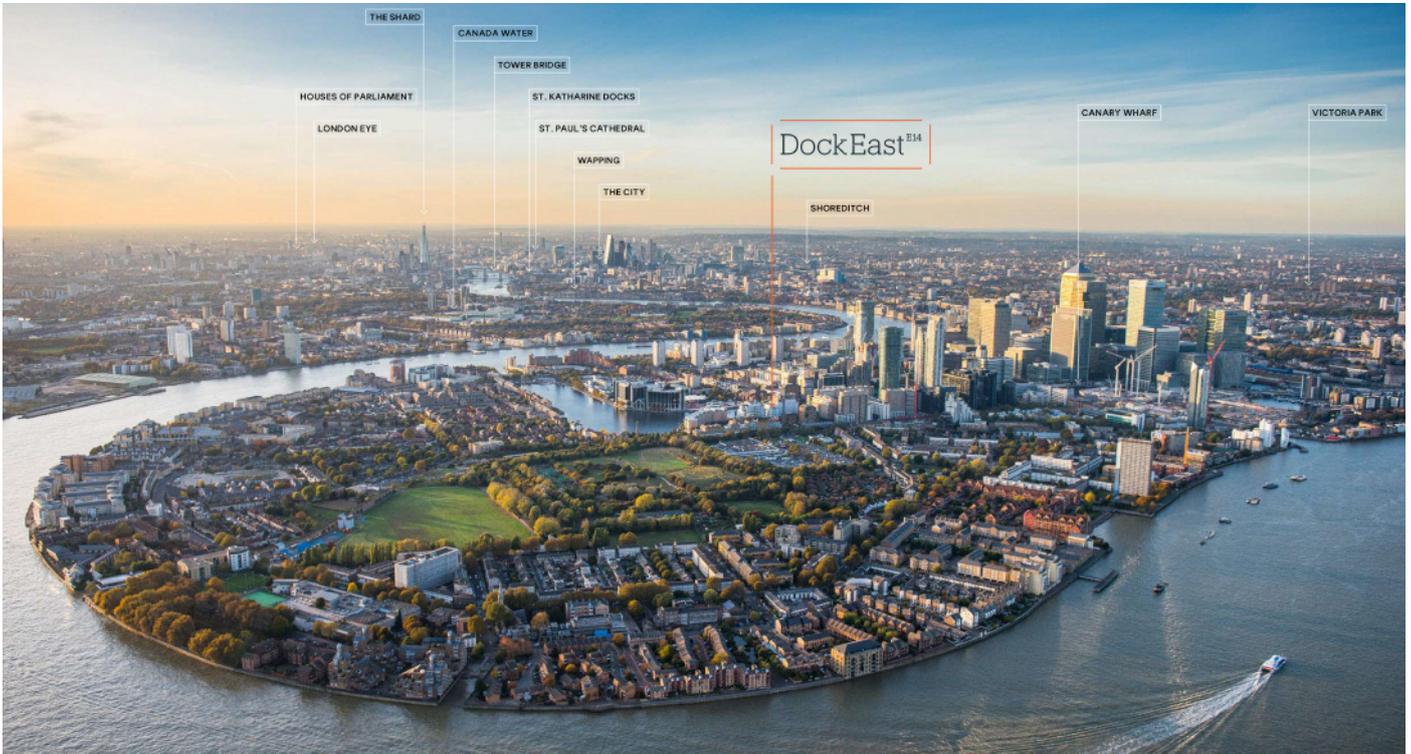


DockEast^{E14}

Home user guide contents

| | | |
|-----------------------------------|---------|--|
| 1 DOCKEAST E14 | | |
| Contents | 1 | |
| About the development | 2 | |
| About the developer | 3 | |
| Building specification | 4 | |
| 2 WELCOME TO YOUR NEW HOME | | |
| Your address | 5 | |
| Meter readings | 5 | |
| 3 ACCLIMATISATION | | |
| Acclimatisation | 6 - 7 | |
| 4 CARE OF YOUR NEW HOME | | |
| Windows and doors | 8 | |
| Lubrication and ironmongery | 8 | |
| DIY | 8 | |
| Carpets and flooring | 9 | |
| Bathrooms and sanitary ware | 9 | |
| Kitchens | 9 | |
| 5 EMERGENCIES | | |
| Out of hours | 10 | |
| 6 APPLIANCE CARE | | |
| Appliance troubleshooting | 11 | |
| 7 AFTER CARE | | |
| After you have moved in | 12 | |
| Warranty management | 13 | |
| 8 SPECIFICATION | | |
| General | 14 | |
| Bedroom | 15 | |
| Bathroom | 16 | |
| Shower room | 17 | |
| Kitchen | 18 | |
| Kitchen appliances | 19 - 21 | |
| Mechanical and electrical | 22 | |
| 9 SYSTEMS | | |
| Plumbing | 23 | |
| Loss of power | 23 | |
| 10 SERVICES | | |
| Telephone and internet | 24 | |
| Television | 24 | |
| Electricity | 24 | |
| Water | 24 | |
| 11 ENVIRONMENTAL | | |
| Help for householders | 25 | |
| General advice | 25 | |
| 12 MISCELLANEOUS | | |
| Waste collection | 26 | |
| Bike and parcel stores | 26 | |
| Concierge | 26 | |
| Communal terrace | 26 | |
| Keys | 26 | |
| 13 USEFUL INFORMATION | | |
| Local amenities | 27 - 28 | |
| Journey times | 29 - 30 | |
| 14 IMPORTANT PHONE NUMBERS | | |
| Important phone numbers | 31 | |

About the development



Originally a bustling hub for the shipbuilding and maritime industries in the 19th Century, the Isle of Dogs has always been a distinct London neighbourhood. Shaped by its geography and history, it's where the old dockside past meets its inspirational new future.

Designed for better living

Conceived through the principle that great design can bring better living, this groundbreaking development balances delicate urban style with rich Docklands heritage. Consisting of 108 one and two bedroom apartments, each uniquely considered for spacious and sophisticated living, DockEast brings you the best of urban London in a community to be part of.

Spectacular views

Looking out across Millwall Dock's historic waters, DockEast has been transformed into a clean lined modernist building by acclaimed London architects Chassay+Last. With balconies giving impressive views of the docks and the vessels that still pass through here, these refined apartments make the most of their enviable position.

DockEast^{E14}

About the developer



London Green is an experienced and agile property development firm, focused on the redevelopment of commercial property and the development of larger, bespoke residential schemes in London and the surrounding regions.



LONDON GREEN

info@londongreen.com

Building specification



Sink into your luxury sofa and enjoy the mix of style and comfort in these thoughtfully designed lounges. Envisaged by Mayfair design studio Sixty3 London, the interiors offer both elegance and practicality. The neutral colour scheme and oak flooring create a calming ambience while under floor heating and LED lighting adds to the sophistication.

Stone worktops with smoked mirror splashbacks and bronze effect handles create a fashionable look in these contemporary kitchens. With high quality appliances and integrated ovens and dishwashers from well-known brands, the kitchen areas are as stylish as they are functional.

The open plan design gives a sense of space and continuity with the dining areas flowing naturally from the kitchens. Oak flooring and a muted colour scheme provide an air of effortless chic.

Hushed grey walls and wool twist carpets afford a calm and elegant end to your day in these modish yet serene bedrooms. Fitted wardrobes create a clean lined finish while opening up space.

To complete your beautifully envisaged new home these porcelain tiled bathrooms ooze sophistication. The centrepiece of the carefully coordinated scheme is the white stone and glass enclosed thermostatic shower.

Welcome to your new home

Purchasers will be provided with a hard copy version of this page on the day of legal completion, providing details of your full postal address and meter readings.

| Meter type | MPAN | Meter reading | MPRN | Meter reading | Emergency No. |
|-------------|------|---------------|------|---------------|-----------------------------------|
| Electricity | | | | | SSE sse.co.uk/home |
| Water | | | | | Thames Water thameswater.co.uk |

Acclimatisation

Drying out

Materials used in the construction of your new home will have absorbed many litres of water depending on the construction process. The process of this moisture evaporating will still be ongoing when you move into your new home and in order to minimise shrinkage cracks and the movement of timbers, it is essential that your home is allowed to dry out as naturally and as slowly as possible.

This process can be greatly aided by not overheating the home initially, with conservative use of the heating system where possible. We recommend that heating thermostat settings should be no higher than 20°C unless extreme weather conditions are expected. Internal doors within your property should be left open where possible (DO NOT prop Fire Doors open) to allow appropriate air circulation. Wardrobe and cupboard doors should be left ajar to prevent the formation of mildew. This process of full ventilation will assist the natural drying out process. Always use your integrated extractor in the hob along with the extract fan located by the rear bifold windows when cooking and leave running until any noticeable vapour has cleared. The extract fan switch is located on the sink run for ease of use.

Movement and shrinkage

As the drying out process occurs and the home is lived in and heated, the building materials shrink, which may cause small cracks to appear. These are not structural defects and can be filled and covered in the normal process of periodic redecoration. Some may recur to a reduced extent. Such minor cracks are inevitable but are not classified as defects and the developer is not obliged to rectify them. The period of drying out depends upon the procedure adopted in the previous paragraphs but should be about 6 months, but subject to weather conditions during the build period it can be up to 18 months. Minor shrinkage cracks should be left for this period and then filled with a suitable DIY product or decorator's caulk.

If you plan to redecorate, we recommend that you wait until the drying out process is complete, as paint applied too soon may crack as the moisture from construction evaporates. The developers cannot be held responsible for damage to decorations which have been applied too soon. Drying and shrinkage of various materials used in construction of your new home may result in the appearance of the following features, which are quite normal and in no way constitute faults and should be managed by the homeowner in the course of normal household maintenance:

- Wooden door frames and windows (where fitted) may move, necessitating adjustment of the door keep or window handles to ensure smooth operation
- Floors may drop slightly, leaving a gap between the skirting and the floor itself. This is not a structural problem, merely normal shrinkage, unseen beneath floor covering.

Acclimatisation

Lifestyle plays an important role during the initial stages of a new home. There is a great deal of moisture which needs to escape before your property is properly dried out and we have provided you with some useful guidance on how best to achieve this.

Moisture from construction

Your newly constructed home needs to be acclimatised gently for at least 6 months so that it can dry out gradually. When you move into your new home there is moisture present which will have been absorbed by the building materials during construction.

Slow evaporation helps to minimise shrinkage cracking. This can be achieved by keeping your home at a reasonably even temperature at all times during the drying out period. The heating should be used sparingly at first so that the underlying building structure warms up and dries out gradually. At the same time the evaporating moisture needs to be ventilated away in order to avoid problems with condensation.

Assist this drying process by ensuring the ventilation system is switched on. Unfortunately failure to acclimatise your home correctly may cause damage to finishes and fittings for which the developer cannot be held responsible.

Moisture from occupation

Once the building materials have dried out, modern standards of insulation should ensure you no longer experience excessive condensation. Even then, however, some normal daily activities produce a great deal of water vapour which can cause condensation around the home. Condensation is steam or water vapour which reverts to water on contact with a cold surface.

As with moisture from construction, it can sometimes cause mould on walls and ceilings, especially in non-ventilated corners behind cupboards and in wardrobes. Next to shrinkage, condensation is the most common problem in newly constructed homes. The following guidelines will diminish these risks, particularly during the drying out period.

A low level of heating should be provided at all times during the drying out period. It is advisable to maintain the temperature at a low level or set the time clock so that your home has been pre-heated before you return. The reason for this is that if your home is unheated for long periods, the temperature drops and when occupants return to carry out normal activities, such as washing and cooking, condensation is more likely to occur.

Care of your new home

By following these simple care guidelines you will ensure continued enjoyment from your new home. Most items require a modest degree of maintenance and cleaning to prevent malfunction and we have provided you with some suggestions in this regard.

Windows and doors

Internal frames should be cleaned by using a damp cloth and dried with a soft cloth. Use a prescribed window cleaning product for the glass.

Lubrication

As you would expect, there are many areas within your new property that will benefit from regular lubrication. In particular, we recommend that window hinges and door mechanisms are regularly lubricated with a light oil (3 in 1 or WD 40) to help keep them in good working condition.

Ironmongery

Very often internal ironmongery is normally treated with a coat of clear hard lacquer. It is important that abrasive cleaners and metal polishes are not used to clean the ironmongery as this will almost certainly cause a degradation of the lacquer. The protective lacquer can be damaged by contact with hard objects and, in particular, is prone to wear and tear resulting from contact with finger jewellery.

DIY

When hanging pictures, care must be taken not to disturb any pipes or electric cabling that may lie beneath the surface of the wall. We strongly recommend that you use a cable detector, which can be bought from most DIY stores. Plasterboard should be able to take the weight of pictures and other light items using picture hooks.

For medium to heavyweight fixtures the fixing device should be long enough to bridge the cavity between the boards and the background, and to penetrate well into the solid wall or background. Fixings can be made into the metal studs, or to timber noggins if medium to heavyweight fixtures are required between the studs.

The following guidelines may help to indicate the presence of services:

- Electrical sockets / switches / fittings indicate presence of electrical cables above and /or below
- Heating pipes alongside windows where the pipes run up into the ceiling or down into the floor.

Care of your new home

If you plan to redecorate your home, we recommend that you wait between 12–18 months until the drying out process is complete. Paint that is applied too soon may crack as the moisture in the construction evaporates, The developer will not be held responsible for damage to decorations which have been applied too soon.

Carpets

To prolong the new look of your carpets, we recommend regular vacuuming, thus removing potentially damaging dirt and grit as this is a major cause of premature ageing and wear. Small spot stains should be treated as soon as possible, blotting the area not rubbing. For large persistent stains, we advise you consult a specialist carpet cleaner.

Flooring

Regular sweeping and vacuuming will help keep the floor clean. Wet mopping should be avoided, as should the use of soap and abrasive cleaners. Instead, cleaning agents that have been specially formulated for solid wood/laminate floors should be used; use of them will entail spraying the cleaning solution on to a suitable soft cloth or dry mop which is then used to wipe the surface clean.

Bathrooms and sanitary ware

Regular cleaning will prevent the build-up of lime scale. Use a non-abrasive cleaner to avoid scratching the surfaces. Showerheads should be regularly cleaned and de-scaled according to the manufacturer's recommended instructions. The removal of moisture from bathrooms and the utility room is provided by wall/ceiling mounted extract fans.

Kitchen

Cabinets

Can be cleaned using a damp cloth and warm soapy water and dried with a soft cloth

Taps

Can be kept bright with anti-lime scale products such as Viakal following the manufacturer's recommended instructions. Avoid using metallic scouring pads.

Worktops

Do not place objects recently removed from the heat directly on the surface. A table mat or pan stand should always be used. The following products should NOT be used on work surfaces: Knives without using a cutting board, repellents, sealants, polish, paint stripper, caustic soda or any chlorine based products, brush metal or oven cleaning products, degreasing agents with a high mineral content, highly vigorous products or any harsh products containing methylene, acetone or acids.

Stainless steel sinks

See manufacturer's instructions.

Emergencies

In the unlikely event of an emergency, our After Care team will provide you with the comfort of knowing that in the first 2 years of ownership, emergency assistance will not only be on hand during the working week, but also out of hours, in evenings, weekends and all bank holidays.

Out of Hours Telephone: 0330 1245167

The list below details the situations that are deemed to constitute an emergency. Please refer to this prior to calling the emergency helpline, as they will not be able to deal with non-emergency issues on this number.

Determination of an emergency

A sudden and unforeseen incident immediately creating a risk to the health of the occupant(s) and/or damage to the property rendering it uninhabitable, insecure or dangerous to the occupants.

1. Drainage and plumbing

Problems will be deemed an emergency when:

- a. The bath, shower, basin or pipe-work is leaking even when not in use and the leak is gushing and non-containable
- b. External drain(s) is blocked and backing-up (if it is deemed that the cause of the blockage was due to inappropriate use by the occupant - the occupant may be liable for the call-out costs).

2. Heating and hot water

Problems will be deemed an emergency when:

- a. The heating fails to operate between 1st October and 31st March

3. Electrical

Problems will be deemed an emergency when:

- a. There is no electrical supply and the consumer unit RCD (Residual Current Device) switch fails to restore the supply (unless as the result of a general power failure to the area)
- b. If there is no supply to the immediate neighbourhood this in itself will not be deemed an emergency

4. Security

Problems will be deemed an emergency when:

- a. An exterior door is damaged compromising the security of the property
- b. A double glazed unit is damaged compromising the security of the property
- c. Damage to an interior door that does not compromise the security of the property is not deemed to be an emergency.

Appliances

Each appliance carries a manufacturer's warranty, if you wish to extend this guarantee period please contact the manufacturer direct for details. If you have a problem with any appliance you should contact the manufacturer direct.

It is important that you complete the registration forms online for each appliance, so that the manufacturer has all your details on file, failing to do this could affect your warranty. When booking a service please ensure that you have the following information at hand:

- Proof of purchase (legal completion date of the property)
- Model number / serial number
- Clear description of the nature of the problem

Appliance troubleshooting

It is in your best interests to take the time to read the manuals as there are certain problems that you can easily solve yourself. Only call out the service engineer if your own attempts to rectify the problem are unsuccessful.

Generally first check

If the appliance is not working, consult the instruction manual and check whether:

- The power and/or appliance is switched on
- The plug is firmly attached in the socket
- The fuse in the spur is intact
- An RCD (Residual Current Device) on the consumer unit has tripped

Washer/dryer/dishwasher

- The door is firmly shut
- The inlet water valve is on
- The inlet hose is not squashed or bent
- The inlet hose is blocked (you may need to clean the filter)
- Have you consulted your manual for the correct programme settings?

Oven and hob

- The oven has been left in a programme mode and not returned to manual operation
- If this is an induction hob check you have the right pans (must be ferrous based)
- Check for the induction symbol

Fridge-freezer

- Check that the thermostat is in the operating position.

After you have moved in

We provide your home with a two year cover following legal completion. For extra peace of mind our After Care team are responsible for co-ordinating and organising any defects that may arise following completion.

Your home will be thoroughly inspected to ensure that there are no outstanding issues at the time you complete however, your home is a hand-built product and some problems may occur. We will take responsibility for your home following this inspection and you will receive a Home Demonstration to ensure that you are fully aware of how it operates.

Any issues arising can be reported using the Occupant Portal enabling your After Care team to diagnose the severity of your problem and assess whether it is an emergency or a non-urgent remedial item. If the issue requires immediate attention they will organise the relevant trades to resolve the problem in a professional manner to ensure any inconvenience is kept to a minimum. They will also arrange for any follow up work to reinstate your home to its original condition if required. Should the problem not be of an immediate nature they will again co-ordinate the trades to ensure that the works are dealt with to minimise your inconvenience.

It is important to use our service as it enables the required works to be monitored and controlled and provides us with feedback to any issues that might arise so hopefully we can eradicate them in the future. Our After Care team are available for emergencies 365 days a year.

All homes come with a 10 year housing warranty policy from ICW which is underwritten by A-rated insurers. The insurance covers the cost of re-instating your home in the event of a defect occurring in the structural parts. The structural parts include the parts of the home which are essential to the structural stability and waterproofing, such as walls, foundations, windows and roof.

Home user guide

As well as the two year cover we also provide you with this Home User Guide to answer all the questions that may arise whilst living in your new home. It is a good reference manual and includes useful tips on how to enjoy your home to ensure that problems do not arise. We also include assistance to ensure you achieve the optimum efficiency with your energy bills.

Finally the Home User Guide includes specification details of the products used in building your home together with details of user guides and warranties for all appliances.

Warranty management

Property warranty management

We are committed to building a quality product supported by an After Care policy to ensure that if any defects are encountered they are remedied promptly. Should you have to report a build defect(s) within the first two years you should contact:

DockEast Aftercare

Occupant portal: defects.uk.com
Telephone: 01444 711424
Email: dockeastaftercare@defects.uk.com

Once an item is reported, your Property Co-ordinator will manage and organise any work that maybe considered necessary. This will be conducted at a time and date mutually acceptable between 8.30am – 5.00pm Monday to Friday.

After care policy

On the day of completion an After Care representative will have explained the various warranties provided with your new home and a final check of your property will have been carried out. The utility meters are also read at this time and the developers will notify the utility companies of the change of ownership. We advise you to contact your local authority and the utility companies separately with the meter readings and serial numbers taken on completion. These can be found on the form at the front of this Home User Guide and will help ensure that your accounts are set up correctly.

What is a defect?

A defect may arise through a failure of materials and/or workmanship (not to be confused with general maintenance, accidental damage etc.) and examples of defects may be:

- A faulty door lock
- A failed pop-up sink plug
- A defective WC flush

If you notice any minor cracking or ceiling nail pops, please do not report these as defects. These are quite normal in new build properties and are the result of the drying out process which can often take as long as 12 months. You can address these when carrying out household maintenance or re-decorating.

General specification



WALL FINISHES

| | |
|-------|---|
| Paint | Dulux Vinyl Matt Code: 30YY69048 Light Base |
|-------|---|

FLOOR

| | |
|-------------------------|--|
| Living room and kitchen | Brushed and lacquered engineered European Oak in Trifle Grey |
|-------------------------|--|

Bedroom specification



| WARDROBES | |
|------------------------|--|
| Style | Matt laminate finish wardrobes with concealed sprung soft close hinges, internal hat shelf with fascia and chrome hanging rail |
| ELECTRICS AND LIGHTING | |
| Lighting | IP65 Rated down lights |
| WALL FINISHES | |
| Paint | Dulux Vinyl Matt Code: 30YY69048 Light Base |
| FLOOR | |
| Carpet | Clarendon Carpets Vogue in Silk Taupe |

Bathroom specification



| SANITARY WARE | |
|------------------------|--|
| Bath | 1700mm X 700mm steel with Vado bath clicker, waste and filler |
| Shower | Roman bath screen with Vado shower valve and pull out handshower |
| Basin | Idea group basin and furniture with Vado wall mounted mixer and universal clicker waste |
| WC | Grohe pan, cistern and flush plate with soft-close seat |
| FIXTURES AND FITTINGS | |
| Mirror | 1200mm Mirror cabinet |
| Vanity top | 1400mm X 300mm Silestone |
| Toilet roll holder | Chrome |
| Wall hook | Robe hook chrome |
| ELECTRICS AND LIGHTING | |
| Lighting | IP65 Rated down lights |
| Towel radiator | 1200mm X 500mm Chrome electric towel rail |
| Extraction | Ventvison 100mm exhaust |
| WALL FINISHES | |
| Tiling | Cashmere Sayanski 590mm X 590mm polished marble effect, with Acilles Seashell 307mm X 307mm marble effect feature and tile edge trim |
| Paint | Dulux Vinyl Matt Code: 30YY69048 Light Base |
| FLOOR | |
| Floor finish | Cashmere Sayanski 590mm X 590mm polished marble effect |

Shower room specification



| SANITARY WARE | |
|------------------------|--|
| Shower tray | 1200mm X 800mm Just trays |
| Shower mixer | Vado valve 2 outlet |
| Shower screen | Roman shower door 1200mm matching finish |
| Shower hose | Vado handshower |
| Fixed head | Vado fixed head 200mm |
| FIXTURES AND FITTINGS | |
| Mirror | 1200mm Mirror cabinet |
| Vanity top | 1400mm X 300mm Silestone |
| Toilet roll holder | Chrome |
| Wall hook | Robe hook chrome |
| ELECTRICS AND LIGHTING | |
| Lighting | IP65 Rated down lights |
| Towel radiator | 1200mm X 500mm Chrome electric towel rail |
| Extraction | Ventvison 100mm exhaust |
| WALL FINISHES | |
| Tiling | Cashmere Sayanski 590mm X 590mm polished marble effect, with Acilles Seashell 307mm X 307mm marble effect feature and tile edge trim |
| Paint | Dulux Vinyl Matt Code: 30YY69048 Light Base |
| FLOOR | |
| Floor finish | Cashmere Sayanski 590mm X 590mm polished marble effect |

Kitchen specification



| KITCHEN RANGE | |
|---|---|
| Howdens 'Greenwich' super matt graphite | |
| Cabinet colour | Light grey Oak |
| Handle type | Slimline edge lip in dark bronze |
| Hinge type | Soft-close 110 degree |
| Drawer type | Standard soft-close |
| Splashback | None |
| Cornice/pelmet | Yes |
| Colour matched end panels | Yes |
| Sink | Lamona Easton single bowl |
| Tap | Lamona Alvo mono mixer tap in polished chrome |
| Worktops | 20mm Fugen quartz in Carrera |
| ELECTRICS AND LIGHTING | |
| Lighting | IP65 Rated down lights |
| Extraction | Continuous mechanical extract ventilation |
| WALL FINISHES | |
| Tiling | Smoked mirror splashback |
| Paint | Dulux Vinyl Matt Code: 30YY69048 Light Base |
| FLOOR | |
| Wood | 3mm engineered wood |

Kitchen appliances specification



AEG AEG HAG3603 Stainless steel built in single multi-function oven



- Energy rating A+
- Oven cleaning enamel coating easy clean
- Total capacity 71 litres

AEG AEG HAG1700 Black touch control ceramic hob



- Control type - touch
- 4 Heat zones
- Child lock facility

BEKO Beko FBQ8901 White freestanding washer dryer



- Load capacity 7Kg/4Kg
- Spin speed 1200 rpm
- 16 Programmes
- End of programme signal light and audible indicator
- Programme setting 14 minute quick wash

Kitchen appliances specification



BEKO Beko CAP8600 Integrated dishwasher



- Half load function
- Fast + function
- Extra drying function
- Floor illumination warning

BEKO Beko BCSD173 70:30 Fridge-freezer



- 271 Litres capacity
- Fruit and veg drawer
- Wine rack

Kitchen appliances specification



ZANUSSI Zanussi CAP2300 Canopy Hood



- Variable 3 speed control
- Slider controls
- 1 washable metal grease filter
- Recirculation or ducted

Mechanical and electrical specification

| HEATING AND HOT WATER | |
|-----------------------|--|
| Hot water | Megaflo Eco hot water cylinder |
| Underfloor heating | Warmup electric underfloor heating with programmable room thermostat |
| Ventilation | Nuair Ipurge in Manhattan Units, MEVDC in all other PD apartments |
| SECURITY | |
| Video entry | Entry panels installed at the entrance and the concierge inner lobby |
| ENERGY MANAGEMENT | |
| Smart meters | SSE have installed smart meters in the utility cupboard |

Plumbing

Waste plumbing

Waste water from your kitchen and bathroom fittings is drained, via plastic pipe work, directly into the underground drainage system. You are responsible for the maintenance of all your fittings and their waste plumbing. In the event of a localised blockage, try using a flexible rod or suction cup to remove it. Failing this empty the sink or basin by hand and put in a proprietary brand of drain cleaner. If this fails, carefully unscrew the plastic trap underneath the sink or basin (remembering to place a container beneath it to catch any waste water), remove any obstructing material and screw the trap firmly back in place.

Dos and don'ts

- Don't throw any medicines down the toilet
- Don't empty large quantities of bleach or similar cleaning agents into the system
- Don't empty cooking oil or similar down the sink
- Don't put anything other than toilet paper down the toilet
- Don't use excess washing powder in your washing machine
- Do remove hairs that get trapped in the basin/bath/shower plug hole
- Do regularly flush basin/bath/shower pipe work with disinfectant to clear soap residue

Loss of power or water

Before contacting DockEast After Care to report loss of power or water, you should check with neighbours or the relevant service provider to ascertain whether this is due to works being undertaken in the local vicinity.

Services

Telephone and internet

Service providers: BT or Virgin.

Contact: www.bt.com / www.virginmedia.com

Television

Freeview, Sky Q, Sky + HD, and Virgin are all available (subject to you having a subscription)

Electricity

Service provider: SSE

Contact: <https://sse.co.uk>

Water

Service provider: Thames Water

Contact: <https://thameswater.co.uk>

Environmental

Over 40% of the UK's carbon emissions, the main greenhouse gas which causes climate change, actually come from the energy we use every day, at home and when we travel. Things like insufficient insulation, leaving lights on unnecessarily or overfilling the kettle all waste energy and result in needless carbon dioxide emissions. This section looks at the impact we are having on climate change and what's being done to help fight it.

Help for householders

Through a network of Energy Saving Trust Advice centres DEFRA (Department for Environment Food and Rural Affairs), have given energy efficiency advice to over 7 million people during the last 10 years. Call 0800 512 012 to speak to your local Energy Saving Trust Advice Centre now.

General advice

The following is a list of simple guidance to provide tips on energy saving:

- Do not overheat your home as this increases running costs and causes extra emissions of CO₂ into the external atmosphere, contributing to global warming
- Only switch the lights ON as and when necessary as they result in significant emissions of CO₂ into the external atmosphere, contributing to global warming
- Shut windows at night for security purposes and to prevent heat loss that could make your space cold when you come in the next day
- Note that to comply with building regulations, only top sashes open and close on windows where cills are below 800mm from floor level
- Ensure that all appliances etc. are not left ON unnecessarily or on standby, and have any energy saving features enabled as this will prevent your space from overheating and save energy, thereby reducing CO₂ emissions to the external atmosphere that lead to global warming
- Defrost your fridge and freezer for greater energy efficiency
- De-scale your kettle so it can boil water more quickly and only boil the amount of water required
- Service boilers to ensure optimum performance

Miscellaneous

Recycling and waste

Please dispose of your waste in the bin store, using the recycling bins appropriately

- a) Recycling is collected weekly on a Tuesday and Friday
- b) Rubbish is collected weekly on a Monday and Thursday

For further information: www.towerhamlets.gov.uk/recycling / Telephone: 020 7364 5004.

Bike store

- 112 cycle spaces
- The bike store will be open 24/7, accessed via the same fob for the front door
- London Green, Strangford management and the concierge do not accept any liability for lost, stolen or damaged bikes
- The room is for the storage of bikes only. No other items may be stored in this room, and if they are then the resident risks them being removed without warning
- Electric bikes cannot be charged in the cycle store. These will need to be charged in either resident's apartments or elsewhere.

Parcel store

Residents must inform the concierge when they are expecting a delivery. If they do this, then the concierge can put the parcel in the locker for them and will supply the relevant code. If they do not inform the concierge in advance, then the parcel will be delivered directly to the flat and left by the front door. The concierge can be contacted via concierge@dockeast.co.uk London Green, Strangford Management and the concierge do not accept any liability for missing parcels. The above only applies to parcels that are too big to fit through the individual letter box. Tenants are responsible for receipt of all parcels outside the concierge working hours. If the resident has not collected the parcel from the box after seven days from delivery, then it will be moved to the flat front door, unless the tenant has previously arranged a collection date with the concierge in advance

Concierge

There will be concierge on site Mon-Fri, 8am- 4pm.

concierge@dockeast.co.uk

Communal terrace

The communal terrace is open between 8am-10pm daily.

Keys

Residents should contact Strangford (block managers) if keys are lost or stolen.

Local amenities



Local amenities

See next page for local amenities.

Local amenities

Food and drinks

- 1 Boisdale
- 2 Iberica
- 3 One Canada Square
- 4 Plateau
- 5 Roka
- 6 Giant Robot Street Food Market
- 7 Goodman Canary Wharf
- 8 The Ivy - Canary Wharf
- 9 The Narrow by Gordon Ramsay
- 10 Pepper Saint Ontiod
- 11 The Gun
- 12 Big Easy
- 13 Burger and Lobster
- 14 The Sipping Room
- 15 Lotus Chinese Floating Restaurant
- 16 The George
- 17 Hubub Bar & Kitchen
- 18 KERB Street Food Market
- 19 Piggy's cafe
- 20 640 East

Shopping

- 21 Jubilee Place
- 22 Cabot Place
- 23 Crossrail Place
- 24 Canada Place
- 25 Waitrose and John Lewis
- 26 Asda Isle of Dogs Superstore

Attractions/points of interest

- 27 National Maritime Museum
- 28 Museum of London Docklands
- 29 The O2
- 30 Billingsgate Market
- 31 Crossrail Place Roof Garden
- 32 Mudchute Park and Farm
- 33 Docklands Sailing/Watersports Centre
- 34 Greenwich Peninsula Golf Range
- 35 Trinity Buoy Wharf
- 36 Riverside Island Gardens

Entertainment and fitness

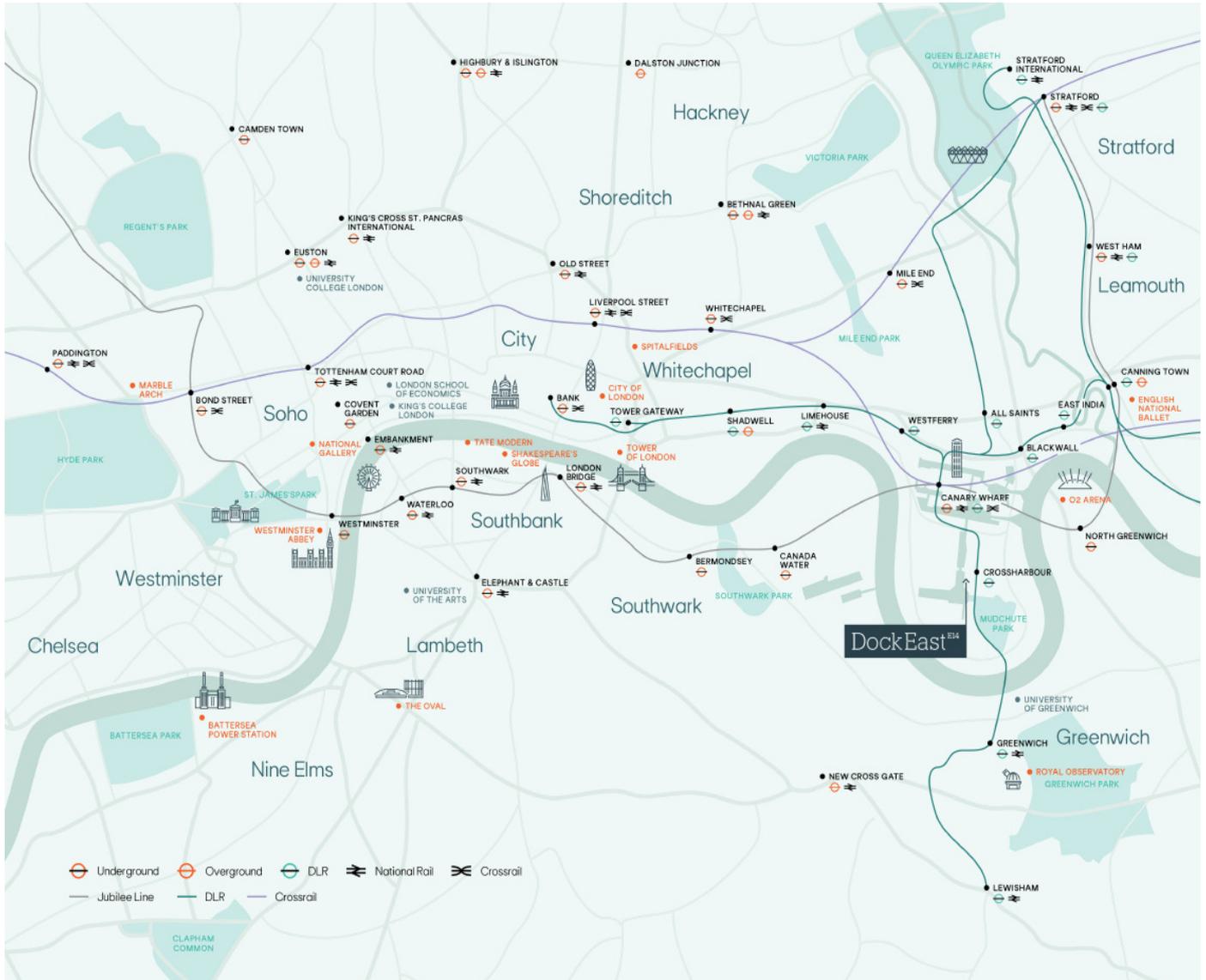
- 37 Everyman Cinema Canary Wharf
- 38 Third Space Gym and Bar
- 39 Barry's Boot Camp

Education

- 40 Canary Wharf College, East Ferry Primary*
- 41 Canary Wharf College, Glenworth Primary*
- 42 University of Greenwich, London
- 43 UCL School of Management

*Ofsted Outstanding

Journey times



Journey times

See next page for journey times between all key stations.

Journey times

Canary Wharf

A 16 minute walk from DockEast. Canary Wharf Station is well serviced by the Jubilee line and the DLR. The new Crossrail Elizabeth line will also be running through Canary Wharf.

Jubilee Line

| | |
|---------------|------------|
| Stratford | 12 minutes |
| London Bridge | 12 minutes |
| Waterloo | 11 minutes |
| Westminster | 15 minutes |
| Bond Street | 18 minutes |
| Wembley | 38 minutes |

Crossrail

| | |
|----------------------|------------|
| Liverpool Street | 6 minutes |
| Tottenham Court Road | 11 minutes |
| Bond Street | 13 minutes |
| Paddington | 17 minutes |
| Heathrow Airport | 39 minutes |

Crossharbour

The closest station to DockEast. Crossharbour is just a 3 minute walk away and gives you easy access to many key local areas.

DLR

| | |
|---------------------|------------|
| Greenwich | 12 minutes |
| Excel | 26 minutes |
| London City Airport | 25 minutes |
| Stratford | 21 minutes |
| Bank | 19 minutes |

Getting around

In June 2019, plans were announced for a new 7.5 Km cycle route linking Isle of Dogs with the centre of Hackney, passing through Victoria Park, Bow, Mile End, and Limehouse.

Important phone numbers

After care team

DOCKEAST AFTER CARE
Units 1&2 Woodfield Farm Offices,
Isaacs Lane,
Burgess Hill,
West Sussex RH15 8RA
Telephone: 01444 711424
Emergency: 0330 1245167 (out of hours)

Warranty provider

ICW
America House
2 America Square
London EC3 N2LU
Telephone: 0289 0992 303

Management company

STRANGFORD RESIDENCE MANAGEMENT
46 New Broad Street,
London EC2M 1JH
Telephone: 0203 651 5870
Emergency: 07852 611 529