

Post Completion Next Steps

1. Managing Agent

POD Management is the Managing Agent here at Poplar Riverside. We advise you to register your contact details with them at the earliest convenience. This can be done with the concierge team or using the below details.

POD Management

Telephone 0333 577 6656

Email Poplariverside@podmanagement.co.uk

Website www.podmanagement.co.uk

Kindly note: POD Management will communicate with you regarding service charge billing so it is essential that they have the correct contact details for you.

2. Utilities

Electric

Eon

Telephone 0808 501 5200

Website www.eonnext.com

Kindly note: Eon will send out a registration pack with details of how to sign up. If this is not received you or your agent can email Eon at hi@eonnext.com. When doing so, it would be helpful to send them your meter number, postal address and meter reading. Please note you can also sign up via their app.

Water

Independent Water Networks Ltd (IWNL)

Telephone 02920028711

Website www.IWNL.co.uk

Kindly note: IWNL will send out a welcome pack in the post following completion.

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Heat & Hot Water

Insite Energy

Email at help@insite-energy.co.uk

Phone on 0203 908 8150

Webchat available at: https://insite-energy.co.uk/home

3. Council Tax

Please ensure you register with the local authority for council tax payments. You can complete a 'moving in' form online by following this link:

https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/council_tax/Moving_in_or_out.aspx

Alternatively if you have not moved in or tenanted your property, please contact the Income Valuation and Appeal Officer, Julie Allen directly:

Julie Allen

Income Valuation & Appeals Officer

Telephone: +44 (0) 207 364 5380

Email: julie.allen@towerhamlets.gov.uk

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4. Aftercare

Should any defects become apparent during the 2 year warranty period following legal completion, please do not hesitate to contact our dedicated Aftercare Team. Our team are available between the hours of 8am and 5pm, Monday to Friday.

Email: service@berkeleyhomesco.uk
Telephone: 0370 770 2020

5. Out of Hours Emergencies during 2 Year Warranty Period

In the case of an emergency outside of our working hours, please contact the St William Out-of-Hours Service on **020 8090 1578.** This service is available all year round, during out of office hours, with total coverage over bank holidays. Please be mindful that this service is available for emergencies only.

6. Moving In

We advise pre-booking a parking slot ahead of moving in. You can do this by clicking this link or by copying and pasting the below into your URL (https://booknow.podmanagement.co.uk/#/84748000002213102)

On the day, please speak to POD, the concierge team, to obtain a temporary parking permit and to ask where is best to park

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7. Maintenance

Your property has various moving parts which need to be maintained.
This include the following:

- Grub screws for the door handles
- Grub screws under bathroom shelves
- Internal doors

8. Cleaning

We strongly recommend avoiding any bleach or corrosive products to clean the tiles, worktops or floors. This will remove the natural colour of the product and will not be covered under your defect period

Please clean the shower heads often; as we live in a hard water area, limescale can build up and block the shower head

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