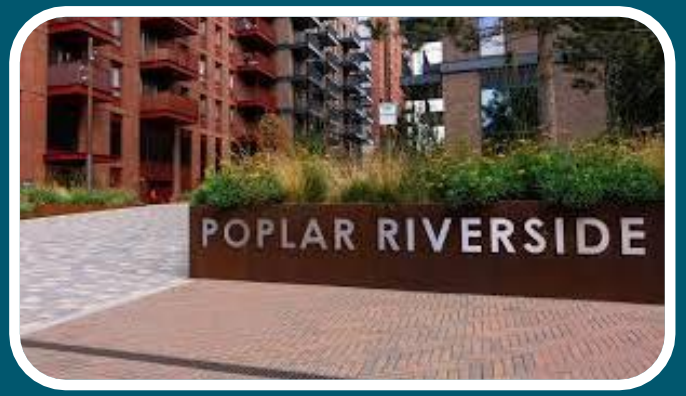


Poplar Riverside

Moving In Guide

POD









Congratulations and welcome to your new home at Poplar Riverside

This guide is intended to provide you with useful and informative information about the Development, ensuring you can make the most of your new home and enjoy the facilities and services the wider development has to offer.

POD



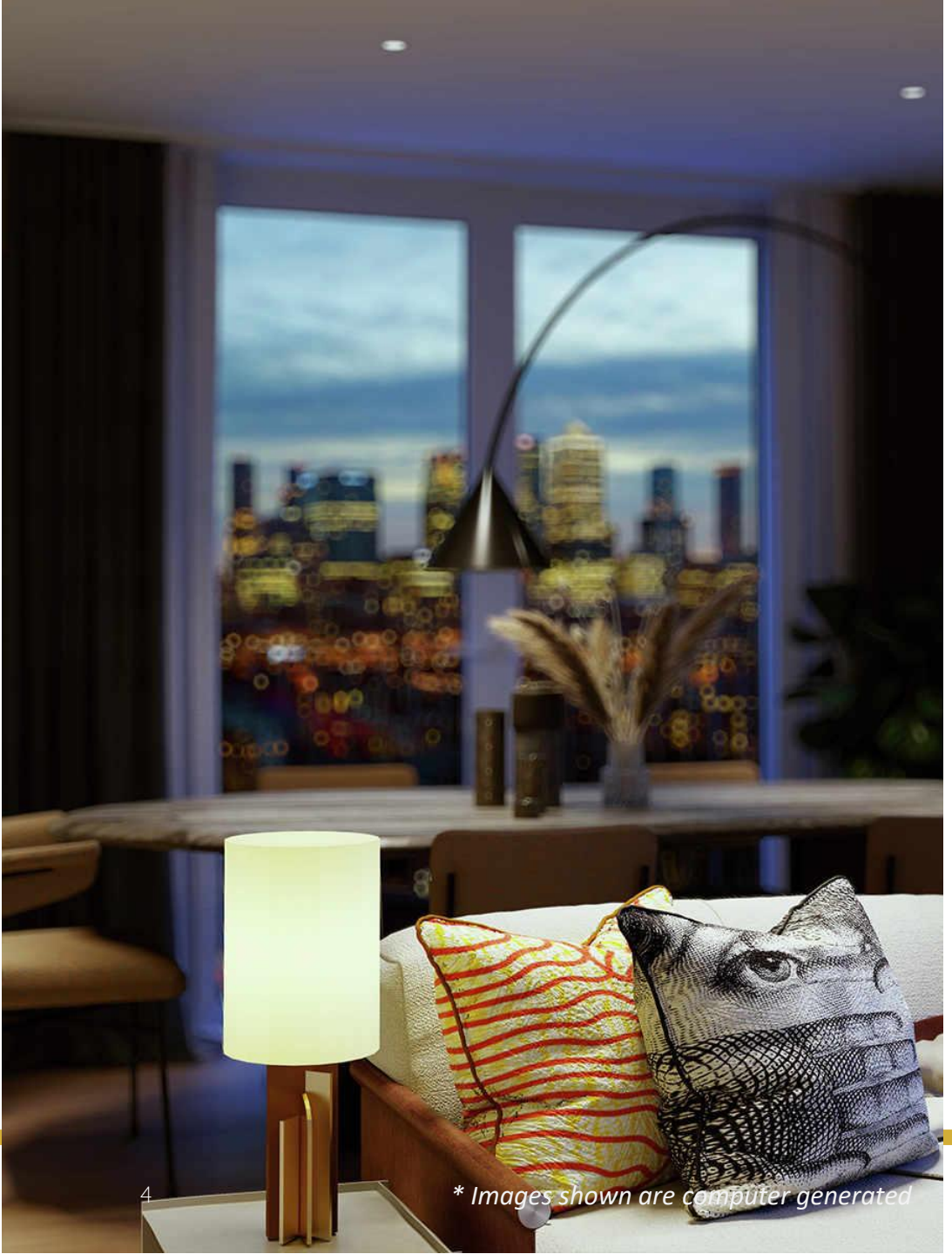
Welcome to Poplar Riverside!

Inspired by life, Shaped by Landscape

Created by St William, Poplar Riverside is located on the banks of the River Lea just 1.7 miles from Canary Wharf. The scheme will include over 2,800 homes and a 2.5-acre public park, conveniently situated in Zone 2/3. On foot, Canning Town Underground station is under a mile away, while by bike, Canary Wharf can be reached in 12 minutes and Stratford in 16 minutes. The 20 acres at Poplar Riverside are being transformed into a genuine indoor/outdoor living experience with over half the area dedicated to green, open space.

Poplar Riverside will create a lifestyle that balances work with home life, excitement with relaxation, and inspirational city living with wildlife. A more natural approach to urban living.

** Images shown are computer generated*



Poplar Riverside On Site Team

Your Estate Director, Tony Ulasi, is responsible for the day-to-day management of Poplar Riverside, ensuring the development is always maintained to a high standard.

Poplar Riverside Concierge Team

Your dedicated Concierge team will be available 24 hours a day 7 days a week. You will find your concierge service situated in the next to Curlew House. The team will offer key and parcel services.

To benefit from the services, you are required to complete a Residents' Registration Form. Simply click here or scan the QR code box below to access the form.

** Images shown are computer generated*

Concierge Services

Some of the services the Concierge team can provide for you include: -

- Parcel management
- Key management
- 24/7 enquiry assistance
- Local amenities advice

Concierge contact details

0203 910 8535

poplarriverside@PODMANAGEMENT.CO.UK

Key Holding Services

The Poplar Riverside team offer a secure key holding service that can provide a range of benefits:

a. Keys can be supplied, only with your express consent, to anyone you may want to access your property in your absence.

b. It ensures we can access your property, only with your express consent, to assess or rectify any emergency in your absence, for example a leak affecting your apartment. This means any potential damage can hopefully be minimised while you arrange for a full repair if required.

The MyPoplarRiverside App

MyPoplarRiverside is your on-demand access to exploring all the resident services Poplar Riverside has to offer. Designed to enhance your living experience, the app provides convenient access to essential services and community features.

Once your resident registration is complete, you will be emailed a link to create your unique login and download the app from the Apple or Google Play store.

Examples of what you will find on the MyPoplarRiverside app:

- Important development updates and newsletters
- How to guides and videos related to your apartment
- Information on events
- An introduction to you Poplar Riverside team



Deliveries

Terms & Conditions

POD Management will not be liable to you or any other party in contract, negligence, breach of statutory duty or otherwise for any loss, damage, expenses of any nature whatsoever incurred or suffered because of receiving or holding “the Parcels” whether of an indirect or consequential nature.

You do not rely on any representation warranty or other provision as to the condition, loss or damage to “the Parcels” or to its contents; and

Any suspicious parcels or parcel that obviously requires refrigeration may not be accepted and may be disposed of, refused or returned to sender.

We cannot accept large parcels that may not be easily moved or stored. In general, this is parcels more than 10kg as they then cannot be safely moved by "the Staff". For such large parcels please make your own direct delivery arrangements.

We do not provide any additional facilities regarding High Value Items / parcels, and I acknowledge that if I want to ensure receipt of High Value Items, I should be available in person to receive the same directly.

Please contact the Concierge team for any delivery related queries. For example, if there is a time you are likely to collect a certain delivery or if you will be unable to collect a package for some time. We as that where possible, all deliveries are collected within 48 hours due to the limited storage space available at Concierge

Large Deliveries

It is important to note that the Concierge cannot accept large parcels that may not be easily moved or stored. In general, this is parcels of more than 10kg in weight, or 1 metre in terms of the parcel’s width, height, or depth, as such parcels cannot be safely moved by the Concierge. For such large parcels please make your own direct delivery arrangements.

Food deliveries

Unfortunately, food deliveries cannot be accepted by the Concierge team as there are no facilities within which food can be suitably stored. Therefore, any food delivery courier (including supermarket deliveries and perishables) will be directed to your apartment so that you can receive the delivery accordingly.

Moving In or Out?

Book the loading bay

Book a loading / unloading bay for your Poplar Riverside move in by clicking here

Here you can select your preferred move in date from the calendar.

In exceptional circumstances the concierge team can potentially facilitate move ins with 12 hrs notice - to book such a move in please contact the concierge team to discuss the matter - poplarriverside@PODMANAGEMENT.CO.UK

Upon arrival on the day of your booking, please inform the concierge and provide your vehicle details. The concierge team will then guide you to your designated loading bay.

Bulky moving in waste

The development does not have the facility to store or remove bulky items. Please therefore ensure all boxes and moving materials are removed from the development appropriately by either your removal company or by contacting Concierge to advise how this can be undertaken.

Moving In or Out?

The aim is to make the move in journey as seamless and efficient as possible. However, to do this, we need to highlight some key points you should be mindful of:

All removal activities should take place between the hours 08.00am and 18.00pm and by prior arrangement – this must include the booking of loading bay as required. This will ensure the lifts are protected and we will be on hand to advise you of the best places to stop and unload.

With all move-ins and removals, access to and from your property should be undertaken with the utmost respect to other residents and common communal areas. Considering this, we kindly ask that the following guidelines are adhered to:

- Please consider your neighbours when moving and limit disturbances by ensuring you have adequate assistance.
- Use a reputable removal firm and check they have the appropriate insurance to carry out your move and they are fully briefed with regards to all restrictions on site such as parking and lift sizes.
- In the interest of security and fire safety please do not leave propped doors left unsupervised.
- Do not block any access routes inclusive of corridors and landings
- Agree all removal activities/deliveries with the concierge Team in advance of your planned move.
- Please ensure that the lift doors are not obstructed by any objects and avoid overloading the lift.



Berkeley
Designed for life

Waste Disposal

Residents will dispose of their normal day-to-day household rubbish via the communal underground refuse system (URS) located near your respective building.

Please note that your waste must be disposed of correctly within the bin otherwise the waste can become contaminated.

- Please separate waste into general and recycling.
- Break down cardboard boxes as small as possible before placing in the bins
- Ensure door is properly shut after use.

Pets

You will need written consent from the managing agent – POD, if you want to keep a pet.

Unfortunately, that means you cannot just bring a pet home one day and keep it in your property. Evidence of adequate insurance for your pet will also need to be provided. You can apply for pet consent via the below online form, note you will require a photograph of your pet to complete this form and a copy of their insurance certificate.

Click here to access the form

Parking

Temporary parking is available for moving in and out including trade services attending for supply or maintenance to an apartment. Permits can be issued at the concierge desk for such purposes. Annual parking rental may be available on a waiting list based on a first come and first serve basis. If available, the concierge will be able to register your interest on the waiting list.

It is the responsibility of all residents to ensure that their household members and visitors are made aware of the parking restrictions in operation across the development.

Please note that should you wish to make use of the designated parking area for use as mentioned above, please visit concierge. Parking will be permitted on a temporary basis only and at discretion of the concierge team. All vehicles parked within the designated parking area must be registered for a valid virtual parking session at the concierge desk.

Your managing agent / Berkeley Homes has no jurisdiction over enforced vehicles and under no circumstances will they act as mediators in any cases concerning enforcement action of any vehicles.



About POD

We'll take care of it

Your managing agent is POD, working in collaboration with St William, we will manage Poplar Riverside on a day-to-day basis, providing you with a dedicated on-site team.

POD cares for homes; not properties, seeking to make places and experiences exceptional. By providing around-the-clock support, issues are dealt with when they happen, and customers always know exactly where they stand.

POD strives to make a difference to its customers' lives by using a smart range of services to provide peace of mind, assigning a dedicated and meticulous team of experts to each home. No problem is too small, and attention-to-detail is a given, thanks to an innovative use of technology to ensure a complete, transparent data flow, with no loss of knowledge. They aim to make the management of property simple and provide on-line access to information and updates as well as 24/7 emergency support.

POD contact details

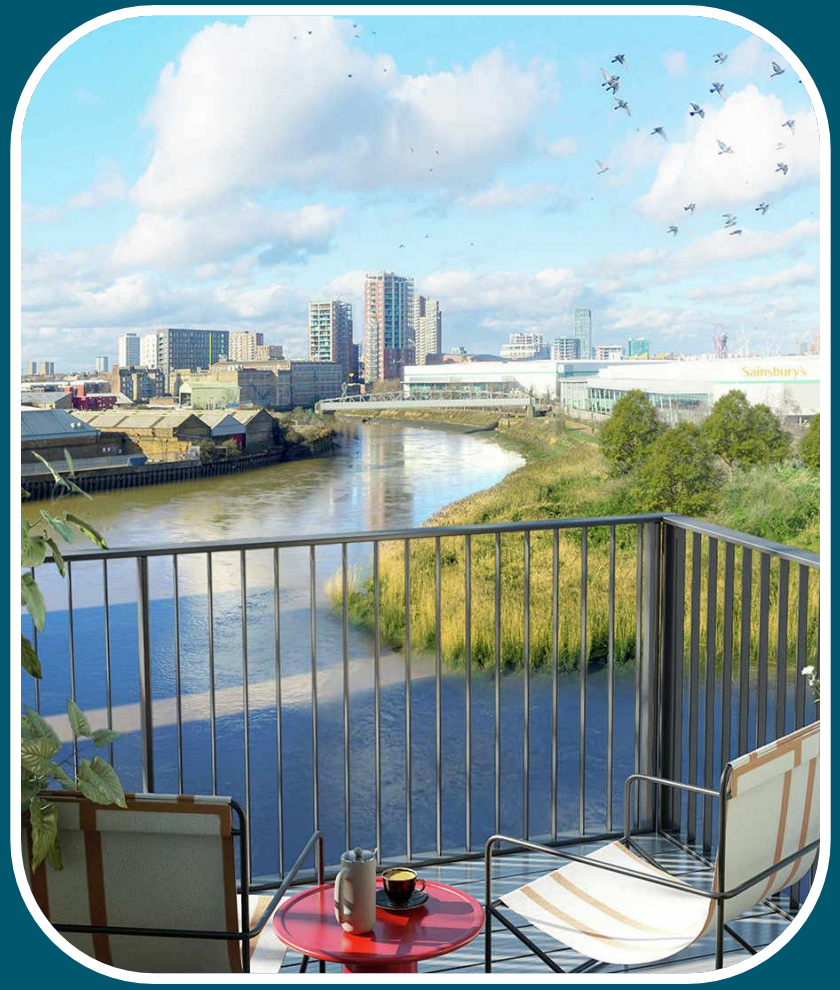
First Floor, Unit 1, Elstree Gate, Borehamwood. WD6 1JD

t 0333 577 6656

e support@podmanagement.co.uk

w podmanagement.co.uk

** Images shown are computer generated*



What are we (POD) responsible for?

In case you don't already know we are responsible for the maintenance and management of what is called the buildings 'common parts. This is essentially any area, asset or part of the building which does not directly serve only your individual property and / or is not located within your individual property.

This means we will manage and maintain the internal communal areas, any amenities that the resident's benefit from, the external grounds and the building structures and associated infrastructures.

As a leaseholder you would be responsible for maintaining anything within your apartment, for example the heating system, the smoke alarm and appliances.

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