack provided by your housing officer. It is also available to view online at eburybridge.org

Important things to note about the new Ebury



Your post box is on the ground floor adjacent to main residents' entrance.



Heating and water are supplied to your flat via heat pump systems, there are no traditional radiators in the home.



An estate management service Rendall and Rittner manage the communal building and estate areas.



The main refuse store is on the ground floor signposted from the lobby.



With brand new equipment and furnishings it's important to keep them well maintained. Tips for cleaning and maintenance are within the Home User Guide.



For large parcel deliveries you can use the Renz box service located in the main entrance of Mandeville apartments.

Instructional Videos for New Equipment

You have access to view instructional videos for using new equipment in your home. These are short 'how to' clips with a demonstrator. They include:

- Getting to know your consumer unit and fuse box in your utility cupboard
- How to use your thermostat located in your main living space
- Alarm systems and testing
- Using the shower /bath and adjusting temperatures
- Broadband connection options

Scan the QR code to access these videos.



Good Neighbour Agreement

As part of your tenancy, you will need to sign a Good Neighbour agreement, outlining the considerations of being a 'good neighbour'. The Housing team will provide this on your sign up for tenancy and includes all preventions for anti-social behaviour and how to promote good relations.

We've uploaded copies of available documents for ease in one place at eburybridge.org



Roles and Responsibilities

What will the council still be responsible for?

The Council will remain your landlord, and it will still be responsible for the following:

- You will still receive your service charge bills from Westminster City Council. For tenancy management issues (through your Housing Officer) you will still contact the council's Housing Service Centre.

Tenancy Management

- You will remain a Secure Council Tenant (with a Westminster City Council Tenancy Agreement)
- Any housing related issue around your tenancy (such as successions, mutual exchanges, downsizing etc) will be managed by your Housing Officer or Area Team
- You will pay rent to Westminster City Council, and we will deal with rent queries and arrears
- Antisocial behaviour and managing tenancy management matters

Repairs and Maintenance

- All repairs inside your home
- Customer contact and satisfaction

Tenant Engagement

- Provide regular updates and communicate with tenants
- Carrying out bi-annual satisfaction surveys
- Tenant Engagement Programme
- A dedicated on-site housing officer service to book appointments and provide support will be available when you first move in.

What will Rendall and Rittner be responsible for?

Rendall and Rittner are a highly experienced property management company who have an excellent track record of delivering building management for residential estates and mixed-use block services.

They will be responsible for the day-to-day management of the estate and will be based at the Management Hub on the ground floor of Sutherland Apartments.

Their service will be responsible for services such as:

The Residential Blocks

- Communal repairs including maintenance of lifts
- Cleaning of communal spaces such as corridors and foyers
- Cleaning the refuse and recycling areas and making sure our waste teams have access to pick up the rubbish
- Estate and block security
- Door entry systems, vehicle access and fire protection

The Structure of the Blocks

- Gutter and façade cleaning – jet washing hard landscapes and walls
- Maintenance of the mechanical and electrical machinery that heats and cools the blocks
- Managing the heat and cooling contract with the energy provider External Spaces
- The amenities including the landscape, parks, walkways and pavements (trees, plants and play equipment etc)
- Car parking, cycle stores and estate roads
- Estate security including CCTV

Inspections and Health & Safety

- Carry out quarterly inspections of the estate and buildings
- Carry out surveys including the structure, fabric and machinery
- Undertake Health & Safety inspections, water quality testing, portable appliance testing, fire, and general risk assessments
- Ensure staff receive Health & Safety training

Who will be the on-site team?

The on-site team will include an estate manager, night security, cleaners and estate operatives. Westminster City Council officers from the housing and regeneration teams will also be available to assist residents. The Rendall and Rittner office will be open 9am-5:30pm daily.



There will be a 24 hour on-site presence, with night security also in place.

Your Estate Manager

Anna Toreschi

“ Hello, I'm Anna and I am the estate manager for Ebury at Rendall and Rittner. I am based in the ground floor of Sutherland Apartments and I look forward to seeing and meeting residents over the next few months. I will be working closely with the council to ensure Ebury is a fantastic new place to live. ”


Who are my key contacts?

Westminster City Council will remain your primary contact for report issues with repairs in your home, defects or with your tenancy.

If you have an issue with your home you can contact our aftercare team on:

 **0800 358 3783** (Option 2)

 **aftercareteam@westminster.gov.uk**

 **www.westminster.gov.uk/yourhousing/repairs**

Your dedicated relocation officer who has supported your move, will also continue to help you after you move into your new home to answer your questions. They will provide assistance in redirecting mail, reconnecting your telephone, tv, broadband and other appliances.



Discover Ebury Edge

Ebury Edge is your local community space for events and activities. Get involved in regular activities or check our newsletter for upcoming events at eburybridge.org



Ebury Edge current activities – Community Space

Westminster Citizens Advice Bureau

Every second Tuesday of the month, from **9am to 12pm**

Tango Classes

Every Thursday, from **7.30pm to 9.30pm**

Monthly Resident Drop-ins

Every first Tuesday of the month, from **4pm to 5.45pm**. Speak to the team and find out the latest about the regeneration.

Carly's Angels Nursery

Every Wednesday and Thursday, from **8am to 4pm**
Every Tuesday, from **1pm to 3pm**

Available for Kids' Parties

Every Saturday

For more information or to book the Community Space please email ebury@meanwhilespace.com

Please [@EburyEdge](https://www.instagram.com/EburyEdge) on Instagram for updates on events and promotions.

Do you need...

ترجمة, Traduction? Përkhimi? Tradução? ¿Traducción? Traduzione? অনুবাদ? 翻译? 翻譯?

LARGE PRINT?

If you have difficulty reading this document because of a disability or because English is not your first language, we can help you. Please call us on **020 7641 2968**.