

# CADOGAN & CHELSEA Welcome Pack





# Introduction

Welcome to the Cadogan Estate.

This guide has been created to help you become familiar with your new home, to tell you about the area and to inform you of the service we provide and what you can expect from us during your time on the Estate.







## THE CADOGAN ESTATE

The foundations of the Cadogan Estate were established in 1717 when Charles, 2nd Baron Cadogan married Elizabeth Sloane, daughter of Sir Hans Sloane who had purchased the Manor of Chelsea in 1712. Chelsea in the early 18th century was a rural retreat, described as 'a town of palaces' that was close to London yet offered 'sweetness of air and pleasant situation'.

In 1777 Charles Sloane, then Earl Cadogan, granted a lease to the architect Henry Holland for the development of 'Hans Town', the area of fields between Knightsbridge and the King's Road. Holland created Sloane Street and later Sloane Square as well as designing the street layout, building houses and selling speculative building rights on the development.

Much of the modern Estate was formed during the era of the 5th Earl Cadogan by which time Chelsea had been incorporated into the growing metropolis of London. The tube station at Sloane Square was opened in 1868. Over the years the Cadogan family have donated land and buildings around Chelsea for charitable and community purposes including schools, social housing, churches, the town hall, fire station and the Royal hospital.

For further information please visit [www.cadogan.co.uk](http://www.cadogan.co.uk)



## OUR CUSTOMER SERVICE PROMISE

At Cadogan we want you to enjoy living in your new home. We would like to ensure that your stay in a Cadogan property is as comfortable and as effortless as possible.

We aim to deliver a professional, efficient and high quality service, and we would like you to feel that you can approach us with any question or query.

## OUR STAFF AND CONTRACTORS

The Cadogan Lettings Team are dedicated to the wellbeing of their customers and they are very happy to advise and help you with any issue that may arise.

We take great care to select professional, qualified contractors for each relevant area of maintenance. We work with companies who provide best practice as standard, ensuring that all contractors take the necessary steps to protect your property from damage and to leave your home in a tidy condition after the works have been completed.







## FEEDBACK

As custodians of the Estate, we invest significantly in the upgrading of our stock and to improving the locality. We want you to have an excellent experience of our properties, of our service and of the surrounding area.

We are always keen to receive constructive comments about your experience with Cadogan so please do take the time to take part in our customer satisfaction survey when contacted, as the results will prove extremely useful in helping us to continually improve and better our service to you.

We very much hope that you enjoy living in your new home and that you find the information contained in this welcome guide both useful and self-explanatory.



# Quick Reference

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## CADOGAN CONTACTS

Cadogan  
10 Duke of York Square, London SW3 4LY  
Monday to Friday  
Opening hours: 8.30am to 6.00pm  
Tel: 020 7730 4567

Maintenance  
Matthew Horne, Lettings  
Property Manager  
Direct Line: 020 7881 1018  
Email: matthew.horne@cadogan.co.uk

Moving In / Tenancy Agreements  
Mary Scott, Lettings Manager  
Direct Line: 020 7881 1016  
Email: mary.scott@cadogan.co.uk

Rent and Account Queries  
George Kaplanian, Rental Administrator  
Direct Line: 020 7881 1003  
Email: george.kaplanian@cadogan.co.uk

Customer Liaison  
Amy Williams, Customer Liaison Manager  
Direct Line: 020 3841 0963  
Email: amy.williams@cadogan.co.uk

Duke of York Square  
Agnes Damaszk, Assistant Centre Manager  
Site Office: 020 7823 5577  
Email: agnes.damaszk@cadogan.co.uk

## USEFUL NUMBERS

Royal Borough of Kensington & Chelsea  
General Enquiries: 020 7361 3000  
Parking Permits: 020 7361 4381

BT  
New Customers: 0800 100 400

SKY  
New Customers: 08442 411 653

Cadogan Hall  
General Enquiries: 020 7730 5744  
Box Office: 020 7730 4500

Out of Hours Emergency Details  
Monday to Friday after 6pm, on the weekends  
and Bank Holidays.

Please call 020 7730 1630

The Out of Hours on call service are only permitted to respond to genuine emergencies. These include, but are not limited to, major leaks, floods, lift entrapment, whole property power cuts, and loss of heating during winter months. Any less urgent issues (such as minor plumbing issues, localised power failures, lift outage) should wait until the next working day and be reported to the Cadogan Office for our prompt attention.

The Out of Hours service are unable to assist with loss of keys. Should you require an emergency locksmith, please call Barry Bros on 020 7262 9009 ([www.barrybros.com](http://www.barrybros.com))

# Quick Reference

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## USEFUL NAMES AND ADDRESSES

### Chelsea & Westminster Hospital

This hospital has a 24 hour Accident and Emergency Department located at:  
369 Fulham Road  
London SW10 9NH  
General Switchboard  
Tel: 020 8746 8000

### Dentist

For a list of local dentists please go to the NHS website at [www.nhs.uk](http://www.nhs.uk).

### Doctors

For a list of local GP's please go to the NHS website at [www.nhs.uk](http://www.nhs.uk).

### Electricity (EDF)

Emergencies  
Tel: 0800 028 0247  
Customer Services  
Tel: 0983 838 0380

### Fire Brigade/Police/Ambulance

In an emergency please call 999

### Gas

Report a gas leak  
Tel: 0800 111 999  
British Gas Customer Services  
Tel: 0845 0700 203

### Local Authority

Royal Borough of Kensington & Chelsea  
The Town Hall  
Hornton Street  
London W8 7NX  
Tel: 020 7361 3000  
[www.rbkc.gov.uk](http://www.rbkc.gov.uk)

### Local Schools

For a list of local school's please go to [www.schoolsfinder.direct.gov.uk/](http://www.schoolsfinder.direct.gov.uk/).

### Non-urgent medical queries

Tel: 111

### Parks/Children Play Areas/Outdoor

#### Open Access Public Areas

For a list of these local areas please go to [www.rbkc.gov.uk](http://www.rbkc.gov.uk).

### Places of worship

For a list of places of worship please go to [www.rbkc.gov.uk](http://www.rbkc.gov.uk).

### Public houses

For a list of public houses please go to [www.rbkc.gov.uk](http://www.rbkc.gov.uk).

### Recycling & Waste

Details of refuse collection services can be found at [www.rbkc.gov.uk](http://www.rbkc.gov.uk).

### Thames Water

Report a leak (24 hour service)  
Tel: 0800 714 614  
Customer Services  
Tel: 0845 9200 800

# A-Z Guide

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## A

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### Access to your property

We may need to make occasional inspections during the course of your tenancy. We respect your right to occupy the property without unreasonable interference. We will give you prior notice of our intention to inspect and can attend at a time that is convenient to you during normal office hours.

As the Landlord, we also need to conform to a number of statutory obligations. For example, to carry out an annual gas safety inspection and therefore we would ask for your co-operation in this respect.

In the event of an emergency, such as a major leak from your property which threatens to cause damage to a neighbouring property, in the first instance we will try and contact you. Failing that we will exercise our right to enter your property to deal with the emergency.

If you wish to instruct a key holding service, please contact: The Key Holding Company on 0870 770 6880 (option 2 for sales) or email [enquiries@keyholding.co.uk](mailto:enquiries@keyholding.co.uk)

### Alterations

All our properties are taken as seen when your tenancy is agreed and therefore no alterations are to be carried out by you without prior written consent from us.

### Anti-social behaviour

We take firm action against all forms of antisocial, rude or abusive behaviour, whether this is directed towards the Estate's residents, employees or contractors.

### Appliances

We have provided you with information in your property which will show you how to use and maintain the appliances. We would ask that you take a few minutes to familiarise yourself with these manuals. The cost of repairs due to incorrect operation or poor maintenance will be recoverable from you.

Repair costs arising from fair wear and tear or because the appliance is faulty will be our responsibility.

### Area supervisors

At Cadogan we employ Area Supervisors who can help with any out of hours emergencies. The out of hours emergency number is 020 7730 1630.

## B

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### Broadband

All of our properties are equipped with telephone sockets but you must subscribe to your chosen provider if you wish to have a Broadband connection. Please note that some properties may not allow connection to Virgin Media. Please check with the Customer Liason Manager for more details.

## C

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### Car parking

We have a number of car parking spaces to rent in the local vicinity on quarterly tenancies. If you are interested in renting a parking space please contact our Property Manager, Richard Taylor at [richard.taylor@cadogan.co.uk](mailto:richard.taylor@cadogan.co.uk) or call direct on 020 7881 1020.

### Certificates

For your information the following certificates can be found at the back of your welcome guide:

- Gas Certificate (where applicable)
- Electrical Certificate
- EPC
- Fire Emergency Plan

### Cleaning

Your property contains a number of hard surfaces that will require regular cleaning, including:

- Kitchen work surface
- Solid wood/marble and tile surfaces
- Gloss paintwork for example on skirtings and window boards
- Glossed doors and ironmongery
- Baths, sinks and toilets
- Window glass and frames



We would recommend that you use hot soapy water with soft cloths and mops for everyday cleaning together with non-abrasive preparatory cleaners for more thorough cleans.

In this way surfaces will not be scratched and should remain in good condition. Please also ensure that you not use any cleaning products on the carpets (use water only) unless this is being carried out by a professional carpet cleaner. If you are in any doubt, please contact our maintenance team.

#### Common parts

If applicable please keep the common parts of your building clear of obstructions at all times. We appreciate that space for certain items can sometimes be limited within your property but we are unable to allow bicycles, pushchairs, toys or any other items to be left in the common parts. This is a breach of health and safety regulations and we reserve the right to remove any items that are left in these areas.

#### Complaints procedure

We are committed to providing a first-class service, but realise that you may occasionally be disappointed in either our service or our product. We apologise if this happens and we urge you to tell us about it so we can try and put things right for you and improve our service to all our customers. Your feedback is vitally important to us and allows us the opportunity of providing you with a better service.

If you wish to make a complaint may we ask that in the first instance you contact either our:  
Lettings Manager, [mary.scott@cadogan.co.uk](mailto:mary.scott@cadogan.co.uk) or  
Customer Liaison Manager, [amy.williams@cadogan.co.uk](mailto:amy.williams@cadogan.co.uk)  
who will guide you through our complaints process.

If you wish to view our complaints procedure please go to [www.cadogan.co.uk](http://www.cadogan.co.uk).

#### Council tax

We have already informed the Council Tax office at the Royal Borough of Kensington & Chelsea that you are residing in this property. They will, however, contact you with regard to the payment of your Council Tax and they will tell you which tax band your property is in.

## D

#### Defects

If you are the first person to move into one of our newly refurbished properties you should be aware that construction defects may occur during the first year after the work has been completed.

If defects do occur please contact the Maintenance Team (Tel: 020 7730 4567) and they will liaise with the contractor directly to attend to the reported defects. Please be aware that in the first year your home will be drying out and shrinkage cracks will appear.

This is perfectly normal and should not cause you any concern as it will not be structural. At the end of the first year we will arrange to inspect your home. We will establish a list of defects which will be dealt with by us and the contractor and hopefully will not cause you too much inconvenience.

You can minimise the cracking and variance of moisture levels in your home by using:

- Gentle heating
- Keeping as even a temperature as possible
- Maintaining ventilation
- If you can, try to leave a space between large pieces of furniture and the external walls.
- Try not to overfill your cupboards as this will prevent the air from circulating.

#### Doorstops

If you need to get large objects through access doorways please be aware that you can unscrew the doorstops if they have been fitted. Please remember that any damage caused when moving large objects into your property must be rectified and made good.

#### Drains

We can help you with blocked drains, WCs or sinks if you are unable to clear the blockage yourself. Please do not flush any large or non-degradable objects such as nappies down the WC as this could cause blockages in the pipework. If we have to rectify this it will be at your own expense.

## E

#### EDF Energy

We have informed EDF Energy that you have moved into your property. We have provided them with an up to date meter reading which may be found in your check-in report.

#### Emergency services

Please note that emergency calls can be made from any phone by dialling 999 or 112. All mobile phones will allow you to make a 999 call even if your account is out of credit. Please call 111 if your situation is less urgent.

#### Empty premises

If you plan to leave your property empty for more than 21 consecutive days for example to go on holiday, could you please let us know. We may need to gain emergency access while you are away and therefore we will know where to contact you.

#### Exterior maintenance works

From time to time we will need to undertake planned maintenance works to the common parts and exterior of our buildings. You will of course be informed about these works in advance and we will always try to ensure that any disruption is kept to a minimum.



We hope you understand that these works are essential so that we can continue to maintain our properties to the highest standard. If you have any queries relating to maintenance works please call the Cadogan Lettings Team (Tel: 020 7730 4567) and they will be happy to assist you.

## F

### Fire evacuation plan

The main staircases in the common parts of our buildings are the primary fire escape routes, unless otherwise shown by the emergency signage/plan for that particular building.

The emergency fire escape staircases and lobby areas should always be kept clear of obstructions. Also you must not store flammable items in any electrical or gas cupboards and please be aware that fire doors need to be kept shut at all times.

### Fixing to walls

You may wish to fix, for example artwork and mirrors to internal walls and for this we would recommend that you use the following fixing methods:

- Metal or plastic self-drive fixings
- Metal cavity fixings

The person carrying out this work should also remember to use a detector to ensure that there are no water pipes or electric cables in the location you intend the fixings to be placed.

If you would like this to be carried out by one of our approved contractors please do not hesitate to contact the Cadogan Lettings Team (Tel: 020 7730 4567).

If you wish to make any changes within your property, please do ask us for permission before you start. Any damage caused during the process must be rectified and made good and in any event any changes made must be put back to their original state upon the expiry of your lease.

### Foul drainage

Waste water from your property flows into the foul water sewers, which are in turn connected into the main water company sewers.

### Furniture

We do not accept responsibility for any damage to your furniture when moving in or out. Any damage made to our property must be made good.

## G

### Gas emergency

In a gas emergency act quickly and take the following safety steps:

1. Get fresh air immediately. Open all doors and windows to ventilate the room.
2. Switch off the appliance.

3. Turn off the gas supply at the main stop cock.
4. Call the National Gas Emergency number on 0800 111 999.
5. Then please contact us so we can arrange for the appliance to be checked by a Gas Safe registered engineer.
6. If you are feeling ill visit your GP or the hospital immediately and tell them that your symptoms may be related to carbon monoxide poisoning.

Be Gas Safe in your home by following these guidelines:

1. One of our Property Managers will write to you annually to arrange a safety check for all your gas appliances including the servicing of your boiler and to check the gas hob and gas fire if there is one fitted. It is very important that you allow us access to carry out these inspections.
2. We will always use a Gas Safe registered engineer to fit, fix and check gas appliances in your home. This is the law and will help keep you safe.
3. For your own safety always ask to see the engineer's Gas Safe ID card.
4. Try to recognise the symptoms of carbon monoxide poisoning which are; headaches, dizziness, nausea, breathlessness, collapse and loss of consciousness.
5. If you can, check your gas appliances for warning signs that they are not working properly for example a lazy yellow flame instead of a crisp blue one, black marks or stains on or around the appliance and also too much condensation in the room.
6. Only use gas appliances for their intended purpose. Please do not use a gas oven to heat a room or use a gas barbeque inside your property.
7. Always ensure there is enough ventilation for your gas appliances to allow them to burn correctly and make sure you are not blocking any air vents that provide an air supply to the gas appliance.
8. Do not remove the carbon monoxide detector at the property and inform the maintenance team if this requires replacing.

Anybody working with gas has to be Gas Safe registered by law. Please report anyone working without the correct registration to the Gas Safe Register at [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) or call them free on 0800 408 5500.

### Guests

Please let us know if you are having guests staying in your property whilst you are away. The reason we ask this is because if your guests need to contact us for any reason we will be able to help them knowing that we have already been given permission by you as the tenant of the property.



## H

### Health and safety

We have a comprehensive Health and Safety Policy in place. For us to endorse our policy we will need access to your property to carry out obligatory tests on the following:

- Gas
- Water hygiene
- Electrical appliances

It is very important that these tests are carried out and so your assistance is very much appreciated. We also have to carry out cyclical inspections both internally and externally to our buildings so that we can assess for necessary redecoration and repair works.

### Heating and hotwater

We have provided you with a guide on how to use your boiler in your Customer Information Pack.

If you have any problems with your heating and hot water please contact the Lettings Property Manager, Matthew Horne at [matthew.horne@cadogan.co.uk](mailto:matthew.horne@cadogan.co.uk) or call directly on 0208 881 1018.

If your property has a gas supply we will inform British Gas or another relevant provider that you are residing in this property and provide them with an up to date meter reading which may be found in your check-in report, a copy of which will be given to you.

For all enquiries and account queries please visit [www.britishgas.co.uk](http://www.britishgas.co.uk).

## I

### Insure your belongings

We do not insure the contents of your home or your personal possessions and therefore cannot be held responsible for these.

We would therefore recommend that when you move into your new home that you should arrange a comprehensive contents insurance policy as soon as you can. For your information you will find Insurance Brokers listed at [www.yell.com](http://www.yell.com).

### Intercom systems

Several of our buildings have intercom systems which are maintained by us. If you have any problems or queries about these systems please do not hesitate to contact the Maintenance Team (Tel: 020 7730 4567) and they will be happy to assist you.

### Intruder alarms

If your property is fitted with an intruder alarm you will be provided with the code or fob when you move in.

Should you wish to have a monitoring service direct then you must arrange this yourself. If you require any further help in organising a monitoring service please contact the Maintenance Team (Tel: 020 7730 4567).

### Inventory check-in / Check-out

An inventory check-in report will be given to you when you move into your new property. You need to check this and satisfy yourself that you agree to its contents. If you do not you must inform the estate within 7 days of receipt.

We will arrange for an inventory check out to be carried out at the end of your tenancy. This report will be made using your inventory check-in document. You will not be charged for either of these services.

## K

### Keys and locks

If you lock yourself out of your property or your keys are lost or stolen, you will be responsible for the cost of replacing the lock and keys and any call out charges incurred. We use security coded locks on many of our properties so any damaged locks must be replaced like for like.

In this unfortunate situation if you need any further help please contact the Maintenance Team (Tel: 020 7730 4567). If it is outside of normal office hours you can call Barry Brothers on 020 7262 9009 [www.barrybros.com](http://www.barrybros.com) who may be able to assist you.

Should you require any extra sets of keys for your property, we can arrange this but please understand this will be at your own expense. Please call the Maintenance Team (Tel: 020 7730 4567) to request consent.

## L

### Lifts

If your building has a lift please help us to keep it well presented and in good condition. Our lifts are passenger lifts and are not designed for carrying furniture or heavy loads. Please only use the lift for its designated purposes as failure to do so could result in the lift breaking down. If the lift fails to work please follow the instructions given inside the lift as these may vary from building to building. If you notice any problems with the lift, please let us know immediately.

### Lightbulbs

All the light bulbs in your property including those in the appliances will need to be replaced by you. If the replacement of a light bulb is causing you difficulty for example a very high ceiling which means that you require a ladder please contact the Maintenance Team (Tel: 020 7730 4567) for assistance.



## M

### Mail

We would very much appreciate your help in keeping the common areas of our properties clear of mail and junk mail.

When you do vacate your property, please ensure that you organise to have your mail redirected to your new address. You will need to complete an online redirection form which can be found at [www.postoffice.co.uk/redirection](http://www.postoffice.co.uk/redirection). Please note that there is a charge for this service.

### Maintenance issues

Our office hours are Monday to Friday 8.30am to 5.30pm. Please report any maintenance issues to our Lettings Property Manager, Matthew Horne, [matthew.horne@cadogan.co.uk](mailto:matthew.horne@cadogan.co.uk) or call 020 7730 4567.

If you have an urgent maintenance issue outside of these hours please call 020 7730 1630 and leave a message. A member of our Out of Hours Team will call you back and if necessary will call out the appropriate contractor to deal with the problem.

### Meters

The gas and electricity meters are read at the beginning and end of your tenancy by the inventory clerk. Their location will be noted in your inventory report. Some properties on the Estate have a water meter but for other properties this is not possible because of the combination of a water tank and mains water supply. If you have any questions relating to your water supply please do not hesitate to contact the Maintenance Team (Tel: 020 7730 4567).

### Multi-media point

If you have any problems relating to your connection or service please, in the first instance, contact your provider. If the problem is still not resolved then please contact the Maintenance Team (Tel: 020 7730 4567) and they will be happy to assist you.

## P

### Pets

Consideration may be given to permit you to have a pet at your property. In buildings where a head lease exists to another landlord, consent will not be available.

### Power

Socket outlets are of a standard configuration and utilise a standard 13 Amp 3 pin plug top.

Where socket outlets are located below worktops or behind fridges an indicated isolation control switch will be in the vicinity of outlet. Where a fixed electrical appliance is fitted an isolation control switch would be installed next to the appliance.

Please note that some of our properties have 5Amp light sockets rather than the standard 13Amp sockets. These are controlled from wall switches.

### Private gardens

We are very pleased to be able to offer you the opportunity to enjoy our beautiful private gardens. To find out more information on voluntary membership options and which garden may best suit you, together with the costs involved please contact the Gardens Administrator, Linda Carroll at [linda.carroll@cadogan.co.uk](mailto:linda.carroll@cadogan.co.uk) or by calling her direct on 020 7881 1019.

Please note that annual subscription fees apply to membership.

### Public transport

Your local tube services run either from Sloane Square or Knightsbridge. To find out more please go to [www.tfl.gov.uk](http://www.tfl.gov.uk).

## R

### Radiators

The radiators throughout your property can be controlled by a thermostatic radiator valve and you can adjust these to your preferred temperature. Some properties may control the temperature with a wall mounted room thermostat.

### Recycling

The Royal Borough of Kensington and Chelsea and Cadogan promote recycling of as much refuse as possible. The Council provide recycling bags for residents living in street level properties. Please call Streetline on 020 7361 3001 to find out which recycling service you will receive.

### Refuse collection

Refuse is collected by the Royal Borough of Kensington and Chelsea. To find the collections days for your street, please go to their website [www.rbkc.gov.uk/bincollections](http://www.rbkc.gov.uk/bincollections) or by telephoning on 020 7361 3000.

### Removals

For your safety and that of the removal team assisting you we must ask that no weight or pressure is put on any decorative railings or balconies. Please ensure that should furniture be required to be removed through a window the correct hoist is used, and where necessary removal teams provide full risk assessment and method statements.

### Renewal of your tenancy

If you wish to renew your tenancy please contact the Lettings Manager, Mary Scott at [mary.scott@cadogan.co.uk](mailto:mary.scott@cadogan.co.uk) or call her direct on 020 7881 1016 and she will be happy to discuss this with you.

### Reporting defects

Please report any defects in your property to us immediately:

Monday to Friday between 8.30am–5.30pm  
Tel: 020 7730 4567

Monday to Friday after 5.30pm and at weekends and bank holidays:  
Tel: 020 7730 1630

### Residents parking permits

A parking permit is required if you wish to park in Kensington and Chelsea.

You can apply for a resident parking permit application form by emailing at [residentparking@rbkc.gov.uk](mailto:residentparking@rbkc.gov.uk) or you can phone on 020 7361 4381. Alternatively please write to them or visit them in person at the following address:

Residents Parking  
Customer Services Centre  
Kensington Town Hall  
Hornton Street  
London W8 7NX

Telephone: 020 7361 4381  
Open for visits from Monday to Friday: 8.30pm to 5pm.

### Roof terrace or balcony

Please check with the Cadogan Lettings Team (Tel: 020 7730 4567) if you wish to place pots or planters on a roof terrace or balcony.

If you have been given permission you will need to ensure that you remove them when you vacate your property.

## S

### Saturday farmer's market

Every week the Duke of York Square hosts a Saturday farmers market. Many small speciality food producers, selling a broad range of products from all over Britain and around the world, set up stalls to offer quality speciality products.

To find out more about events and offers at the Duke of York Square please go to [www.dukeofyorksquare.com](http://www.dukeofyorksquare.com).

### Saving energy and £££'s

The following tips will save you energy and help to reduce the cost of your electricity and water bills:  
Try to ensure the radiator thermostats are set to the correct level.

If you set the heating and hot water timers to operate at regular times throughout the day this will ensure that the rooms achieve and maintain a steady and comfortable temperature.

Always replace the low energy light bulbs fitted in your home with similar low energy light bulbs. Peter Jones located at Sloane Square has a wide selection of light bulbs and are competitively priced.

Please turn room lights and electrical appliances off when not in use, this includes not leaving appliances on stand-by.

For more energy saving advice and information please contact The Energy Saving Trust for free on 0300 123 1234 Monday to Friday 9am to 8pm and Saturday 10am to 2pm.

### Sharing your property

All requests for changing the occupiers of your property should be made to us. Please contact our Lettings Manager, Mary Scott at [mary.scott@cadogan.co.uk](mailto:mary.scott@cadogan.co.uk) or call her direct on 020 881 1016 and she will be happy to discuss this with you.

### Smoke detectors

The smoke detectors throughout your property are either wired to the main distribution board or fitted with batteries.

Please remember to test the operation of the smoke detector once every month by pressing the test button hard once.

If the unit is beeping intermittently, please change the battery. If the beeping continues please contact the Maintenance Team (Tel: 020 7730 4567) and they will be happy to assist you.

### Smoking

Smoking is not permitted anywhere in your property. This includes the common parts and any balconies (if applicable).

### Surface water drainage

Surface water is rainwater collected from roofs and roadways and water that runs off paved surfaces. The water then runs into surface water drains which are in turn connected to the main Water Company sewers. Please do not pour any chemicals or harmful substances down the paved areas or road gullies.

## T

### Telephone connection

There are telephone points located on the walls throughout your property.

It is your responsibility to arrange for connection of the primary point and to sign up to a line rental agreement. If you require a BT line please call them direct on 0800 800 150 and they will arrange to make the line active and provide you with a telephone number. BT do make a charge for this service which is payable by you.



### Television licence

You will need a licence if you have a television or streaming services in your property. [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

If you have previously had a television licence you can transfer it to your new property by telephoning the TV Licensing office on 0870 241 6468 and quoting your TV Licence Number.

### Thames Water

We have informed Thames Water that you are living at the property. They will contact you direct regarding the payment of your water rates.

## W

### Water

The mains cold drinking water is fed to your property by copper pipework and is therefore very safe to drink. If at first the water is not cold enough please let it run for a short time and this should resolve the problem. If you go on holiday, or away from the property for any length of time, please ensure that you flush all taps for a couple of minutes and fill kettles and water filters with fresh water.

If you have any problems relating to your water supply please report this immediately to the Lettings Property Manager, Matthew Horne at:

[matthew.horne@cadogan.co.uk](mailto:matthew.horne@cadogan.co.uk) or by calling 020 7730 4567 during office hours.

### Windows

You are responsible for the cleaning of your windows. If the outside surface of your windows cannot be reached safely then a professional window cleaner should be used. Please contact the Maintenance Team (Tel: 020 7730 4567) if you require contact details for a professional window cleaning company.

### Wiring

The wiring to your property is fully concealed within the walls. Under no circumstances should unqualified or unauthorised personnel make alterations to the fixed wiring. If you have any problems regarding the wiring in your property please contact the Maintenance Team (Tel: 020 7730 4567) who will be happy to assist you.

# Thank you

All of us at Cadogan would like to welcome you to your new home and hope that you have found this guide helpful.

We hope that you will be very happy both with your property and with the service we give to you. We wish to provide you with excellent customer care at all times and so for us to achieve this please do not hesitate to contact us with any queries or questions you may have.



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