

Triathlon Homes at East Village

homes
triathlon
triathlonhomes.com

Moving in guide

Introduction

We are looking forward to helping you move to East Village. When you sign your tenancy or complete your shared ownership sale, our teams will provide you with plenty of information about your home, tenancy or lease and the facilities at East Village.

This moving in guide is designed to help you plan and organise your move.

Booking your moving appointment

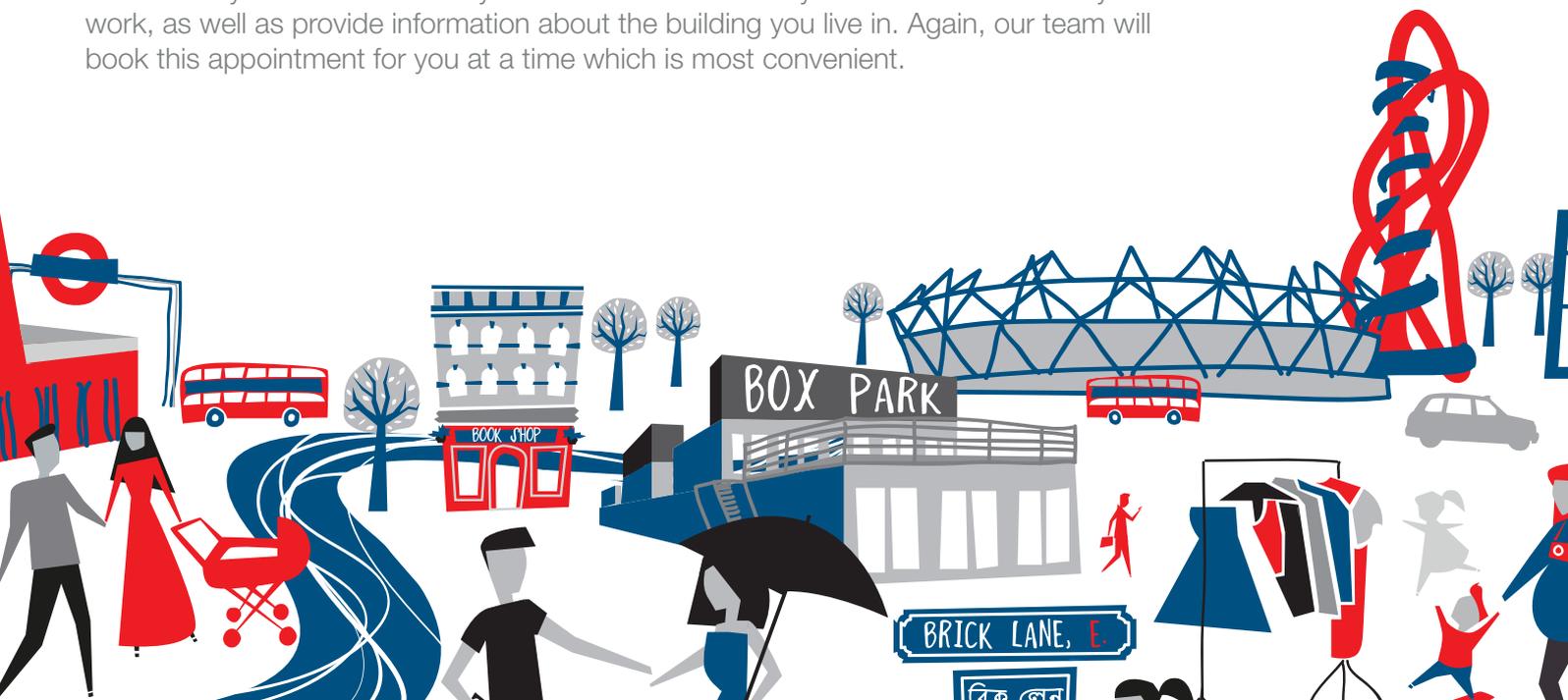
East Village is a completely new neighbourhood and lots of new residents will be moving in. There will be a high demand for parking space at the entrance to the apartment blocks and for the lifts as new residents move in. We need to manage this process to allow all residents to move in as smoothly as possible. To help this process we will be asking all new residents to book a moving in appointment.

Within this appointment period we will provide temporary parking for your car/removal van to allow you to move all of your furniture and bulky items into your home. If you are getting any new furniture delivered, it would also be ideal if it could be delivered within your booking appointment slot.

Appointment slots will be available from Monday to Sunday, and our team will book one of these for you.

Booking your home demonstration

We have a team of Triathlon Homesmakers who will be on hand to welcome new residents to East Village. We'll book a one hour appointment for one of the homesmakers to come to your home to show you all the features within your home and how they all work, as well as provide information about the building you live in. Again, our team will book this appointment for you at a time which is most convenient.



Welcome pack and useful information

When you move into your new home we'll provide a comprehensive welcome pack which will include:

- A resident handbook with information about your home systems, communal systems and information about facilities in East Village
- Manuals and user guides for systems within your home
- You and your landlord guide which outlines information about Triathlon Homes and your tenancy or lease

Utilities

Water

As with most new homes, water usage is metered and you will need to enter into a separate supply agreement with Thames Water and pay your bills directly to them.

Electricity usage

Electricity usage within each home will be metered and you will need to enter into a separate supply agreement with the current electricity supplier EDF and pay your bills directly to them. You then have the right to move to another supplier if you choose to.

Heating

There is no gas supply to the homes on East Village. East Village is connected to a district heating system that provides heat to all the buildings. Residents must use this company for their heating. The district heating system is owned and operated by a private utility company that is required to provide heat and hot water to each new home within East Village. You will need to sign a separate supply agreement with East London Energy for the supply of heat to your new home and you will have to pay your heating charges to them directly.

Phone and broadband

All of the homes are wired with fibre-optic cables which is the fastest available in the UK. To activate phone and/or broadband, residents will need to call BT, who will activate these services within 2 days with no need for an engineer to come to your home. You will need to activate the services through BT but are then able to choose the phone and/or internet provider of your choice.

Care of common areas

You will be moving into a brand new home and building, so we ask you to be careful to avoid any damage, particularly within the common areas. Please also be aware that many of your neighbours will also be moving in at a similar time and that it will be a busy time within your building for a couple of weeks.

The team and further questions

The Triathlon Homes team is based at East Village. If you have any questions or need any guidance, please don't hesitate to get in touch.

The team office is at: 80 Celebration Office, London E20 1DB
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