



www.hamways.com/st-nicholas-house

Welcome to Your New Home!

Welcome to St Nicholas House 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 St Nicholas House & 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 Deptford!

We have put together some local information to help you discover your new neighbourhood. We hope you enjoy living here.

Public transport

Go to <https://tfl.gov.uk/plan-a-journey/> to plan your journey

London Underground

- ❖ North Greenwich (Jubilee Line) - 2.8 miles

DLR

- ❖ Cutty Sark - 0.6 miles
- ❖ Deptford Bridge - 0.7 miles
- ❖ Greenwich - 0.9 miles

Train

- ❖ Deptford (Thameslink and South Eastern) - 0.4 miles
- ❖ Greenwich (Thameslink and South Eastern) - 0.9 miles
- ❖ New Cross (Overground and South Eastern) - 0.8 miles

Buses

From Creekside

- ❖ 108 - towards Stratford, Bermondsey and St Katherine's Dock or Greenwich
- ❖ 188 - towards North Greenwich or Surrey Quays, Canada Water, Bermondsey, Elephant and Castle, Waterloo, Holborn and Russell Square
- ❖ 199 - towards Canada Water and Surrey Quays or Greenwich, Lewisham and Catford
- ❖ N1 - towards Holborn, Waterloo, Elephant and Castle or Greenwich, Woolwich Arsenal, Plumstead, Abbey Wood and Thamesmead

From Deptford High Street

- ❖ 47 - towards Lewisham or Surrey Quays, Canada Water or Bermondsey, London Bridge, Monument, Liverpool Street and Shoreditch
- ❖ 108 - towards Stratford, Bermondsey and St Katherine's Dock or Greenwich
- ❖ 188 - towards North Greenwich or Surrey Quays, Canada Water, Bermondsey, Elephant and Castle, Waterloo, Holborn and Russell Square
- ❖ 199 - towards Canada Water and Surrey Quays or Greenwich, Lewisham and Catford
- ❖ N1 - towards Holborn, Waterloo, Elephant and Castle or Greenwich, Woolwich Arsenal, Plumstead, Abbey Wood and Thamesmead

Local Markets

- ❖ Deptford Market Yard - open daily - 0.5 miles
- ❖ Greenwich Market - open daily - 0.7 miles
- ❖ Brockley Market, Lewisham College Carpark - Saturdays 10am to 2pm - 1.3 miles

Supermarkets

- ❖ Sainsburys Local, 73-75 Creek Road - 0.1 miles
- ❖ Tesco Express, Creek Road - 0.3 miles
- ❖ Waitrose, New Capital Quay, Dowells Street - 0.5 miles

Pharmacy

- ❖ Rose Pharmacy, 24 Creek Road - 0.2 miles
- ❖ Lockyer Pharmacy, 252 Evelyn Street - 0.5 miles

Shopping

- ❖ Deptford Market Yard - 0.5 miles
- ❖ Greenwich - 0.7 miles
- ❖ Lewisham Shopping Centre - 2 miles

Parks & Green Spaces

- ❖ Fordham Park - 0.9 miles
- ❖ Deptford Park - 1 mile
- ❖ Island Gardens 1.1 miles
- ❖ Greenwich Park - 1.3 miles
- ❖ Millwall Park - 1.3 miles
- ❖ Mudchute Park and Farm 1.5 miles

Information About Your Block

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

- ❖ **Local Authority** - London Borough of Greenwich, Greenwich Council, Town Hall, Wellington Street, Woolwich, London, SE18 6PW, Tel: 020 8854 8888, www.greenwich.gov.uk/Greenwich
- ❖ **Refuse & Recycling** - Refuse and recycling should be left in the bins in the store to the right-hand side of the building (as you look at the block from the road). Bins are emptied on a Monday. For information about what should be placed in the bins, please visit this link https://www.royalgreenwich.gov.uk/info/200171/recycling_and_rubbish/1972/what_you_can_put_in_your_rubbish_bins
- ❖ **Fire Action Plan** - The fire action plan is attached at the end of this information sheet. Please familiarise yourself with the document.
- ❖ **Television Aerial** - An integrated television reception system is installed. The service can provide digital terrestrial, Sky, Sky+, and Sky HD television, Freesat, Freesat HD and DAB radio signals. 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 and grounds 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 bi-monthly.
- ❖ **Parking Arrangements** - There is unallocated parking for residents and/or visitors.
- ❖ **Bicycles** - There is no facility for bicycle storage on site. Bicycles should not be stored in the common parts or within your flat.

Council Tax and Utilities

- ❖ **Council Tax** - Please register with the Local Authority, London Borough of Greenwich, Greenwich Council, Town Hall, Wellington Street, Woolwich, London, SE18 6PW, Tel: 020 8854 8888, www.greenwich.gov.uk/Greenwich
- ❖ **Water** - Your water supplier is Thames Water, PO Box 286, Swindon, SN38 2RA. Telephone: 0800 980 8800. For further information please follow the link below:
<http://www.thameswater.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. Phone the fire brigade on 999
2. Leave the building by the main door
3. Close all doors behind you
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