

Welcome to Hackney: Kings Crescent Home User Guide



Working for
better homes

 Hackney

This guide explains how the equipment and services in your new homes work, from how to set up your hot water and heating to where to store your bicycle. With links to useful websites and guidance on the first steps to take when you move in, the advice in this booklet will help you get the most out of your new home.

Don't forget, you can report a repair online 24 hours a day at www.hackney.gov.uk/report-a-repair or by contacting your **New Build Property Manager** on **020 8356 1998** or newbuild@hackney.gov.uk

Contents:

Equipment and controls	5
• Energy, water and utilities	10
• Hot water and heating	10
• Energy	10
• Water	11
• Drains and pipes	11
• Telephone	12
Communal services	13
• Rubbish and recycling	13
• Parking	13
• Bicycle storage	13
• Post	13
• CCTV	13
• Television aerial	14
Security, safety and insurance	16
• Keys	16
• Visitors	16
• Doors and windows	16
• Operating the windows	17
• Smoke, gas and heat detectors	18
• In the event of a fire	18
• Insurance	18
Settling in	19
• Allowing your home to dry out	19
• Ventilation	19
• Decorating	19
Keeping your home in good condition ...	21
Energy and water bills	24
• How to save money	24
• Energy saving information	25
• Other features	26
General information	27
• Local transport	27
• Local amenities	30
• Other information	32
Materials and appliances	33

Moving in checklist

Things you need to do once you've moved in:

- Tell your bank and other organisations you hold accounts with that you have moved address
- Register to vote at your new address
- Set up a Hackney Council One Account at myaccount.hackney.gov.uk to pay your council tax and access other services online
- Contact utility and internet providers, TV Licensing and any other companies to set up an account
- Set up a Royal Mail redirection service to your new address if necessary.
- Test your smoke alarm
- Register the guarantees and warranties of your electrical appliances and keep a copy for your records
- Register with a local GP surgery and dentist

Equipment and controls

You should familiarise yourself with the controls in your home, such as your heating and hot water. In particular, make sure you know how to turn off the water supply in case of an emergency.

Want to see more? Visit



www.hackney.gov.uk/kings-crescent

to watch a simple guide on how to use your new home.

The **stopcock** for turning off your water supply can be found in your hallway cupboard.



The **water meter** can be found in the riser cupboard outside your home. To view your water meter you will need the key provided in your pack.



Your **fuse box** (consumer unit) can be found in your hallway cupboard.



Your **electricity meter** can be found in the electrical cupboard outside your flat. To view your electric meter you will need the key provided in your pack.

If you live on the ground floor you have a smart meter. This allows you to track your energy use by day, week, month and year.



Your **heat meter** can be found within your **heat exchanger** in your hallway cupboard. The meter keeps track of how much heating and hot water you are using in your home.

Heat meter



Your **programmable room thermostat** allows you to choose the timings and temperature of your heating. You can choose different temperatures at different times and on different days to meet your own needs. For further information see the manual in your pack.



Individual **radiators** are fitted with valves which have setting positions to adjust the radiator temperature manually.

If you notice that a radiator is cool at the top this may mean there is air in the system. To release the air, turn off the heating, allow to cool and use a radiator key to bleed the radiator.



The **towel radiator** in the bathroom/en-suite is dual-heated (electric and water heated).



Your home has been fitted with a **Mechanical Ventilation with Heat Recovery unit (MVHR)**. This provides fresh air and improved climate control, whilst also saving energy by reducing heating requirements.

The MVHR unit is located in in your hallway cupboard. Please do not turn off the unit.

You should clean the air filters every 12 months. You can find out how to do this in the instruction manual.



The **door entry intercom** is located next to the front door. You can find out how to operate this in the instruction manual.

If you live on the ground floor with direct access you will not have a door entry system.



Your kitchen has isolation switches to control the power to sockets for the oven, hob, fridge/freezer and fan. The fan switch boosts the ventilation in your home. These are marked accordingly.



Energy, water and utilities

Hot water and heating

The heating and hot water in your home is supplied from a communal heating system supplied by Insite Energy. You can adjust the heating level using the individual room settings.

The heat exchanger unit, located in your hallway cupboard, includes a display telling you how much heating is being used within your home and how much this is costing. The heating system operates a pay as you go system. A separate brochure including a payment card and more details on the Insite Energy system is included in your welcome pack

***Trouble Shooting:* If the heating is low or not working, check that the room thermostat is set above 20 degrees. If not adjust and wait to see if the room warms up.**

Energy

Your electricity supplier is British Gas, who will bill you individually for your own electricity. You should contact British Gas when you move in to register your details.

If you want to change supplier, you will need to contact both old and new suppliers with a meter reading. You will also need to inform Hackney Council as stated in your tenancy agreement.

The electricity meter cable enters your home through your electricity meter, which is located in the electrical riser cupboard outside your home. The meter and cable outside your home belong to the electricity company and must not be tampered with in any way.

The unit in your hallway cupboard contains the main on/off switch to control the electricity supply to your home, together with a number of circuit breakers that protect the individual circuits. These have been labelled with details of which circuits they control.

Circuit breakers are like fuses and operate in much the same way – they can be easily reset by just flicking the switch back to the ‘on’ position. Circuit breakers are generally more sensitive than fuses and may well trip out when a light bulb fails or if you are using an electrical appliance with a fault or a faulty plug.

If your lights go out or your power circuits fail, check your appliance for any faults and turn the trip switches back on. The trip switches will also operate if the circuit is overloaded. If in doubt about what to do or if the circuit breaker continually trips out, contact an electrician for advice.

REMEMBER THAT ELECTRICITY IS DANGEROUS AND CAN KILL



- **Do not** attempt to carry out any repairs yourself to any electrical circuit
- **Always** unplug any appliance before working on it
- **Always** ensure that appliances are fitted with the correct fuse as recommended by the manufacturer
- **Always** follow the manufacturer's instructions for wiring appliances
- **Do not** use portable electric fires in the bathroom
- **Never** use an electric hairdryer or any other portable electric appliance in the bathroom except electric shavers supplied from the special shaver unit
- **Keep** a torch handy by your consumer unit for emergencies, do not use matches
- **Do not** attempt to repair, alter or extend electrical installations

It is recommended that you take advice from a qualified professional electrician before doing any work to electrical appliances in your home. Under current building regulations you are not permitted to undertake any re-wiring within the property - this must be carried out by a qualified electrician.

Water

Your home has its own metered water supply and you will be billed according to your usage. A stopcock is provided to enable you turn off the water supply if you need to, for example if you have a leak. To turn the water off turn the stopcock clockwise, and to turn back on turn the stopcock anticlockwise. See [page 5](#) for location of your stopcock.

Trouble Shooting: If water is leaking from a pipe, turn off the main stopcock and contact Hackney Council's **New Build Team** on **020 8356 1998** or newbuild@hackney.gov.uk.

Drains and pipes

All sinks and baths are fitted with removable traps, which can be unscrewed and cleaned out if needed.

Your balcony is fitted with overflow pipes that prevent any water staying on it if the main drainage pipes become blocked. If you notice water dripping onto your balcony from the balcony above, call **Hackney Council's New Build Team** on **020 8356 1998** or **newbuild@hackney.gov.uk**.

Trouble shooting: To reduce the risk of blockages to toilets and sinks:

- Minimise the amount of toilet paper used
- Don't flush disposable nappies or sanitary towels down the toilet
- Don't put fat down sinks or basins. Instead, put fat into an empty tin or container and bin it.

If you cause a blockage in your toilet or kitchen pipes, you may be charged for the cost of a plumber to fix the blockage.

Telephone

The master telephone point is in your hallway cupboard. Telephone points are also in the living rooms and main bedrooms. To activate your phone line you must contact a telephone supplier.

Communal services

Rubbish and recycling

Bin stores, including recycling facilities, are located next to the communal entrance and can be accessed using your fob.

It is your responsibility to take your rubbish and recycling to the bin stores. Please try to ensure that these areas are kept clean and secure. Residents must not use these areas for storage of other personal possessions.

Recycling facilities are located within the bin stores. More information on how to recycle is included in this pack and is available at www.hackney.gov.uk/recycling.

Parking

The new homes at Kings Crescent are car-free due to the wide range of public transport and cycle storage available. You may only use a parking space if it has been allocated to you.

If you live in a car free property you cannot purchase a parking permit.

You are able to purchase parking vouchers for your visitors, which would allow them to park in any vacant residents' bays. More information is available at www.hackney.gov.uk/visitor-vouchers.

Vehicles that are in contravention of parking restrictions, such as parking without a valid permit, will be issued with a PCN (parking ticket).

Bicycle storage

All residents will be assigned a bike store close to your homes, in addition to the external bike racks located near the bike stores. These are accessed using your fob. Please note the bike stores/racks should be used for pedal cycles only. We recommend that bikes are secured with an appropriate lock, as they are stored at the owner's risk.

Post

Unless you live on the ground floor with your own front door and letterbox, your post is delivered to the post boxes at the communal entrances of each block.

Please note that keys for your post box are not retained by Hackney Council so you will be responsible for the cost of changing the lock if you lose them.

CCTV

There is CCTV in both the front and rear block entrances.

Television aerial

A communal television aerial and satellite dish has been fitted to the building. TV aerial points are in your living room and bedrooms. You will be able to receive Sky TV and Freeview channels.

To access Sky TV you must contact Sky to arrange a subscription. Please note that your tenancy agreement/deeds states that you cannot fit your own satellite dish or external aerial.

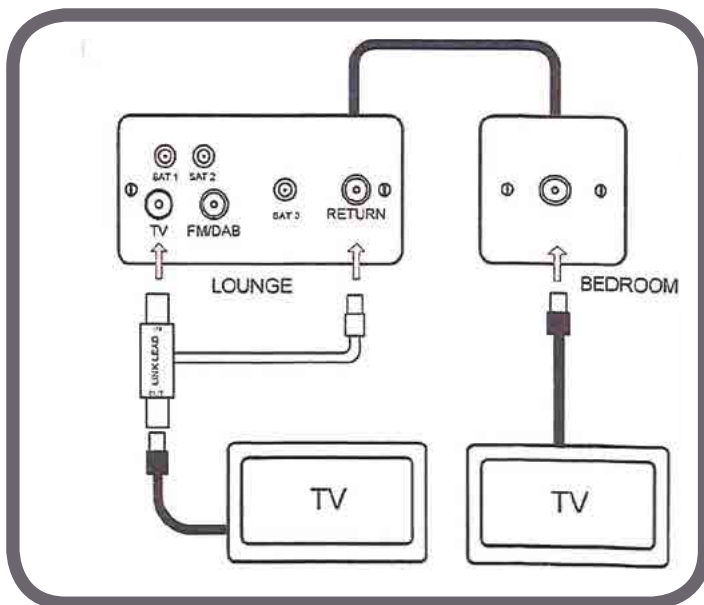
Your Sky box, Freeview box or television connects to the wall socket marked Freeview. You can locate and scan for channels using your television equipment.

The main television panel in the living room has a loop of wire plugged from one socket to the other. This loop enables the bedroom sockets to work.



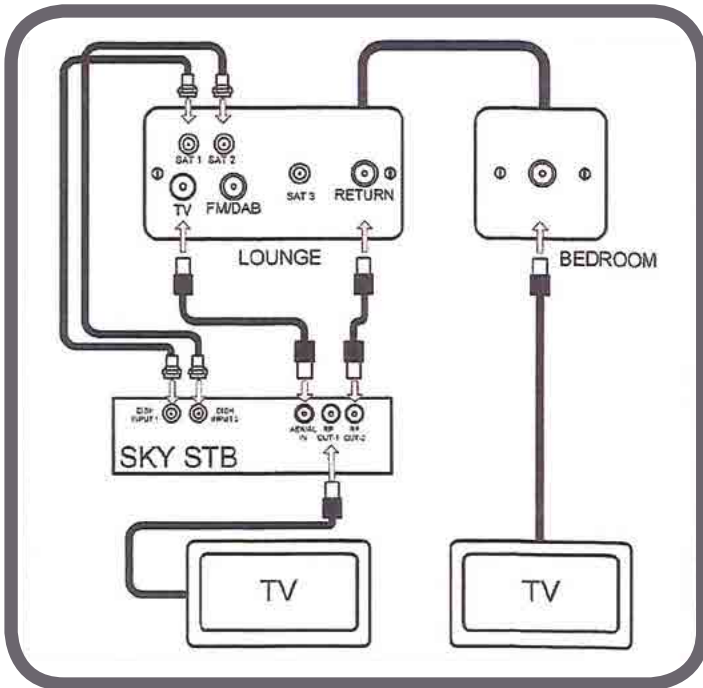
To make use of the television points in the bedrooms the signal from your TV or Sky/Freeview box needs to be fed back into the return socket in the living room, as explained in the diagram below:

Freeview



1. Insert the In end of the link lead into the '**TV**' socket
2. Connect the short white cable into the '**RETURN**' socket.
3. Connect your TV or freeview equipment to the '**OUT**' end of the link lead body.
4. Connect bedroom TV to wall socket.

Sky or Freeview



1. Connect 'SAT 1&2' (wall sockets) to your sky box.
2. Connect Aerial from 'TV' wall socket to Aerial Socket on Sky box.
3. Connect your TV to the Sky box via the 'I/O box'.
4. Connect the Sky box back into the wall – via the I/O box to the 'return' socket.
5. Connect bedroom TV to wall socket.

A picture of connection of I/O link on back of Sky Box



Security, safety and insurance

Keys

You should have received the following keys for your home:

- 3 front door keys
- 3 programmed fobs
- 2 letterbox keys
- 2 keys for each window

If you require replacement fobs, please contact **Hackney Council's New Build Team** on **020 8356 1998** or **newbuild@hackney.gov.uk**. Fobs will cost £20 unless faulty and under a year old.

Visitors

Unless you live on the ground floor with your own entrance, a video door entry phone system has been provided so that you can speak to and see a visitor before allowing them in. There is also a second door bell on each floor to prevent unwanted visitors.

It is important to keep the buildings as free from unwanted visitors as possible. To help do this:

- Do not let anyone into the building if you do not know them.
- Do not let any tradespeople into your home without an appointment and seeing their identification.
- Ensure the communal access doors are always closed once you have gone through them.

Doors and windows

Some doors in communal areas are fitted with automatic door closers. These are designed to contain the spread of flames and smoke in the event of a fire, so please do not wedge them open or remove them.

The windows and balcony doors are double glazed. Door and window locks should only be adjusted by a professional. Do not lubricate locks with any type of oil – this gathers dust and grit and can create bigger problems later. Hinges may need lubricating with a light oil or grease from time to time.

Operating the windows

Tilting



To tilt the window, turn the handle to the 180° upright vertical position. When using the tilt function the top rail of the sash opens 10-15cm inwards with a free opening of around 20mm.

Opening outwards



Side-hung windows are pivoted from the jamb using butt hinges. The window is locked with a handle that operates a multi-locking point hook bolt mechanism and has a night vent position. The handle also operates a friction brake to hold the sash whilst in the open position.

Top Swing Reversible



Top swing windows are constructed with a top reversible hinge with the mechanism mounted in the jambs of the sash. The window is equipped with a safety catch that restricts opening. The sash can be swung through about 170° and held in place securely in the reversed position so that the outside glass can be reached from the inside. The sash is held shut by a single handle that operates a multi-locking point device with a night vent position.

Balcony Doors



The tilt-turn terrace door is inward opening. When the door is closed, the handle is in the downwards position. The tilt function is achieved by turning the handle 90° into the horizontal position and the side-hung function by turning the handle to the 180° upright vertical position. When using the tilt function the top rail of the sash opens 10-15cm inwards with a free opening of around 20mm.

Smoke, gas and heat detectors

A smoke alarm is fitted in the hallway and a carbon monoxide and heat alarm in the kitchen. These will sound an alarm if the temperature or carbon monoxide levels rise suddenly.

It is important to regularly test all alarms – doing this could save your life. They should be tested once a week by pressing the test button on the alarm.

Please read and familiarise yourself with the instructions in the alarm instruction manual in case an alarm is triggered while you are in your home.

Smoke Detector



Heat Detector

In the event of a fire

If the fire is in your home, evacuate the property and dial 999.

If the fire is in a property within the block, remain in your flat and dial 999 as systems are in place within the building to prevent fire spreading.

Insurance

Hackney Council is responsible for insuring the building (building insurance). It is your responsibility to insure your own belongings (contents insurance).

If any scaffolding is used outside your home for future maintenance work this may affect your insurance policy. Hackney Council will inform you of any planned work.

Outdoor areas

You should not put up high fences or screens around outdoor areas including gardens, courtyards and front entrances, or alter the existing walls, railings or fences. This is to ensure sightlines are not blocked to help keep the area secure.

Settling in

Allowing your home to dry out

Water is present in the building materials of a new building, including bricks, timber and plaster. As the water dries out, timber and plaster shrink. This can cause small cracks which are not structurally important and are easily covered while decorating.

It is essential to allow your new home to dry out during the first year. To do this, it is important to encourage ventilation by leaving windows and internal doors (including built-in cupboards) open a few centimetres wherever possible. You should also try to keep your home at a reasonably even temperature and warming up the interior gradually by using the heating on its lowest setting.

Efflorescence occurs on brickwork when the salts in the brick are brought to the surface. This is a white powdery substance on the surface of the brick. This is a common occurrence, is not harmful and usually disappears over time. It can also be brushed away.

Ventilation

Your home is ventilated in conjunction with a heat recovery system located in the hallway cupboard. Stale air is vented outside the property but the heat is retained for reuse in heating your home. This is a low-energy system to prevent excess moisture building up in your home. The extractor system can be boosted using the switch in your utilities cupboard.

The ventilation inlets should be dusted from time to time and the filters in the main unit cleaned once every 12 months.

The extractor above the cooker needs to be cleaned once a year. Consult the manual for cleaning and maintenance.

Do not switch off the main isolator switch to the extractors in the bathroom or kitchen at any time as they are needed to ventilate these rooms. These mechanical ventilators use heat recovery technology so that the warmth in your home is maintained while being ventilated at the same time.

Decorating your new home in the first year

Fixing to walls

The walls in your homes are constructed using stud metal frames and plasterboard. Electric cables and pipe work run behind the plasterboard. The plasterboard is painted.

No fixings should be attached using drilled holes during the first 12 months you are in your home. This is because your home is still within the Defects Liability Period, and drilling holes could invalidate your warranty and right to repairs during this period.

Painting and decorating

You shouldn't decorate during the first 12 months you are in your home. This is to ensure there is no difficulty in identifying defects or cracking.

Walls should not be wallpapered until at least 12 months after the building has been completed, as wallpaper prevents the walls from drying out and the wallpaper will peel.

After 12 months has passed, when fixing into a stud metal framed wall, you first need to ensure that you are not fixing into the electrical wiring or any pipe work. A cable detector should be used to ensure you are not fixing into the electrical wiring or piping. This can be purchased from a DIY shop. Combined metal, voltage and stud detectors are also available.

When fixing into the walls, you can either fix directly into the stud, or fix into the cavity. To fix into a cavity, a cavity fixing or a universal fixer is required. These can also be bought at DIY stores.

Low VOC paints - Most paints contain high volatile organic compounds (VOCs) that produce a gas that is breathed in when painting a room. These VOCs are bad for your health and cause allergy and chemical sensitivities in many people. They also contaminate groundwater, landfill and the ozone.

After the first 12 months, painting should be carried out as necessary due to wear and tear. Walls and timber surfaces should be cleaned before painting. Loose and flaking paint should be removed by sanding or scraping. Use the appropriate type of paint for the surface in need of painting.

In recent years, low-VOC paints have become available due to new manufacturing techniques. These paints are cost effective, durable and less toxic for you and the environment. When considering what paint to choose, look for a low-VOC product

Fixing to ceilings

Your ceilings are constructed of metal studs and plasterboard. You should not hang items from or fix items to the ceilings.

Keeping your home in good condition

Bathroom

Your bathroom sanitary ware is generally a white porcelain type product with a hard wearing surface. These surfaces should be kept clean using bathroom cleaning detergents. Do not use abrasive pads as they will scratch the glaze and cause it to look dull and start to have dirt stuck in the scratches.

Over time black mould may start to grow along the edges of baths, shower trays and hand basins. This can be prevented by putting bleach along these edges and scrubbing with an old tooth brush on a regular basis. Ensure this toothbrush is out of the reach of children.

Kitchen

General care of cabinets

To keep your units in good condition, it is advisable to check regularly that the hinges and drawer runners have not worked loose and placed extra pressure on the components.

Cleaning of kitchen units

Using a clean damp cloth apply a small amount of mild detergent/soft soap to the area to be cleaned and wipe over the surface in one direction, then wipe over with a clean dry cloth.

Worktops

Never cut or chop food directly on the worktop surface.

Most everyday stains can be removed with a mild abrasive cleaner but harsh scouring powders should be avoided.

Some chemicals and strong dyes can cause discoloration and damage to surfaces.

Hinges

Never lean on partially open doors in order to gain access to the cupboards. The hinges are specified to suit the weight of the door plus a small additional weight such as wire racks to hold cleaning cloths.

Drawers

Do not lean on partially open drawers, as this will cause the drawer box to part from the runner. Ensure that the runners are kept clean of dust and dirt.

Stainless steel sinks

Should a film appear, this can easily be removed with a soft damp cloth and a suitable cream cleaner. This should be thoroughly rinsed with clean water and the sink dried.

Don't try to remove stains with undiluted bleach. This will cause pitting and permanent staining of the surface. Bleaches if used should always be diluted according to the manufacturer's recommendations.

Don't use wire wool cleaning pads. These will mark the surface of the sink and leave tiny particles of wire embedded in the surface which will rust and leave small brown rust stains.

Wipe any food such as fruit juices, damp salt, vinegar and mayonnaise from the sink to avoid staining and pitting.

It is strongly recommended that stainless steel sinks are not used for soaking clothes or cleaning clothes in cleaning agents.

Drying clothes

A retracting airer has been provided in the bathroom to dry clothes. Before drying your washing indoors, you should make sure you open the windows. You should not dry wet washing directly on a radiator as this will create a large amount of condensation which, over time, can lead to mould growing on walls.

Lighting

All the lights in your home are fitted with low-energy lamps. These lamps may take a few minutes to give their full light output.

Any electrical alterations, including changing light fittings, can only be carried out by competent electricians by law. Do not do any electrical work by yourself.

To change light bulbs, the light switch must be in the off position. It is advisable to replace the bulb with the same type of bulb that was removed. Some of the LED fittings have the bulbs built into the fitting, and should last for many years. Should one of these bulbs need replacing, please contact the **New Build Team** for assistance. These fittings are specialist and may need an electrician to replace the entire fitting.

Be sure to order the right kind (examine or take the old bulb with you), and that the room fitting will be able to power the wattage of bulb you have selected.

Electrical goods

It is advised to maintain and keep clean your washing machine, cooker and oven, microwave oven, overhead hob extractor, dishwasher, kettle and toaster according to the manufacturers' recommendations as stated in their instruction manuals.

Please remember that any electrical appliances provided are your responsibility to maintain.

In your kitchen you have been provided with a recirculating cooker hood. Please ensure that the grease filters are cleaned regularly.

Gifted items

The following items are gifted to new tenants at Kings Crescent by Hackney Council. This means that they will not be maintained, repaired or replaced by the Council.

- Window blinds with two control poles.
- Fridge
- Cooker
- Washing machine
- Wall bathroom mirror cabinet
- Clothes line in the Bathroom
- Toilet roll holder

Energy and water bills

How to save money

Some tips to help reduce your impact on the environment and save on your energy bills:

- **Turn your thermostat down.** Reducing your room temperature by 1°C could cut your heating bills by up to 10%. You could also try putting on another layer of clothing before turning the heating up.
- **Turn off unnecessary lights.** Always turn off lights when you leave a room.
- **Don't use standby.** Don't leave appliances on standby and remember not to leave things on charging unnecessarily. Switch unessential appliances off at the plug to prevent them draining electricity when you're not using them.
- **Use half-load and economy programmes on appliances.** If you're not filling up the washing machine, tumble dryer or dishwasher, use half-load economy programme.
- **Only boil the water you need.** Just boil as much water as you need, and always cover the elements of an electric kettle.
- **Don't let taps drip.** A dripping hot water tap wastes energy, so make sure taps are fully turned off and that there are no leaks. If you can't turn them off properly, report this to Hackney Council.
- **Use energy-saving light bulbs.** Just one energy-saving light bulb can save you £100 over the lifetime of the bulb – and they last up to 12 times longer than ordinary bulbs.
- **Showering.** This uses only two-fifths of the water needed for a bath.
- **Cleaning vents.** Clean the vents in the heat recovery system and above the cooker.

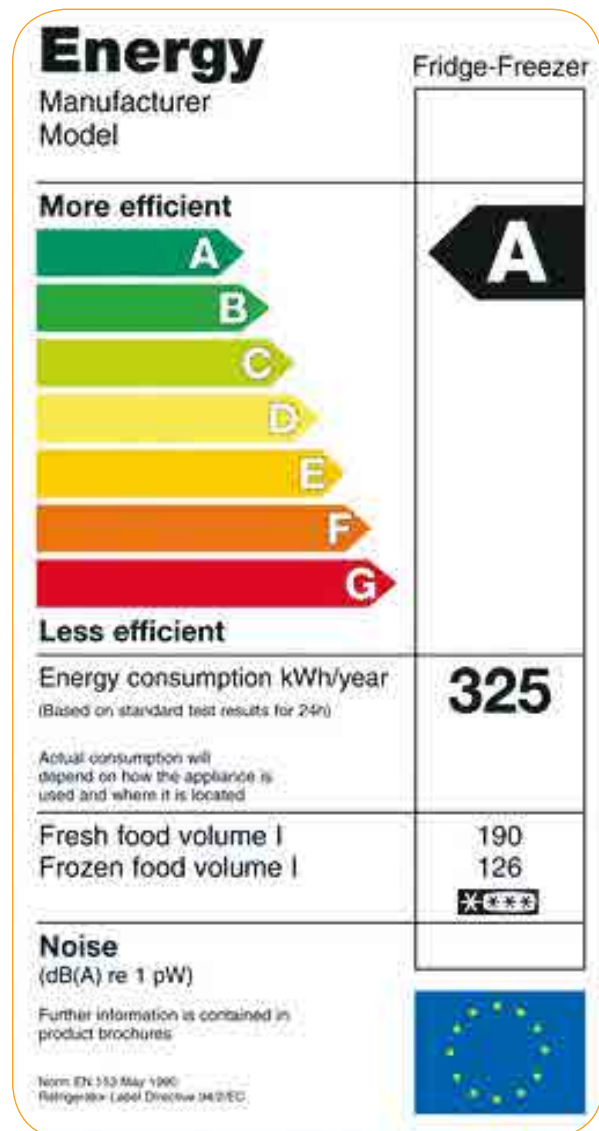


Advice for Buying Energy Efficient Goods

The EU energy label rates products from A (the most efficient) to G (the least efficient).

For refrigeration the EU energy label goes up to A++. By law, the label must be shown on all refrigeration appliances, electric tumble dryers, washing machines, washer dryers, dishwashers, electric ovens, air conditioners, lamps and light bulb packaging.

Only the most efficient products also carry the Energy Saving Trust Recommended logo.



Further energy saving information

The Energy Saving Trust – www.est.org.uk/myhome – 0300 123 1234

The company that built your home – www.higginsconstruction.co.uk – 020 8508 5555

Local Authority – www.hackney.gov.uk/save-energy – 020 8356 3000

Other features

Kings Crescent includes the following features which help save energy and benefit the environment:

Flow restrictors - Flow restrictors have been fitted to all the taps in your home. These help to reduce the amount of water you use and reduce your bills.

Solar panels – Photovoltaic panels have been fitted on the upper roof. These feed into the buildings supply and reduce the reliance upon electricity from other sources.

Sustainable roofing – There are green roofs at Kings Crescent which provide a habitat for plants and insects.

General information

Local transport

For more information on public transport and how to plan your journey, [visit www.tfl.gov.uk](http://www.tfl.gov.uk).

Trains and tube

Your nearest stations are Manor House (Piccadilly Line), Arsenal (Piccadilly Line) and Finsbury Park (Victoria Line, Piccadilly Line and National Rail services). All these stations are within walking distance and in Zone 2 of the London transport network..

Buses

Your home is well served by bus services. The key local bus routes are:

- **106** – to Finsbury Park (bus stop PC) and Stoke Newington, Hackney Central and Whitechapel (bus stop PE)
- **141** – to Manor House and Wood Green (bus stop PV) and the City and London Bridge (bus stop PJ)
- **341** – to Manor House and Tottenham (bus stop PV) and Angel, Holborn and Waterloo (bus stop PJ)
- **393** – to Highbury & Islington, Holloway and Kentish Town (bus stop PR) and Stoke Newington and Clapton (bus stop PK).

Car sharing

As a new resident of Kings Crescent, Hackney Council has paid for a year's free membership of a local car club for you. To claim your free membership, contact the Hackney Council New Build Team on 020 8356 1998 or newbuild@hackney.gov.uk.

Car sharing and car clubs provide you with a safer, cleaner and greener way of using a car when you need one, without the cost or hassle of owning one. You can find car club cars parked on street in their own designated bays, spread evenly throughout Hackney.

There are two types of car clubs in Hackney – round-trip (or station-based) and one-way (or flexible).

Enterprise Car Club: enquiries@enterprisecarclub.co.uk or **0113 394 3999**

Zipcar: services@zipcar.co.uk or **0333 240 9000**

You can use the cars and vans twenty-four hours a day, seven days a week and they can be booked for as long you want. You can book a bay online or by phone, and in advance or at the last minute.

Walking

Walking can be faster than other methods of travel, with no sitting in traffic or waiting for a bus, and it's free. You don't have to walk the same route that you would normally drive - you'll probably find quieter side streets and paths more pleasant or you could walk through a local green space or park. Just 10 minutes brisk walking a day can help keep you healthy.

This plan shows the different areas and amenities within easy walking distance from your home.



You can find more information on walking, including travel planning and local leisure walks, at www.hackney.gov.uk/walking.

Cycling

Cycling is a healthy, low cost and environmentally friendly way to travel. Hackney Council provide two hours' free cycle training to all those who live, work and study in the borough and also offers a cycle loan scheme.

This plan shows the different areas within easy cycling distance from your home.



You can find more information on cycling, including local cycle routes, at www.hackney.gov.uk/movebybike.

Local amenities

Healthcare

Allerton Road Medical Centre

34a Allerton Road
N16 5UF

Telephone: **020 8802 2882**

Website:

www.allertonroadmedicalcentre.com

Hospital

(Accident and Emergency)

The Whittington Health

Magdala Avenue
N19 5NF

Telephone: **020 7272 3070**

Website: www.nhs.com

Dentists

Blackstock Dental Care

60 Blackstock Road
N4 2DW

Telephone: **020 7226 1372**

Website: www.nhs.uk

Mr D R Sadoh

288 Seven Sisters Road
N4 2AA

Telephone: **020 8800 5080**

Website: www.nhs.uk

Doctors

Statham Grove Surgery

Statham Grove
Stoke Newington
N16 9DP

Telephone: **020 7254 4327**

Website: www.stathamgrovesurgery.co.uk

Heron Practice

John Scott Health Centre
Green Lanes
N4 2NU

Telephone: **020 7690 1172**

Website: www.heronpractice.co.uk

The Sanctuary Practice

Green Lanes
London
N4 2NU

Telephone: **020 7683 4765**

Website: www.nhs.uk

Cedar Practice

John Scott Health Centre
Green Lanes
N4 2NU

Telephone: **020 7690 1151**

Website: www.cedarpractice.co.uk

Pharmacies

Armstrongs Pharmacy

279 Green Lanes
N4 2EX

Telephone: **020 8800 4546**

Website: www.numarkpharmacists.co.uk

C & H Chemist

179 Blackstock Road
N5 2LL

Telephone: **020 7226 2500**

Website: www.chchemist.co.uk

Schools

Saint Joan of Arc Roman Catholic Primary School

Highbury East
N5 2QL

Telephone: **020 7226 0257**

Website: www.stjoanofarcparish.co.uk

Betty Layward Primary School

Clissold Road
Stoke Newington
N16 9EX

Telephone: **020 7249 7111**

Website: www.bettylayward.hackney.sch.uk

Stoke Newington School and Sixth Form

Clissold Road
Stoke Newington
N16 9EX

Telephone: **020 7241 9600**

Website: www.stokenewingtonschool.co.uk

Education

For further information on Hackney schools and education please look at the Hackney website www.hackney.gov.uk

Banks

HSBC

312 Seven Sisters Road
N4 2AW

Telephone: **0845 740 4404**

Website: www.hsbc.co.uk

Santander

204 Seven Sisters Road
N4 2AQ

Telephone: **0845 765 4321**

Website: www.santander.co.uk

Supermarkets

Sainsbury's

29-31 Blackstock Road
N4 2JF

Telephone: **020 7800 1510**

Website: www.sainsburys.co.uk

Tesco Express

268-270 Seven Sisters Rd
N4 2HY

Telephone: **0345 675 7071**

Website: www.tesco.com

Places of worship

St Joan of Arc Catholic Parish

60 Highbury Park
N5 2XH

Telephone: **020 7226 0257**

Website: www.stjoanofarcparish.co.uk

Adath Yisroel Synagogue

40 Queen Elizabeth's Walk
N16 0HJ

St Marys Church

Stoke Newington Church Street
N16 9ES

Telephone: **020 7254 6072**

Website: www.stmarynlb.org

Finsbury Park Mosque

7-11 St Thomas's Road
N4 2QH

Telephone: **020 7424 5252**

Website: www.finsburyparkmosque.org

Leisure centres

Clissold Leisure Centre

63 Clissold Road
N16 9EX

Telephone: **020 7254 5574**

Website: www.better.org.uk

Sobell Leisure Centre

Hornsey Road
N7 7NY

Telephone: **020 7609 2166**

Website: www.better.org.uk

Parks/Open spaces

Clissold Park

Green Lanes
N16 9HJ

Telephone: **020 8356 3000**

Website: www.hackney.gov.uk

Finsbury Park

Haringey
London
N4

Telephone: **020 8489 0000**

Website: www.haringey.gov.uk

Libraries

Stoke Newington Library

Stoke Newington Church Street
N16 0JS

Tel: **020 8356 3000**

Email: info@hackney.gov.uk

Woodberry Down Library

Kayani Avenue
Woodberry Down
N4 2HF

Tel: **020 8356 3000**

Email: info@hackney.gov.uk

Community facilities

Visit www.hackney.gov.uk for information about nearby parks, community centres, libraries, sports facilities and religious centres.

Other information

Organic food

There are various organic food stores near to your home. Here are some examples:-

Green Lifestyle Health Food Store

137 Stroud Green Road
N4 3PX

Telephone: **020 7272 3432**

Mother Earth Café and Shop

101-103 Newington Green Road
N1 4QY

Telephone: **020 7359 7353**

Website: www.healthylivingcentre.co.uk

Energy-efficient light bulbs/fittings and electrical equipment

It is best to purchase low energy use bulbs at all times, most retail outlets provide a wide range to choose from. When purchasing electrical equipment look for goods that can be powered down and not remain on standby.

Energy-efficient white goods suppliers

When purchasing 'water use' appliances look for goods that offer low water use and increased energy efficiency. Check the manufacturer's information for energy labelling.

Responsibly sourced timber product suppliers

To promote sustainable practice look for products with certification scheme labelling e.g. FSC, PEPC and CSA. All these schemes promote good practice in timber production.

Materials and appliances

Wall tiles:

Room	Type	Supplier
Bathroom	Prismatics – White 150 x 150mm	Johnson Tiles
Kitchen	Prismatics – White 150 x 150mm	Johnson Tiles

Flooring (shared ownership only):

Room/Area	Type	Supplier
Bathroom/toilet/kitchen	Kerastar Range – KER64	Johnson Tiles
Living room/bedroom/ hallway and separate kitchens	Engineered Timber Flooring (3 Ply, 1 strip) White Oak Rustic	Collins Brothers Limited

Window Blinds (Hackney Council tenants only):

As a welcome gift, we have provided blinds in your home, which are from Northgate Solar Controls' Medway range, in white. Hackney Council will not maintain these blinds.

Lighting:

Room/Area	Type	Manufacturer
Kitchen (Hackney Council tenants)	LED Strip Range Lineup Range	iGuzzini illuminazione UK Ltd
Kitchen (shared ownership homes)	Deep Laser Range – Recessed Spotlights	iGuzzini illuminazione UK Ltd
Bathroom/WC	Deep Laser Range – Recessed Spotlights	iGuzzini illuminazione UK Ltd
Living room/hallway/ bedroom	Pendant Lighting Energy saving lights	

Kitchen:

Your kitchen is from Magnet Kitchens' Neve range.

Hackney Council tenants	
Fridge/Freezer	Whirlpool – Product no. WBE3321 A+NFW
Cooker	Zanussi – Product no. ZCV665MX
Extract Hood	Magnet Kitchen – Product no. CH60MY
Washer/Dryer	Zanussi – Product no. ZKN7147J

As a welcome gift, we have provided these appliances to Hackney Council tenants, but Hackney Council will not maintain or repair them. You should register these appliances with the manufacturer as soon as you move in to start the warranty. The warranty information is included in your welcome pack..

Shared ownership homes	
Fridge/Freezer	Whirlpool – Product no. ART479A+
Hob	Zanussi – Product no. ZEV6646XBA
Oven	Zanussi – Product no. ZOP37902XK
Combined Extract and MVHR	Vent-Axia Limited – Kinetic Sentinel Plus Range
Washer/Dryer	Zanussi – Product no. ZKN7147J

The manuals for these goods are in your document pack.



Visit **www.hackney.gov.uk/kings-crescent-estate**
to watch a simple guide on how to use your new home.



New Build Team
020 8356 1998 or **newbuildcustomerservice@hackney.gov.uk**

Thames Water
0800 980 8800 or **www.thameswater.co.uk**

British Gas
0800 048 0202 or **www.britishgas.co.uk**

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

Kurdish

Ger hun dixwazin bizanibin ku ev dokument çî dibêje, ji kerema xwe qutîka minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

Chinese

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