

FAQ Questions

Home Improvement

What light bulbs are in my home?

Description	Location	Manufacturer - Model	Lamp type
Recessed downlight	Throughout except bathroom	Phillips Master LED MU8-50N	GU10 927 25D LED 8 watt
Recessed downlight	Bathrooms	Whitecroft Lighting Concert S Fixed	S 500 7LED
Pendant light set	Throughout except hall	MK Compact fluorescent 1196 WHI	4 pin PLC C without control gear 10/13 watt
Ceiling surface light	Hallways and Townhouse stairs	Phillips Belinda surface opal	Circular TL-E 22 watt
Downlight	Under bathroom wall cabinet	Phillips Affinium LED cooler	LED 11 watt
Batten light	Utility cupboard and above bathroom wall cabinet	Phillips Pentura Mini TCH128 fluorescent	TL5 21 watt
External bulkhead brick surface light	Balcony Over front door	Bega Phillips RCP 200	TC-D 13 watt G24 2D fluorescent
Wall mounted	Under staircase in Townhouse	Phillips LEDINO	LED 2x2.5 watt
Recessed downlight	Kitchen under cabinets	NA	These units do not have replaceable lamps and the fittings will need to be totally replaced.

Can I decorate my home?

No authorisation is required to redecorate your home. However should you move out, the walls and ceilings need to be painted in the original colour and the property left as it was found. Failure to do so, may incur residents a cost.

The products recommended are;

Colour Absolute White
 Product Dulux Light and Space Matt Emulsion

Can I change my current flooring?

Flooring can be changed from carpet to laminate without formal request. Due to the underfloor heating pipes, before making any changes residents are strongly advised to take out home contents insurance. Any damage caused as a result of the works will be resident responsibility.

Triathlon Homes will not be held liable for any damages caused if we need to remove the flooring to access the pipes.

How can I source my original curtains/carpets?

These are no longer commonly available. Residents will need to source their own curtains and carpet.

IMR Decoration

IMR residents cannot make any alterations to their property during length of tenure.

You are permitted to decorate the property during your length of stay. However, you are expected to leave the property as you initially found it. Failure to do so may result in your deposit being affected.

Details of the recommended products are listed above.

Housing Management

How to obtain a metre reading?

Metre reading requests can be obtained by contacting Triathlon homes via email at info@triathlonhomes.com

Are pets allowed?

Triathlon Homes have recently revised Pets' policy and the policy is currently being updated. Information: Pet policy regulations [link](#) and Conditions of Pet ownership [link](#).

How to report tenancy breaches?

Residents can contact their Village Manager directly or by emailing the Triathlon Homes inbox at info@triathlonhomes.com. You can also call the contact centre on 0333 300 2012.

How can I get a bike storage space?

Residents will need to email the Triathlon Homes inbox at info@triathlonhomes.com. A member of staff will respond and send out a request form. If available, a space will then be allocated.

How to report noise nuisance?

All noise nuisance should be reported to Newham council's Newham Enforcement Safety Team (NEST). Residents can contact them by calling 0208 430 2000 or, via their website at <https://www.newham.gov.uk/Pages/Services/Noise.aspx>

How to report anti-social behaviour?

Residents can report anti-social behaviour by calling the contact centre on 0333 300 2012 or via email at info@triathlonhomes.com.

Triathlon Homes defines anti-social behaviour as:

- Violence or threats of violence by residents, their family or visitors including domestic violence
- Abandoned and untaxed vehicles/use of motor vehicles in an anti-social manner within the East Village
- Pet nuisance
- Illegal drug use and supply within the buildings, common parts within the East Village
- Graffiti, fly posting, overgrown gardens

Courtyard & Supervision

It is resident's responsibility to ensure that their child/children/visiting children are supervised when playing in the courtyard area.

Parents must ensure that their children's noise and activity is reasonable and keeping activity in this area to a minimum after 7pm.

Triathlon Homes receive reports from the Community Engagement team when children are found to be either unsupervised or, making noise after 7pm. If residents are found to be in breach of the regulations, action may be taken against their tenancy or lease.

If children are found unsupervised or making noise after 7pm, residents are encouraged to call the Village Security team on 0208 221 7013 (24hrs).

Please note, all residents are encouraged to enjoy the courtyard but, must keep in mind that it's designed to be a relaxing area. Larger public parks are more suited to playing sports, ball games and boisterous activities.

Mutual exchange

Residents can register their interest to mutual exchange on the Home Swapper website by visiting www.homeswapper.co.uk

Once residents have found an exchange partner a mutual exchange form will need to be completed. This can be collected from the Triathlon Homes office or, by request via email at info@triathlonhomes.com

Transfers

Triathlon Homes does not have an internal transfer list. Residents are advised to apply through Newham council where you will be required to complete a housing application form. You will then have to bid via the choice based lettings waiting list.

Deposit refunds

Once keys are returned to the Triathlon Homes office, deposits will be processed within working 10 days from the date of return.

A deduction may be taken from your deposit for rent arrears, property damage or any works required to restore the property to the original condition it was let in.

PARKING

How can I get a parking bay?

Residents can email the Triathlon Homes inbox at info@triathlonhomes.com . A member of staff will respond to advise of availability. If there is no availability, residents will be placed on a waiting list.

How much does a parking bay cost?

To rent a Triathlon Homes street bay will cost £10.44 per week.

The charge for under croft bay rental is £15.66 per week.

Please note this is accurate at the time of publishing and is subject to change

How do I join the parking waiting list.

You will be put on the parking waiting list based on your Priority which is as follows;

Priority 1 Blue Badge Holders

Priority 2: x2 Children under 10

Priority 3: Essential car users

Priority 4: Car User

How long is the waiting list.

There is no specific timeframe. As and when bays are available, spaces will be allocated as per priority on the waiting list.

What other parking options do I have ?

- Residents can park in Stratford international, the weekly cost is £31.50 per week or £105.00 per month.
- Pay by phone bays are also available around the village.
- Newham council street parking. Residents of the village can up to 25 free visitor's permits which can only be used for street parking managed by Newham council. Newham residents permit holders can also park in any available street parking please bear in mind that Newham has permits which have zones so you will need to ensure you park in the relevant zones that resident have a permit for otherwise you will get a ticket.
- Get Living London Undercroft bays cost £65.00 a month. Triathlon residents will need to apply through Triathlon.

REPAIRS

How do I go about obtaining a new fob?

Residents need to contact Triathlon Homes by emailing info@triathlonhomes.com or, by calling 0333 300 2012.

Where do I get a replacement front door key?

Residents will need to call Aspex on 01162 783 506 to obtain a replacement front door key. You will need to provide Aspex with the existing key reference number. You can also visit Aspex's website at <http://aspex-uk.co.uk/ironmongery/>

Where do I get a replacement letterbox key?

Residents will need to email Triathlon Homes at info@triathlonhomes.com to request a replacement letterbox key.

How do I get my window/ balcony door repaired?

Residents will need to email Triathlon Homes at info@triathlonhomes.com or, by calling 0333 300 2012 to report window and balcony repairs.

How can I get my cooker hood filter cleaned/replacement filters?

Filters can be purchased from the Triathlon Homes reception for a fee of £25 (two per pack). It is advisory that filters should be cleaned routinely – please see instructions below:

- Open the filter flaps and remove the filters
- Clean the filters gently by tapping or carefully using a vacuum cleaner (only if necessary)
- Replace the filters and closing the filter flaps

- This should done every 3 to 4 months.

Leaseholder repairs

All leaseholders are responsible for all demised repairs within their apartment (excluding windows and balcony doors). Triathlon Homes are unable to recommend or provide any contractors. If a leaseholder believes a fault to be a result of a building defect, then they can approach the NHBC directly.

Homeownership enquiries contact details

Resales Landlords Enquiries Staircasing Remortgage & Further Advance (shared owners) Lease Enquiries	sales.servicesnorth@shgroup.org.uk
All other enquiries	sales.servicescentral@shgroup.org.uk

Who do we contact if there is an emergency out of hours?

In case of an emergency, residents are advised to contact Triathlon Homes on 0333 300 2012. Our call centre will then direct the call to the emergency service providers depending on the type of emergency.

Please note that out of hours operatives are permitted to make safe only.