



*Triathlon Homes*  
**resident charter**



# Welcome to East Village

A safe and vibrant place where you can enjoy your home and surroundings in peace. Everyone wants a happy and stable community and this resident charter is all about the values and behaviours residents are happy to share with their neighbours.

## **Good neighbours treat each other with respect.**

### **I will...**

- ✓ Treat my neighbours, visitors and landlord staff and contractors with courtesy and respect.
- ✓ Be aware of keeping noise to a minimum, especially after 10pm and before 8am – and only use my balcony at reasonable times.

### **I won't...**

- ✗ Make any of my neighbours or visitors feel uncomfortable or harassed, especially in connection to their race, religion, age, gender, sexual orientation or mental or physical disability.
- ✗ Keep a pet in my home unless I have express consent from Triathlon Homes to do so. I'll also make sure guests to my home don't bring a dog or cat with them when they visit.

## **A well kept building gives us pride in where we live.**

### **I will...**

- ✓ Make sure the inside of the windows in my home are clean.
- ✓ Be security conscious and close the main entrance door when I come home.
- ✓ Look after the pipes and drains within the building by taking care not to block the drains in my kitchen and bathroom by pouring solids or fatty substances down them.

### **I won't...**

- ✗ Put up a satellite dish or TV, wireless or citizens band aerial anywhere outside.
- ✗ Put up a sign, name board, placard or anything that can be seen outside of the building or hanging from my windows or balcony.
- ✗ Decorate the outside of the building.
- ✗ Store my bike on my balcony

## Shared areas are there to be enjoyed respectfully.

### I will...

- ✓ Enjoy the courtyard, but keep in mind that it's designed to be a relaxing area, and that the larger public parks are more suited to sports, ball games and boisterous play.
- ✓ Supervise my children when they use the communal courtyard, ensuring noise and activity is reasonable and keeping activity in this area to a minimum after 7pm.
- ✓ Use only the communal bin stores for my rubbish and recycling and keep this area as clean and tidy as possible.
- ✓ Clean up any accidental mess or litter I make in the communal areas.
- ✓ Display my resident permit if I park my car on the street and ensure any visitors to my home also display the right parking permit when they use street parking spaces.



### I won't...

- ✗ Cook a barbecue (of any size) on my balcony or within the courtyard.
- ✗ Smoke in any of the shared internal areas like the lobby, stairwell, lifts or landings.
- ✗ Light fireworks from the courtyard, children's play areas or from my balcony, patio or garden.
- ✗ Use the communal areas for storing any personal items, including bin bags, as it could cause a fire or health and safety hazard for fellow residents.
- ✗ Allow my children to play in the communal areas such as the lobby, stairways and corridors.

# A home is somewhere to live and enjoy.

## I will...

- ✓ Only use my home as a private residence.
- ✓ Ensure my home is not overcrowded and that I don't exceed the number of people who can live comfortably within the home.
- ✓ Let the Triathlon Homes Team know the names and date of birth of everyone living in my home and any changes to the makeup of my household.
- ✓ Keep my balcony clean and tidy and avoid screening off my balcony or hanging washing, bedding or mats from the balcony or windows.

## I won't...

- ✗ Sub-let, divide or share my home with lodgers before checking my lease/tenancy and consulting with Triathlon Homes.
- ✗ Use my home to carry out business or trade.
- ✗ Use my home for illegal or immoral purposes.
- ✗ Store dangerous materials in my home including petrol, gas and inflammable or explosive liquids.

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# Good neighbours

I agree with the values and behaviours in this charter. I am happy to sign up to these values and behaviours and expect the same of my neighbours.

Signature:

Name:

If you're ever unsure about your rights and responsibilities as a resident at East Village, our team is here to answer any of your queries or help out if you need us.

### ***In person:***

East Village Management Office  
80 Celebration Avenue  
London, E20 1DB

### **Opening hours:**

Monday – Friday: 8.30am – 6pm  
Saturday: 9am – 12.30pm

### ***By Telephone:***

020 8522 2012  
Monday – Friday: 8.30am – 8.30pm  
Saturday 9am: – 12.30pm

### ***On-line:***

Email: [info@triathlonhomes.com](mailto:info@triathlonhomes.com)  
Web: [www.triathlonhomes.com](http://www.triathlonhomes.com)