



www.hamways.com/hampton-lodge

Welcome to Your New Home!

Welcome to Hampton Lodge, we hope you will be happy in your new home.

What Hamways Do

Hamways are the Property Managers for your home. We look after the flats and common parts at Hampton Lodge & can help with maintenance & tenancy queries. Full details of how to get in touch with us are on our website: www.hamways.com. We are fully digital, with a state-of-the-art Customer Portal, which allows you to report issues, check your account, make rent payments & more. This is the most efficient way to administer to non-urgent queries, however if you require immediate assistance, please call our main number on 01883 730890

Hamways are both a Property Manager & Letting agent & we look after an extensive portfolio nationally. We hope you will be happy in your new home for many years but if your circumstances do alter or you just feel it is time for a change, we are always here to help you.

Hamways Contact Details

- ❖ Web - www.hamways.com - visit our website to pay rent, report and track repairs, view documents and much more. All you need to register is the unique PIN and tenant reference provided in your welcome letter.
- ❖ Email - enquiries@hamways.com
- ❖ Phone - 01883 730890. Please press 1 to reach our repairs department or hold for all other enquiries.
- ❖ Office address - 104 Station Road East Oxted Surrey RH8 QQA

For urgent repairs outside normal working hours (9am- 5:30pm, Monday to Friday), please call 01883 730890. Press 1 and you will be directed to our out of hours partners Adiovu. If your repair is not urgent, please contact us the next working day.

The Local Area

Welcome to Horley.

We have put together some local information to help you discover your new neighbourhood. We hope you enjoy living in this great community!

Public transport

Train

- ❖ Horley - 0.2 miles

Buses

From Brighton Road

- ❖ 20 - towards Gatwick Airport and Crawley or Langshott
- ❖ 22 - towards Gatwick Airport and Crawley or Charlwood, Dorking and Holmbury St Mary
- ❖ 26 - Horley Town Bus
- ❖ 100 - towards Gatwick Airport and Crawley or Redhill
- ❖ 400 - towards Gatwick Airport and East Grinstead or Redhill and Caterham
- ❖ 420 - towards Gatwick Airport and Crawley or Redhill, Reigate, Tadworth, Banstead and Sutton
- ❖ 460 - towards Gatwick Airport and Crawley or Redhill, Reigate, Tadworth and Epsom

From Woodroyd Avenue

- ❖ 26 - Horley Town Bus
- ❖ 422 - towards Gatwick Airport and Crawley or Redhill and Reigate

Local Markets

- ❖ Horley Market, High Street Carpark - Saturdays
- ❖ Redhill Market, High Street - Thursday, Friday & Saturday

Supermarkets

- ❖ Waitrose, 26 Victoria Road - 0.1 miles
- ❖ Lidl, 100 Victoria Road - 0.3 miles
- ❖ Tesco Express, 73 Brighton Road - 0.7 miles

Pharmacy

- ❖ Horley Pharmacy, 125 Victoria Road - 0.3 miles
- ❖ Lloyds Pharmacy, Health Centre, Kings Road - 0.4 miles

Shopping

- ❖ Horley
- ❖ Crawley - 5 miles
- ❖ Redhill - 5.3 miles
- ❖ Reigate - 7 miles
- ❖ East Grinstead - 8.7 miles
- ❖ Horsham - 13 miles

Parks & Green Spaces

- ❖ Horley Recreation Ground - 0.9 miles
- ❖ Riverside Garden Park - 1.5 miles

Information About Your Block

Hamways manages the whole block, including the common parts, at Hampton Lodge. Below you will find some general information and housekeeping points that we hope you will find helpful.

- ❖ **Local Authority** - Reigate and Banstead Borough Council, Town Hall, Castlefield Road, Reigate, Surrey, RH2 0SH, 01737 276000, <https://www.reigate-banstead.gov.uk/>
- ❖ **Refuse & Recycling** - Paper, cardboard and food waste are collected every Monday. Refuse and mixed recycling are collected every other Monday. For information on what can be recycled, please check this link https://www.reigate-banstead.gov.uk/info/20162/your_recycling_and_refuse_service/459/what_can_go_in_each_container
- ❖ **Fire Action Plan** - The fire action plan is attached at the end of this information sheet. Please familiarise yourself with the document.
- ❖ **Television Aerial** - All flats have a connection to the communal satellite system that is installed. To connect, simply plug your aerial cable into the socket within your flat. Should you note a fault with reception, please check your equipment before reporting it to our repairs department. Please do not install your own aerials or dishes.
- ❖ **Internal Common Parts** - Please keep communal hallways clear of obstructions at all times. If you note a fault with lighting or other concerns such as trip hazards or obstructions, please use the 'report a repair' form available on our website or contact us using the details above.
- ❖ **Communal Areas** - We ask all users of the communal areas to behave in a neighbourly way and to be considerate and respect your fellow residents. By law smoking is not permitted within internal common parts and your landlord does not permit smoking within individual flats.
- ❖ **Security of Common Parts** - When going in and out of the block please shut the front door carefully and ensure that it is kept shut at all times. Please question any unknown people in the block. For your security, all flats are connected to an entryphone system.
- ❖ **Cleaning** - Your landlord has arranged and cleaning of the internal common parts on a fortnightly basis.
- ❖ **Parking Arrangements** - parking at the block is on a first come first served basis.
- ❖ **Bicycles** - There is no formal facility for the on-site storage of bicycles. Bicycles should not be stored in the internal common parts or within your flat.

Council Tax and Utilities

- ❖ **Council Tax** - Please register with the Local Authority, Reigate and Banstead Borough Council, Town Hall, Castlefield Road, Reigate, Surrey, RH2 0SH, 01737 276000, <https://www.reigate-banstead.gov.uk/>
- ❖ **Water** - Your water supplier is SES Water, London Road, Redhill, Surrey, RH1 1LJ, , 01737 772000, <https://seswater.co.uk/>
- ❖ **Gas and Electricity** - You are free to choose your own supplier. You should take meter readings at the start and end of your tenancy.



Fire Action

Any person discovering a fire should

1. Activate the nearest fire alarm call point
2. Phone the fire brigade on 999

On hearing the fire alarm

1. Leave the building by the main door
2. Close all doors behind you
3. Ensure the fire brigade has been called
4. Wait in a safe area until fire brigade arrives



DO NOT take risks

DO NOT stop to collect personal belongings

**DO NOT return to the building for any reason
until authorised to do so**

DO NOT use lifts