

Move in Guide



**GET
LIVING
LONDON**

at east village E20

This guide is designed to provide you with some useful tips when moving into your new home at East Village.

Moving home can be a busy and stressful time and we understand that there can be a lot of arrangements to make. We have put together this booklet to help you with some of the things you will need to organise running up to your move in date.



Six things to do before you move in

1. Sign up for your utilities and Council Tax

The following providers need to be contacted and registered with:

East London Energy

Heating & hot water

T: 0800 999 3080

E: enquiries@eastlondonenergy.co.uk

W: eastlondonenergy.co.uk

EDF

Electricity

T: 0800 056 6341

W: my.edfenergy.com/myaccount/login

Thames Water

T: 0800 980 8800

W: customerhelp.thameswater.co.uk

Newham Council

Council Tax

T: 020 8430 2000

E: council.tax@newham.gov.uk

Hyperoptic

Broadband

T: 0333 332 1111

W: hyperoptic.com

We will have given East London Energy (ELE) your contact details. ELE will then send you a copy of their Residential Supply Agreement (RSA) for you to review and sign.

You can find out more about ELE on their website and review the RSA at: eastlondonenergy.com/files

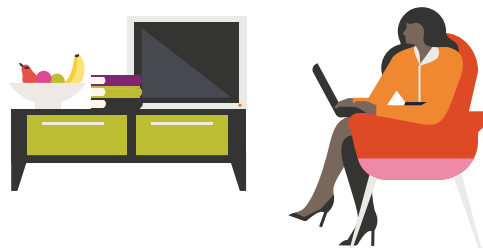
2. Register with 'My Newham' the local authority portal

East Village is within the London Borough of Newham which has an excellent portal for residents that allows you to:

- Register and pay Council Tax
- Get onto the Electoral Roll
- Request the collection of bulky waste (might be useful when you move in, so the sooner you register the better)
- Purchase on-street parking for you and your visitors.

3. Planning any work to personalise your home

If you want to personalise your home (e.g. putting up shelves, painting walls etc.) please speak with your Relationship Management Team who can provide support and guidance.



4. Prepare for your unlimited broadband and landline calls

We have arranged with Hyperoptic, a major UK telecommunications provider, for all residents to be offered (for free) a 20Mbps broadband service, as well as free landline calls at weekends and weekday evenings.

For an additional £10 per month Hyperoptic can provide a 100Mbps service and for £20 per month a 1000Mbps service.

Your Relationship Management Team will be issuing details of how to sign up for the free and enhanced services very shortly.

5. Review your cooking equipment

All East Village properties have a Bosch induction hob. This means only steel and cast iron pans can be used.

For more information on how to use your hob:

[youtube.com/watch?v=BkkbIJ7okRY](https://www.youtube.com/watch?v=BkkbIJ7okRY)

6. Planning your post, packets and parcels

Naturally, tell everyone you are moving house and if you plan to sign up to the Royal Mail's mail re-direction service, please remember they need a minimum five days' notice.

If you would like to limit the amount of junk mail, please consider registering with the Mail Preference Service: mpsonline.org.uk/mpsr/

When you register your details for the Electoral Roll you can choose not to appear on the public version, which some local authorities sell to direct mailing companies. Both measures should help make sure your post box doesn't fill up too quickly.

There is a package / parcel acceptance and holding service provided by Team East Village at 80 Celebration Avenue. You will need to complete a parcel registration form to access the service.

Please note pick up times are limited to the following:

Monday to Friday
2pm – 7.30pm

Saturday
9am – 12.45pm

Six tips for your moving in day

1. Finding us by road

If you or your removals company are coming by road please note that not all of the route planning websites have updated their postcode databases.

The following website, however, stands out for its accuracy: [routes.tomtom.com](https://www.routes.tomtom.com)

2. Parking your removals vehicle

On-street. The on-street parking is controlled by the London Borough of Newham who operate a pay and display system. Spaces cannot be guaranteed.

Off-street. Parking within the building car park may be possible if you have a vehicle with a height less than 2.1 metres.

Your Relationship Management Team can reserve a temporary bay for you but this will be subject to availability.

Please do contact us in advance of your move in if you would like us to reserve a bay.

3. Getting your belongings into the property

Please note the following dimensions that you or your removals company may find helpful:

- Building ground floor main door
W 940 / 1650 mm **H** 2100 mm
- Building ground floor main staircase door
W 850 mm **H** 2000 mm
- Lift car door
W 1000 mm **H** 2100 mm
- Lift car
W 1200 mm **H** 2250 mm
D 2300 mm
- Stairs (common areas)
W 900 mm handrail to handrail
- Apartment front door
W 880 mm **H** 2040 mm
- Townhouse front door
W 850 mm **H** 2000 mm
- Townhouse staircase
W 850 mm handrail to handrail
- All internal doors
W 850 mm **H** 2000 mm

(**W** Width / **H** Height / **D** Depth)



4. Using the lift

As there are other people living in your building we cannot provide you with exclusive use of the lift on the day of move in.

We will, however, take the utmost care in scheduling other move ins so as to minimise the risk of congestion on the day, but invariably there may be times when you may have to wait for the lift.

Our colleagues at Team East Village will ensure that the lift is protected if requested but please try and prevent damage to the lift by not putting too much in it at any one time.

Please note: The maximum weight in the lift is 1,275 kg.



5. Packing material disposal

We have limited space in the refuse and recycling areas, so please ensure that your removal firm takes as many waste items off site on the day as possible. There are recycling bins in the bin stores for all your cardboard and other recyclable packing material and general waste bins for anything else.

6. Food

We will have switched on your fridge and freezer so you can transfer any chilled and frozen food as safely as possible.



On your moving in day

1. Your moving in day

We will meet you on the day you move in and provide you with your fob or key as applicable, show you how to use these and show you around your home. If you would like to see who you are meeting, please refer to the Relationship Management Team pages on our website: getlivinglondon.com/about/meet-the-team/relationship-management

We will test the smoke alarms in advance of your move in. On the day you move in, we will go through how to set your heating and anything else (such as home cooling) that may be applicable.

We totally understand that there is a lot to take in and do on the day itself, so we provide manuals in every home and your Relationship Management Team is only a telephone call or an email away if you need any help.

If you would like to go through the familiarisation of your home in advance of your move in day, please let us know.

2. After move in care

Shortly after you move in, you will receive a copy of your inventory and, if applicable, a certificate confirming the registration and protection of your deposit with the TDS where applicable. Please double check the details and if you have any comments about the contents of the inventory – please let us know a maximum of 7 calendar days after it has been sent to you if you have any amendments. If we do not hear from you, that is absolutely fine too, it means that the contents of the inventory have been deemed to be accurate.

Your Senior Relationship Manager will give you a call a few days after you have moved in to check how things are going.

We provide an out of hours service for our residents, and to keep things simple the number on your key tag will automatically divert to Team East Village Security, who look after our lines when our office is closed.



3. Additional Information

Everyone accumulates more items than they actually need and over time, space can become limited. Please contact your Relationship Manager at any time during your tenancy if you wish to have some on-site storage – we have storage pods available for hire in our undercroft parking areas so your items can remain close by and very accessible whenever you need them.

At East Village, you have the freedom to decorate your home and make it feel like your own. You can hang pictures and even paint a wall.

We have a highly-skilled Home Plus Team on-site, with handymen who are at hand to deal with maintenance issues.

We will leave spare light bulbs in your home. They are specific to the make of fitting. If you require any additional light bulbs, please get in touch with your Relationship Management Team.

We regularly provide updates on the happenings around East Village including new retailer openings and events. All East Village residents also receive our quarterly newsletter, On Your Doorstep, with community and neighbourhood news.

We also organise bi-monthly Lates at the Get Living London Welcome Office and provide a platform for our residents to say hello to their Relationship Management Team and meet their neighbours!

There's lots to see and do in East Village. From the Waterglades at the edge of Queen Elizabeth Olympic Park, to the orchard in Mirabelle Gardens. There's also a host of cafés, bar, restaurants and shops offering fresh coffee, tasty cocktails, delicious food and services such as dry cleaning, physiotherapy, bike repairs, Pilates and guitar tuitions among others. You will find a handy map of the village highlighting all the buildings, retailers and key areas on the next page.



Get to know your new neighbourhood



Key

- Eateries
- Shops
- Services
- Available
- Bus Stops
- Visitors Parking
- Pathway
- Roads
- Hoarding
- Future Development

Restaurants, Bars & Cafés

Darkhorse Restaurant	07	La Gelateria Artisan Gelato	15
Ginger & Mint Juice Bar & Gifts	06	Neighbourhood Gastro Pub	30
Firezza Takeaway Pizza	18	Signorelli Italian Bakery / Café	04
Fish House Restaurant	11	Santi Restaurant & Deli	12
Hand Café	05	Tina, We Salute You Café / Bar	01
RedYellowBlue Café / Bar	09	Village Vanguard Café / Bar	29

Shops

Appetite London Butchers & Deli	13A	Pop up stores	27 28
Bottle Apostle Wine Merchant	14	Ted's Veg Greengrocer	13b
Pave Vélo Specialist Cycle Shop	02		

Services

Better Gym	32	Mail Boxes Etc Private PO boxes, print and delivery services	21
Blue Tit Hair Salon	16	Management Office	19
East Village Dental Dentist	26	Regency Beauty Beauty Salon	22
Salus Pharmacy East Village Pharmacy	33	Sainsbury's Local Convenience Store	31
Fix London Pilates Studio	23	Starshine Dry Cleaners Dry Cleaners	25
Guitar Tuition School Guitar Tuition	24	Get Living London Welcome Office	34

Available

- 03
- 08
- 10
- 17
- 20

Checklist of who to contact with your new address

Utilities

Heating
Electricity
Water
Telephone (landline)

Finance

Bank
Credit card provider
Store cards
Employer

Insurance

Health / dental
Contents
Vehicles
Product warranties / service agreements

Health

GP
Dentist

Customer Service Feedback

Get Living London is committed to delivering an excellent customer experience. To support this ethos we have appointed RealService, an independent research consultancy, to gather the views and opinions of our residents. We have therefore asked RealService to invite you to participate in either a web survey or a brief telephone interview. We do hope you'll support this process but if you do not wish to be contacted then please advise your Relationship Management Team and we will remove you from their contact list.

Personal

Driving Licence (DVLA)
Telephone (mobile)
Gym membership
HMRC (Self Assessment only)
Societies, clubs and charities

Family

Schools
Family and friends

Home

Broadband provider
TV Licence
Council Tax for your current Local Authority
