



www.hamways.com/gemma-court

Welcome to Your New Home!

Welcome to Gemma Court, 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 Gemma Court & 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 Beckenham.

We have put together some local information to help you discover your new neighbourhood. Beckenham has been described as a vibrant village in the heart of the London suburbs and we hope you enjoy living here.

Public transport

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

Train

- ❖ Clock House - 0.3 miles
- ❖ Beckenham Junction - 0.6 miles
- ❖ Kent House - 0.7 miles

Tram

For trams towards Wimbledon

- ❖ Beckenham Road Tram Stop - 0.5 miles
- ❖ Beckenham Junction Tram Stop - 0.5 miles

Buses

From Haynes Road

- ❖ 194 - towards Penge or West Croydon
- ❖ 227 - towards Bromley or Crystal Palace
- ❖ 354 - towards Penge or Bromley North
- ❖ 358 - towards Bromley and Orpington or Crystal Palace
- ❖ N3 - towards Bromley North or Crystal Palace, Brixton, and Oxford Circus

From Croydon Road/War Memorial

- ❖ 54 - towards Elmers End or Lewisham, Blackheath, and Woolwich Arsenal
- ❖ 194 - towards Penge or West Croydon
- ❖ 358 - towards Bromley and Orpington or Crystal Palace

From Beckenham High Street/War Memorial

- ❖ 54 - towards Elmers End or Lewisham, Blackheath, and Woolwich Arsenal
- ❖ 227 - towards Bromley or Crystal Palace
- ❖ 352 - towards Bromley or Lower Sydenham
- ❖ 354 - towards Penge or Bromley North
- ❖ N3 - towards Bromley North or Crystal Palace, Brixton, and Oxford Circus

Local Markets

- ❖ Bromley Charter Market - every Thursday, Friday, and Saturday - Bromley High Street

Supermarkets

- ❖ Tesco Express, 408-424 Croydon Road, Beckenham - 0.2 miles
- ❖ Sainsburys, 181 High Street, Beckenham - 0.3 miles
- ❖ Waitrose, 10.3 miles Southend Road, Beckenham - 0.7 miles

Pharmacy

- ❖ Beckenham Pharmacy, 171-173 High Street, Beckenham - 0.2 miles
- ❖ Paydens Beckenham, 399-401 Croydon Road, Beckenham

Shopping

- ❖ Beckenham High Street - 0.3 miles
- ❖ Bromley High Street - 2.4 miles

Parks & Green Spaces

Bromley might be the biggest London Borough, but it is also the greenest!

- ❖ Croydon Road Recreation Ground - 0.6 miles
- ❖ Cator Park- 0.9 miles
- ❖ Kelsey Park, Manor Way - 0.9 miles
- ❖ Beckenham Place Park - 2.1 miles
- ❖ South Norwood Country Park - 3.2 miles

Information About Your Block

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

- ❖ **Local Authority** - Bromley Council, Civic Centre, Stockwell Close, Bromley, BR1 3UH, Tel: 0208 464 3333 www.bromley.gov.uk
- ❖ **Refuse & Recycling** - Refuse should be placed in the large, wheeled bins located at the front of the building. Food waste is collected every Friday. Non-recyclable refuse and recyclable refuse are collected on alternate Fridays. Please check this link for information on what can be recycled <https://recyclingservices.bromley.gov.uk/> (please note that the block is listed as 7 Beckenham Road).
- ❖ **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 block aerial 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 and the main door is operated with security keys that cannot be copied. Please contact your block manager, should you require additional or replacement copies.
- ❖ **Cleaning** - Your landlord has arranged and cleaning of the internal common parts on a monthly basis.
- ❖ **Parking Arrangements** - There is parking available at the rear of the building on a first come first served basis.
- ❖ **Bicycles** There is a bike storage facility at the front of the building. Bicycles are left at the owner's own risk. 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, Bromley Council, Civic Centre, Stockwell Close, Bromley, BR1 3UH, Tel: 0208 464 3333 www.bromley.gov.uk
- ❖ **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. 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**