

Moving in Guide



N° 18
PORCHESTER
GARDENS

Welcome

NO. 18 PORCHESTER
GARDENS

We are delighted to welcome you to No. 18 Porchester Gardens and your new home. This guide has been designed to provide you with all the information you'll need ahead of moving in.

Preparing to Move

RESIDENTIAL APARTMENT ADDRESS

Apartment No. (e.g. 21) Porchester Court
No. 18 Porchester Gardens
London
W2 4DF

LEGAL COMPLETION

Once your apartment is ready, your legal advisor will receive notification that you are required to complete the purchase under the terms of the sale agreement. You will then have up to 10 business days within which to complete the purchase of your property. If necessary, you should contact your solicitor and your bank/mortgage advisor to ensure that you are in a position to meet this deadline.

Your legal advisor will contact you once legal completion has taken place.

Our Customer Experience Team will contact you on or around your legal completion date to book your key handover and home demonstration appointment. You may also contact them directly with any specific requests you may have – you'll find their details on page 9.

Please note that legal completion must take place before your apartment keys are handed over to you or your representative.



Customer Experience Team

KEY HANDOVER

You'll be contacted by the Customer Experience Team on or around your legal completion date to arrange a key handover appointment. We recommend allowing two hours for the appointment and request that you bring photographic identification (such as a passport or driving license) along with you on the day.

Following the appointment, you will receive a welcome email with a copy of your signed key handover form and a Home User Guide. This guide will provide you with a range of useful information on how to settle into, navigate, and care for your new home.

Ahead of your key handover appointment, please complete the key handover form. This will let our Customer Experience Team know who they'll be meeting on the day of your appointment.

[COMPLETE KEY HANDOVER FORM](#)

HOME DEMONSTRATION

Following the handover of your apartment keys, a member of the Customer Experience Team will meet with you or your representative for a full induction and tour of your new home and its features.

If you would prefer for your home demonstration to be completed at a later date, this can easily be arranged with the Customer Experience Team. You can contact them via e-mail or phone (see page 9).

The Customer Experience Team will be available for key handovers and home demonstrations
Monday - Friday, 09:00 - 17:00.

Please note that it is your and/or your letting agent's responsibility to provide a home demonstration to any future tenants.



CUSTOMER EXPERIENCE TEAM

cx@porchestergardens.com
07476 049535

Our Customer Experience Team will be your primary contact from this point onwards, assisting on all matters relating to your apartment, pre and post move-in. The team is looking forward to welcoming you to your new home, and is here to make sure your experience is as seamless as possible.

Should you have any questions, please do not hesitate to contact the Customer Experience Team during usual business hours, Monday to Friday 09:00 - 17:00.



Snag Guidance

WHAT IS A SNAG?

A snag is a minor, low-risk fault identified during the construction of a new build property. Examples could range from a small scuff on the wall to missing silicone on the kitchen worktop.

Snagging inspections take place throughout the construction lifecycle, with all snags recorded and reported to the contractor to be rectified.

To achieve practical completion (the official 'end' of construction) the contractor will usually have to demonstrate that all snagging issues have been resolved.

WHEN CAN YOU REPORT SNAGS?

We encourage you (or your professional snagging inspector) to inspect your new home at Porchester Gardens between your Notice to Complete (NTC) being served and the day of your key handover. We kindly request that your snagging inspection take place before any furniture or personal belongings are moved into the property. Your snag list may be rejected if it is received after this point.

WHO CAN YOU REPORT YOUR SNAGS TO?

Once your numeric and photographic snag list is compiled, you should submit it to the Customer Experience Team via email: cx@porchestergardens.com.

Please note, you can only submit one snag list for your apartment. Once our team receives your list, they will contact you to arrange an appointment to inspect and validate all of the items raised in line with industry standards. The Customer Experience Team will then log those items on their snagging management software, raising legitimate faults with the contractor to be addressed. Once all snags have been rectified, our team will provide you with a written update via email.

Defect Guidance

WHAT IS A DEFECT?

A defect can be identified by reasonable inspection and may indicate a more serious fault that requires more urgent attention, such as a severe escape of water, a loss of power, or an unsecured window. These are sometimes referred to as patent defects.

A defect that cannot be identified from reasonable inspection (for example, a concealed structural issue) is referred to as a 'latent' defect. Once the fault presents itself, it then becomes a patent defect.

Defects can arise as a design deficiency, or where there is a product or material failure. During the defects liability period (DLP), it is the contractor's responsibility to rectify defects at no cost to the homeowner. At Porchester Gardens, the DLP is 12 months from the point of practical completion.

WHEN CAN YOU REPORT A DEFECT?

You can report a defect at any time from the point of legal completion until the end of your 12-month DLP. Any major construction defects that may arise after such time will still be covered by your building warranty provider, Build-Zone, for a further nine years (providing a total of 10 years of cover).

WHO CAN YOU REPORT YOUR DEFECTS TO?

All in-apartment defects should be reported to the Customer Experience Team, who will validate the defects and raise these for the contractor to resolve. To report a defect within the communal areas, please contact the concierge.



DEFECT RESOLUTION TIMESCALES

Defect resolution timescales will depend on the severity of the fault and the immediate risk that it may pose to you, your neighbours, members of the public, or the wider building.

P1 – Emergency: 24 hours
Any fault that poses a significant risk to the resident, wider building, or members of the public. (For example, total loss of hot water.)

P2 – Urgent: 72 hours
A fault that poses a medium risk or a disturbance to the resident, wider building, or members of the public. (For example, partial loss of hot water.)

P3 – Non-urgent: 14 days
Any repair that poses a low risk is considered a non-urgent or routine repair. (For example, minor snagging issues.)

Building Management



BUILDING MANAGEMENT TEAM

Richard Johnston
Concierge
Monday - Friday, 08:00 - 18:00
07386 971364
concierge@porchestergardens.com

Rhodium has been instructed to manage Porchester Gardens on behalf of the landlord. Rhodium is an award-winning, luxury building management company, which focuses exclusively on the super-prime market across London. Their comprehensive, bespoke management services are tailored to the individual needs of each development and its homes.

Rhodium is responsible for managing the building. This includes key holding services, service charge administration, building security, and maintaining exterior and interior communal areas to the highest standards. In the first instance, please report any matters regarding the communal areas to the concierge.

ACCESS AND PARKING

SECURE ACCESS

The main entrances to No. 18 Porchester Gardens are secured with controlled access and require a fob for entry. Your home front door, including those at street level, will be accessed with keys. Please remember to always carry your fob and keys when leaving your home.

GUEST ACCESS

Your home is equipped with a video/audio entry panel system, allowing guests to contact you easily when they arrive outside the building. Using your AV touchscreen, you can remotely unlock the main entrance to grant them access. To help them reach your floor, direct them to the lobby where they can use the lift.

PARKING

No. 18 Porchester Gardens is located in Westminster's controlled parking zone B3. You can apply for an annual resident parking permit online via Westminster Council's website:
www.westminster.gov.uk/parking/parking-residents/apply-resident-parking-permit-first-time

NEAREST PUBLIC CAR PARKS

Q-Park Queensway (0.2 miles)
Address: 26 Queensway, London, W2 3RX
Tel: 0113 238 4200
www.q-park.co.uk

Waitrose Car Park Bayswater (0.3 miles)
Address: Porchester Terrace North, London, W2 6BH
Tel: 0800 999 3367
www.parking-pros.co.uk



Booking Your Move-in

To book your move-in, email concierge@porchestergardens.com with your desired move-in date and time, as well as an earlier date for your removal company to meet the concierge on-site. This preliminary visit is required to assess the access route and determine the necessary protection for communal areas. Move-in dates will not be scheduled without this initial walkthrough.

All move-ins must be scheduled Monday – Friday, 09:00 – 17:00. Please kindly note that the concierge does not work on weekends.

Move-ins and large deliveries must be booked in advance. Any move-ins or large deliveries not booked in advance may have to be turned away if the move-in slot is already allocated.

Large deliveries are considered to be any item larger than a microwave and must be booked via the concierge, following the same protocol as move-ins.

Please note that there is no storage or holding area for large deliveries, and they will not be accepted or placed in your apartment by the concierge. The concierge can provide access to apartments for deliveries if requested in advance, but residents must be present to receive large deliveries as the concierge cannot be responsible for condition reporting or delivering/carrying of large items.

If your furniture does not fit inside the lifts, you may need to use the stairwell as an alternative route to your front door.



USEFUL INFORMATION

ADDRESS FOR MOVE-IN VANS:

18 Porchester Gardens
London
W2 4DF

APARTMENT ENTRANCE DOOR DIMENSIONS:

Internal apartment doors – Approx.
720mm (w) x 2040mm (h)
External apartment doors – Approx.
1100mm (w) x 2400mm (h)
with ease.

CORRIDOR DIMENSIONS

General width: 1050mm
Narrowest width: 900mm

LIFT DIMENSIONS

700mm (w), 2000mm (h),
1150mm (d)

LIFT CAPACITY

Max. Persons: 7 / Max. Weight Load:
525kg

REFUSE

All move-in waste must be removed by your removal company (see page 18 for more details).

The concierge will assist with day-to-day waste management. Please notify the concierge so they can collect the waste from your apartment and dispose of it for you.

WATER MAINTENANCE

All homeowners are advised to flush their water outlets for a minimum of five minutes each week.

Move-in Process

All necessary provisions should be made by prior arrangement to ensure you enjoy a seamless move-in at Porchester Gardens.

To guarantee things go as smoothly as possible on the day, you or your representative must email the concierge ahead of time with the following details. This will allow them to best coordinate your route for you:

- Please confirm a pre-move-in visit between Monday to Friday, 08:00-18:00, when your removal company is available to meet with the concierge to establish route protection requirements.
- Your move-in date.
- Time of arrival – you will have a pre-agreed AM (09:00 - 13:00) or PM (13:00 - 17:00) slot to unload. Please note that arranging a move-in outside of these times will require no assistance on-site and residents will be liable for any damage.
- Details of your removal company, including the company name, driver's name and vehicle registration number. Please note that the driver will be required to show photographic identification on the day.
- Any special delivery requirements.

Time slots are offered on a first-come, first-served basis, and it is important that residents keep within their pre-arranged time slot to ensure move-ins run smoothly for everyone. The team will work hard to assist with the coordination of your move-in, but in the event that deliveries arrive without prior arrangement, they may regrettably be turned away.

If you anticipate that your delivery will require both the AM and PM slot, please inform the concierge as early as possible. They will do their best to accommodate your request.

During your agreed time slot, your removal company will have access to the lift, where protective curtains will be installed. All other communal areas along the route to your home must be protected by your removal company. There is no holding area between the street and the apartment, so all items must be taken up in individual loads. At the end of your time slot, the van must be removed from the site.

Please note:

- No items can be delivered or stored on-site ahead of your completion
- There are no loading bays at Porchester Gardens and most streets in the local area are parking-restricted
- To keep corridors and lift areas in good condition, residents are responsible for the supervision of their contractors, removal and delivery companies, and subsequent works
- There is no provision for the storage or disposal of packaging or other bulky waste materials. Your contractor will be responsible for the removal of any waste materials from the premises when they leave.



MOVE-IN ROUTE

Deliveries must be transferred from your move-in vehicle up the front steps and through the building's front door. Please note that there is no ramp from street level into the building lobby – there are four steps to enter the main building. The concierge will assist and facilitate deliveries and move-in operations, but they are unable to assist with condition reporting or carrying furniture.



RECOMMENDED REMOVAL COMPANY

To assist with your move-in, Rhodium has developed a relationship with Abels, a specialist removal company with the specific knowledge and expertise to help with your relocation. With their understanding of the layout of Porchester Gardens, Abels can offer services to suit your requirements, whether you are moving from within the UK or abroad. They also work with dedicated partners across a wide range of related industries, enabling you to hand over as many or as few aspects of the move as you desire.

Services available to you include:

- Full pack and unpack
- Private PA service
- Foreign currency exchange
- Fine art transportation, installation, cataloguing and storage
- Fine wine transportation, cataloguing and storage
- Private car/chauffeur transfer services.

Abels | Tel: 0800 626769 | Website: www.abels.co.uk
Project Manager: Kavan McCullagh | kavanmccullagh@abels.co.uk

ALTERNATIVE REMOVAL COMPANIES

If using an alternative removal company, you must ensure they are in contact with the concierge as soon as possible, so that they can be made aware of all the relevant procedures and any restrictions they may need to consider.

RULES & PROCEDURES

The rules and procedures stipulate that:

- Contractors must attend Porchester Gardens for a survey and to discuss deliveries with the concierge ahead of move-in
- Contractors are responsible for protecting the full move-in route
- The concierge will make regular inspections and if it is noticed that removal contractors have caused damage, you may be billed for repairs
- Contractors are only permitted access to the approved areas
- Loads must be moved directly between the delivery vehicle and the apartment
- No doors or gates are to be propped open
- Any damage is to be reported to the concierge
- Temporary access control fobs issued to contractors are to be returned to the concierge as soon as the contractors have finished
- In the event of an access control fob being lost, the concierge is to be informed immediately
- All move-in waste must be removed by your removal company, and you are permitted to remove all packaging from deliveries.



Settling in

FIRE POLICY AND EMERGENCY EVACUATION

If you are in your apartment, a 'Stay Put' fire strategy is in place. Do not leave your apartment unless the fire has started in the apartment.

If a fire breaks out in your home, you should evacuate immediately, closing any doors behind you if it is possible and safe to do so. You should never attempt to use the lifts in the event of a fire – the lifts will be grounded, and you must use the fire staircase located in the corridor.

If you are in one of the building's communal areas, an 'Evacuate' fire strategy is in place. This applies to all areas outside your apartment.

PET LICENCE

All pets must have a pet licence issued by the concierge. Please contact them directly for further information.

CONTRACTOR INFORMATION

If you intend to carry out any alterations or works within your apartment that necessitate attendance by contractors, the conditions listed in The Alterations Guide must be adhered to (see page 24 for more information). If contractors are found to flout these conditions, they will be expelled from working in the building. These conditions are imposed to protect the interest of all Porchester Gardens residents and form part of the house rules and regulations.

CONTENTS INSURANCE

Ahead of your move-in, please ensure that suitable insurance cover is in place to protect your personal belongings from damages or loss.

APPLIANCE WARRANTIES

Warranties for your appliances (the oven, hob, kitchen extraction fan, dishwasher etc.) must be registered directly with the appliance manufacturer immediately after your legal completion date. Any faults to the appliances must be referred to the manufacturer. All details on manufacturers and contact information can be found in your Home User Guide.

TV AND BROADBAND

Each apartment has cable infrastructure in the data cupboard and is wired for BT and Hyperoptic. Your apartment will be provided with a Hyperoptic router at handover. Once your router is plugged in you can easily set up your account over the phone.

www.bt.com
www.hyperoptic.com

All TV socket sets include digital radio and terrestrial sockets. The TV sockets to the living room and principal bedrooms are also Sky compatible, subject to subscription.

www.sky.com

Settling in

LICENSE TO ALTER

If you would like to make any alterations to your apartment or add any furniture to your balcony (if applicable), you will require the landlord's consent, as per your lease.

Alterations are classified under three categories:

Category A
Minor works: painting, decorating, installation of additional white goods, etc.

Category B
Moderate works: installation of additional power or data sockets, amending lighting layout, adding balcony furniture and changing/replacing of a toilet and/or balcony installations, etc.

CURTAINS AND DRAPES

Please note that when choosing curtains and drapes, these will need to be white in colour (or incorporate a white lining) to meet the current building requirements.

Category C
Major works: full fit-out works and/or amendments internally, or any works restricted under the terms of the lease.

In the first instance and for all categories, you will need to submit the relevant required information and pay the associated fees (detailed elsewhere) to enable the review of your application. Following a review of the submission, Rhodium will then advise you which category your request falls under.

To assist you, Rhodium has created a short guide that will provide you with all the information you'll need to complete and submit your License to Alter (LTA) application. The Alterations Guide is available from the concierge on request.



Service Charge

The service charge covers the running of communal services and the year-to-year maintenance of the building. Leaseholders are obligated to pay a proportion of the total service charge based on the size of their apartment. Further details can be found in your lease.

DEMAND PERIOD

The service charge demand is issued biannually, on the 1st of July and the 1st of January. The service year runs from the 1st of July to the 30th of June of the following year. In the unlikely event that payments are not received by 17:00 GMT 14 days after the due date, late fees at the prescribed rate will apply.

The team at Rhodium will be your main contact for any service charge enquiries. They will handle your service charge demands and other billing documentation. Please inform the Rhodium team at your earliest convenience if your payments are late for any reason.

INSURANCE

As per the lease, the landlord is responsible for insuring the building. Please note this does not cover your personal possessions (including furniture, artwork etc. belonging to you). The insurance rent is demanded annually in advance of the renewal anniversary. Please note that you must arrange your own contents and personal effects insurance with a reputable insurer.

YEAR-END ACCOUNTS

At the end of each financial year, the actual costs incurred will be confirmed by an independent auditor and compared with the sum we have invoiced you. A balancing charge or credit will be applied by the terms of your lease, ensuring that you only ever pay for costs incurred.

SITE CONTACT INFORMATION

If you have any queries or require any more information regarding the service charge, please do not hesitate to contact concierge you'll find the contact details on page 14.

LEASEHOLDER CONTACT INFORMATION

If your contact information has recently changed, or a newly appointed agent is managing your apartment, please ensure this information has been shared with the concierge.



Utilities and Maintenance

Once legal completion has taken place you will be legally responsible for your new home, its maintenance, and your utility bills. The utility meter readings will be taken at legal completion - following this, you will be responsible for setting up accounts with each of the utility providers detailed below:

COUNCIL TAX

Westminster Council
www.westminster.gov.uk
0343 178 2743

WATER

Thames Water
www.thameswater.co.uk
0800 316 9800

ELECTRICITY

Pozitive Energy
www.pe.solutions
0333 370 9900

HEATING AND HOT WATER

Pozitive Energy
www.pe.solutions
0333 370 9900

APARTMENT MAINTENANCE

Rhodium is responsible for managing, maintaining, and ensuring the operation of the communal areas. This is paid for by all residents via the service charge,

You are responsible for maintaining the systems in your apartment. These systems include heating and cooling, ventilation, and life safety. It is essential to maintain these systems for the following reasons:

- All of the systems in your apartment are new and have a warranty in place. These warranties only remain valid when scheduled maintenance is carried out and recorded.
- Regular maintenance is necessary to prolong the lifetime and reliability of your apartment.
- Some of the systems in your property are linked to the central building systems, so failure to maintain your systems can adversely affect the efficient running of the whole building.
- Failure to maintain specific equipment within your home can mean that you are in potential breach of the terms of your lease.

To save you the time and worry of arranging the relevant servicing, Rhodium offers an exclusive maintenance package tailored for key systems within your apartment. A dedicated Rhodium team can organise and manage approved specialist contractors to maintain your systems throughout the year, providing you with the relevant service records and offering emergency maintenance cover.

To find out more about these services, please contact:

Bronwyn McKay
Rhodium Residence Manager
bronwyn.mckay@rh-45.com





London Connections

ACCESS ALL AREAS

Porchester Gardens is exceptionally well connected. Located between Hyde Park and Notting Hill, your new home is in Bayswater, a hidden gem loved by generations for its secluded feel. This historic neighbourhood is relishing its transformation, offering a breath of fresh air in the heart of London. No. 18 Porchester Gardens sits proudly alongside exclusive neighbours and iconic destinations.

One of the greatest joys of living in Porchester Gardens is how accessible it makes much of London. You can be in central London within 30 minutes. No. 18 Porchester Gardens is around 16 miles from London Heathrow Airport, an 11-minute walk from the nearest train station, and a five-minute walk from the nearest tube station.

