

RESIDENTS' GUIDE



ALLEGRO



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INTRODUCTION

Welcome to Allegro, your new home. Now that you have had the opportunity to get settled in, we would encourage you to take some time to read this quick guide. It contains important information that we feel you will need regarding your apartment and how best to maintain it. Included are also details relating to the shared community facilities, our resident services and local neighbourhood information.

As resident safety is core to your experience, if having read the guide there are items that you are unsure about, please contact the Residents Team who will be happy to answer your questions.

Enjoy #Allegro Living

ALLEGRO

- the team

Our management team are based on site at Allegro, ensuring that our residents have an enjoyable and hassle-free experience.

The team can be contacted on [07971 357804](tel:07971357804) or come to see us in reception.

You can also contact us via email at residentservices@allegroliving.co.uk

For out of hours emergencies, when the team are unavailable, please contact [07971 357804](tel:07971357804)

Your Resident Services Manager Jessica, is responsible for overseeing your move in and day to day resident experiences. If you need to get in touch with Jessica, you can contact her on:

t: [07971 358944](tel:07971358944)
e: jessica@allegroliving.co.uk

Marie is our Operations Manager for Allegro and looks after our team and the building. Marie can be contacted on:

t: [07866 912783](tel:07866912783)
e: marie@allegroliving.co.uk



THE ALLEGRO HUB

The Hub offers a residents lounge, entertainment suite and wellness centre and is where you will find your friendly and welcoming Residents Team. The Hub is open between the hours of 6.30am – 10.30pm where you will find a member of the Front Desk team on hand to assist with any queries.



Post & Parcel collection

Your postbox is located in The Hub and you will be provided with keys. Parcels can be signed for by the onsite Residents Team and will be placed in to parcel lockers for you to collect. Please note, parcels can only be collected between the opening hours of The Hub. A text will be sent to you once your parcel has arrived with confirmation of collection.

Entertainment Suite*

Our Entertainment Suite is designed to host birthday parties, dinner with friends or get involved with one of our regular events! The space is great for having larger gatherings around the large dining table and is ideal for morning coffees or get-togethers with family. The suite can be privately booked with the Residents Team which also features a soft seating area – great to get your friends together to watch sporting events or your favourite bake-off show. House rules do apply, a copy of which will need to be signed prior to use and a small cleaning fee of £30 will apply along with agreeing to the house rules.



Wellness Centre

Located on the lower ground floor of The Hub is the Wellness Centre, exclusive space and equipment for residents only. Access to the Wellness Centre is from 6.30am – 10.00pm. To enable you to use the Wellness centre, you must sign a disclaimer agreeing to the rules of the centre. Please contact the Residents team should you wish to use the Wellness Centre.

Podium**

The decked podium area is exclusive to residents and can be accessed via each block or via The Hub. This tranquil area is a great place to unwind and relax on your own or with friends & family. We would ask that when using this area you are considerate of your noise levels.

Residents Exclusive App

Download the Residents App as soon as you move in to benefit from exclusive resident only offers all across the city and to keep in touch with your Allegro community. We encourage you to contact the residents team through the App whether that be just a quick question or a maintenance issue to report.

* Please note, that once you are a resident here at Allegro we will be using your email address and phone number to communicate with you. This will also include the parcel collection service which will alert you to a package being ready for you to collect from our parcel lockers, via a text or email. Should you wish to opt out of the parcel collection service, please advise the residents team as soon as possible. Please note however, we will then not be able to accept any parcels for you.

**Smoking is not permitted anywhere within the Buildings or The Hub.

Smoking is permitted on the podium area however cigarette ends must be disposed of within the ashtrays provided. It is important that cigarette ends do not fall through the gaps under the terrace/decked area.

FIRE SAFETY

Your apartment is equipped with both smoke and heat detection alarms which are mains powered and complete with battery back-up. Smoke detectors are used throughout while heat detectors are installed in the kitchen/lounge areas.

It is your responsibility to that all detection alarms are tested on a weekly basis utilising the test button on the unit and that the batteries are replaced on an annual basis.



Smoke Detector

Please refer to the instructions leaflet in the Appendix of the residents guide for details of how the detector functions and full clear instructions for maintenance of this important piece of equipment. **IT MAY SAVE YOUR LIFE.**

Sprinklers are of the automatic drop down type. Under normal conditions they are concealed within the ceiling only showing a white cap, as shown below. Once the sprinkler system is activated the heads drop down and saturate the area with water. Should you notice anything unusual about your sprinkler detector please let us know as soon as possible. It is important you do not tamper with the sprinklers.



Heat Detectors

Your flat is in a building designed to be fire-resisting. As such a fire should not spread from one flat to another, so that you need not leave your home if there is a fire elsewhere in the block. On that basis the fire procedure for your block is a stay put policy.



Sprinklers

If fire breaks out in your home

- Leave the room where the fire is immediately closing the door to the room containing the fire and the flat front door
- Alert everyone in your home and get everyone to leave, **IMMEDIATELY CLOSE THE FRONT DOOR OF YOUR FLAT** behind you.
- Do not stay behind to put the fire out
- Do not stop to collect personal belongings
- Use your nearest fire exit (Look for the running green man)
- Do not use the lift
- Do not block fire exits
- As soon as you and your family are out of the building, call the fire service
- Go to Assembly point

If you are located in The Hub, office, plant, car park areas you must evacuate immediately on hearing the fire alarm and report to the assembly point



If you see or hear of a fire in another part of the building

- The building is designed to contain a fire in the flat or other point of origin where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere
- You must leave immediately if smoke or heat effects your home if safe to do so, or if you are told by fire service

If you are in any doubt, get out

If you are in the corridor, lift, lobby or stair way and you notice a fire, leave the building immediately. If safe to do so, alert other residents in the immediate vicinity on your way out use a call point pictured left to set off the alarm:

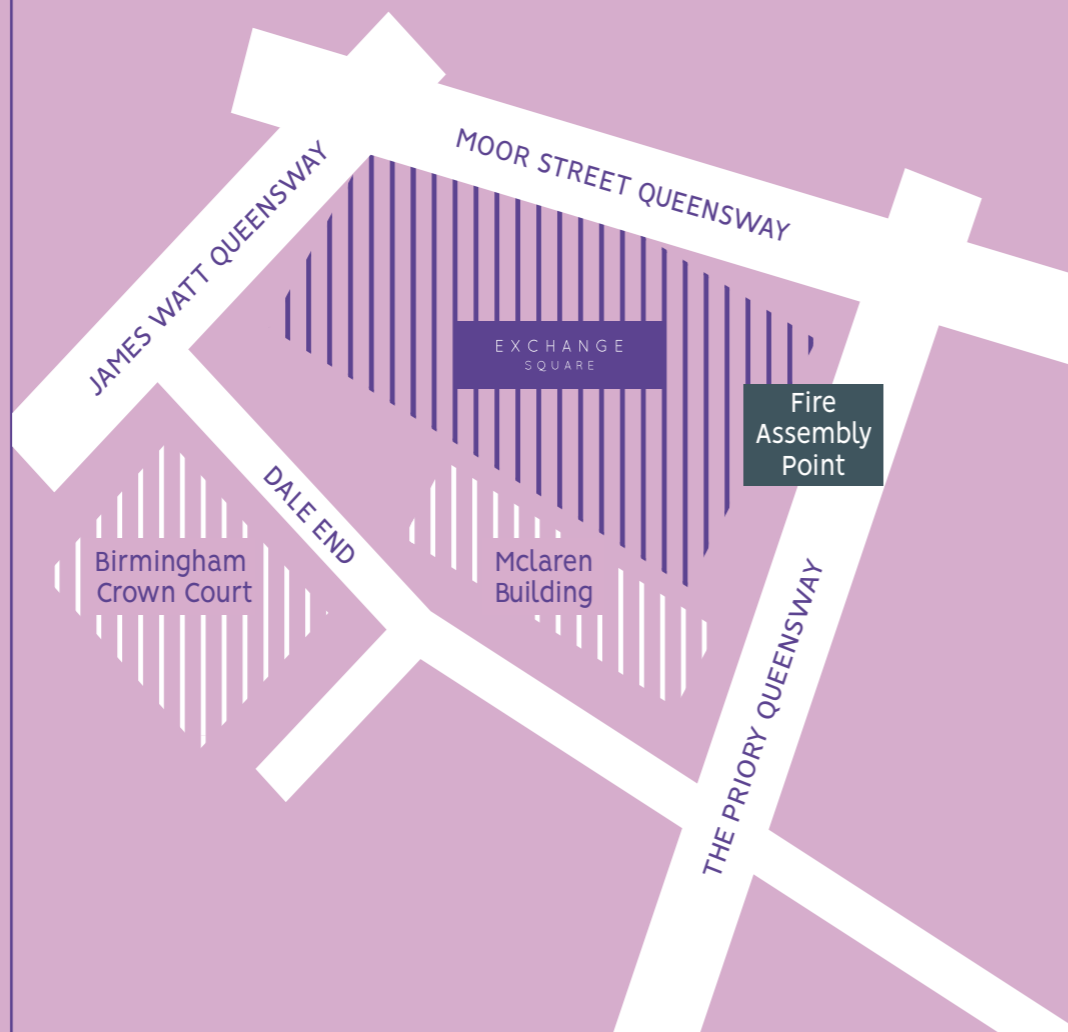
Contact the fire service immediately. Leave the buildings promptly, do not wait to be told and do not attempt to collect personal belongings.

To call the fire service

- Dial 999 or 112
- When the operator answers, give your telephone number and ask for Fire
- When the fire service reply give the address where the fire is including which Block you are in
- The address of your building is Allegro, Exchange Square, Priory Queensway, Birmingham
- Do not end the call until the fire service has repeated the address correctly
- Always leave if your flat is affected by smoke or heat or if told to do so by the fire service

FIRE ASSEMBLY POINT

The assembly point for Allegro is located in the McLaren car park



LOOKING AFTER

your apartment

Walls

Please be careful not to scratch or damage the walls when moving furniture. Should accidental damage occur, please liaise with the Residents Team for advice on redecoration. Please do not undertake any redecoration inside your home until you have had permission or you may be liable for costs upon checkout.

Please do not affix anything to the walls with blue or white tac, or use anything other than a picture nail to hang pictures.



You are welcome to personalise your home and hang pictures however it is important that you don't attempt to fit any hooks or nails in the wall where wires or pipes may be hidden. Above all you are at risk of electrocution by doing so. Please therefore refrain from hanging pictures or other home furnishings directly above radiators, TV or phone points. Any damage caused to pipe work or wiring as a result will be recharged to you. If you are unsure please speak to your onsite team who will be able to advise further.

Please note that anything hung on the walls must be removed when you vacate the property with the walls repaired and holes filled.

Kitchen Fittings & Appliances

All appliances are provided with a user manual which should be followed to ensure correct operation and manufacturers recommended cleaning regimes are adhered to. Your user manuals have been stored in the kitchen drawer. Copies can also be attained from the residents team.

Appliances have a master power switch which is located above your work surface. Please ensure all of these are switched on before reporting a fault.



If having followed the user manual guidance you are unable to resolve an issue please report to the Residents Team.

Kitchen surfaces should be regularly cleaned with a nonabrasive cloth or product to reduce the build-up of grease. Kitchen worktops are laminate and you should avoid placing hot pots or utensils directly on to the surface as it will cause heat damage. Take additional care when cleaning across the joints and do not drag items across the surface. Please also be extremely careful with oven cleaners as these will damage the worktops beyond repair.

Food waste, cooking grease and oils should not be poured down sinks as this may cause blockages in the drainage pipes.

Cupboard doors should be wiped down with a nonabrasive cloth or product. Should the hinges become loose, tighten with a Philips screwdriver.



Windows & Doors

All windows are fitted with a restrictor and operate on a tilt function. To open the windows, turn the levers that are located on either side of the window. The bottom handle will remain locked and should not be opened. Restrictors should never be removed.

The external windows will be cleaned by a specialist. You are responsible for the internal side of the windows. We suggest that you wipe down on a periodic basis using soap and water and wipe dry.

Doors

The internal doors should be wiped down using soap and water and thoroughly wiped dry. Should the hinges become dry and start to squeak an approved lubricant should be used.

Due to varying layouts to the apartments, you may have internal doors that open on to each other. Please take extra care when opening and closing these doors.



Flooring Coverings

Your kitchen/living areas are fitted with Amtico Flooring. Your floor should be swept frequently with occasional mopping using a standard string mop.

If you have a furnished apartment, all furniture has been fitted with felt to the feet to prevent damage to the floor. Please take care when moving furniture as any damage will be charged back to you.

If you are purchasing additional furniture please ensure it is fitted with felt feet or glides.

Light fittings

All bulbs will be working when you move in. It is then your responsibility to ensure light bulbs are replaced when required. 20W GLS Bulb.





Bathroom

Please let us know if you notice that the sealant begins to deteriorate around the bath / shower area. Any gaps in this could lead to water damage both in your home and the home below. If unreported, we may charge any damage costs back to you.

Should there be a leak of any kind within the bathroom or utility cupboard, please turn off the water supply at the stop cock and report it immediately to the Residents Team.

The shower strip needs to be cleaned regularly with warm soapy water to avoid build up and discolouration.

Regularly clean out all plugholes and waste traps to minimise the risk of blockages.

Tiling should be wiped down regularly to prevent the build-up of soap scum and dirt/debris. Abrasive cleaning agents should not be used.

Please ensure that shower heads are regularly descaled in order that they remain fully functional. (Tip: Un-screw the head and leave this to soak overnight in a liquid descaling solution and it will be clean and ready to use by the morning)

Cleaning of sanitary ware should be carried out weekly so that both seen and unseen dirt and germs are not present. This should be done using only approved products designed to clean the specific areas you are cleaning.

Wipes and feminine hygiene products should never be flushed in the WC.

ELECTRICAL

installations

The consumer unit for your apartment is located within the utility/store cupboard. It will look like the following image;



IMPORTANT NOTE

The consumer unit is LIVE and maintenance must only be carried out by a qualified electrician.

If for any reason the unit requires isolating, this is achieved by carefully lifting up the front cover, which will expose the circuit breakers and switching the main incoming isolator (Red in colour and marked MAIN SWITCH) to the off position. Should one of the circuits trip, lifting the front cover will show any circuits that have tripped and they can be reset, should the circuit persistently trip please contact the Residents Team as soon as possible.



VENTILATION

The apartment is fitted with a continuous ventilation unit, located at high level within the utility / store cupboard. The unit operates all the time, to provide fresh air to the living spaces while extracting air from the bathroom, en-suite and kitchen areas.



Filters should be removed and cleaned monthly. Remove the filters and wipe with damp cloth.



The presence of water in construction materials means that it is essential to allow the property to dry out as naturally as possible. Adequate natural ventilation is the best method of achieving this. When feasible, windows should be opened to allow a through flow of air to all rooms. Windows, with opening restrictors, are provided for safety. However these can be disconnected so should not be considered child proof.

UTILITIES



Water

Your cold water is supplied to you by Severn Trent Water. Please contact Severn Trent directly in order to set up an account with them, [0345 750 0500](tel:03457500500) www.st.water.co.uk

Please familiarise yourself with the location of your stop cock. In the event of an emergency this will allow you to isolate the water supply to your home quickly and effectively.

Your stop cock is located in the utility cupboard; please ask the Resident Services Manager if you are unable to locate this.

Electricity

Electricity is provided by Eon Energy www.eonenergy.com you can contact them on [0345 052 0000](tel:03450520000)

Your apartment is fitted with a smart meter which will be remotely read by Eon. Your electric meter is located in the utility/store cupboard.

Please speak to them regarding your anticipated usage and appropriate tariffs.

Council Tax

Please inform Birmingham City Council that you are moving in. Their details are as follows:

Council Tax – Birmingham City Council www.birmingham.gov.uk/counciltax

SECURITY, KEYS

& access control

Access to the building is done using the apartment owner's entry access fob. Entry to the apartment is via a standard lock and key arrangement.

Visitors can contact the individual apartments by a control panel at the main entrance to the building. Your apartment is equipped with an audio / visual phone unit which enables you to see and hear the visitor trying to gain entry to the building. Should you wish to grant access to the person you can remotely release the doors utilising the key button.

DO NOT PERMIT ACCESS TO ANYONE UNKNOWN TO YOU.

Should they claim to be a delivery driver, please ask them to come to reception



Parking

Parking bays are numbered and allocated by the Residents Team. You will be provided with a fob and a permit which should be displayed in your vehicle at all times. Please ensure you park in the correct bay.

A maximum speed of 5mph should be observed within the car park.

The general height of the car park is substantial however on the mezzanine level it is as low as 2m.

Please take extra care to walk around metal grills located in the car park

Bicycles

The bicycle store is located on the ground floor of Block 2. Access is via fob.

CABLE TV, BROADBAND

& telephone

Your apartment has been fitted with an Fibre Integrated Reception System (FIRS) which is a facility that distributes satellite, terrestrial TV and radio signals from centralised aerials and dishes to all apartments within Allegro. It is distributed through Fibre Optic Cables which have already been installed, giving you excellent signal quality and reliable service.

Within your utility/store room you will find a Gateway Terminal Unit which connects the aerial sockets.



The RF and DC lights should always be displayed. If one or both of the lights are not lit then please call the IFNL customer support team on 02921 678550. Should you not be able to reach the support team please contact the Residents Team.



TV

The living room and bedrooms are fitted with multi outlet points which enable the connection of televisions to either standard digital TV or satellite TV broadcasts. The standard digital TV service is free although a TV licence will be required in order to use the service. To receive Freeview TV, simply plug in your email and tune your TV.

Satellite

Sky Q is available in your apartment at any additional cost. You can contact Sky on 0800 151 2747.

When you sign up for services with Sky and you want to order Sky Q, please remind Sky that you are on a communal site, and the Sky engineer needs to swap the existing GTU, to a "dSCR GTU". Your internet service provider will not do this.

Broadband

Broadband (WIFI) and telephone connections can be made in this apartment. Connection can be arranged through one of 6 providers as show below.

Website: www.loveyourbroadband.co.uk
Contact number: 020 8760 7669

Website: www.directsave telecom.co.uk/ftth
Contact number: 0800 027 3930

Website: www.vfast.co.uk
Contact number: 01227 668901

Website: www.purebroadband.net/ftth
Contact number: 01482 778 838

Website: www.seethelight.co.uk
Contact number: 0800 331 7638

Website: www.breeztel.com
Contact number: 0800 0465 367

RECYCLING

& waste

Allegro have dedicated bins for general waste and recycling. Please take time to recycle. Items can be placed directly into recycling bins and needn't be sorted or placed into a bag. General waste needs to be placed into a bag and deposited into the large black waste bins in the bin stores which are located as follows:

Block 1 – ground floor

Block 2 – lower ground floor near main entrance

Block 3 – lower ground floor near main entrance

Please be considerate when using the bin store. Do not place large items such as furniture into the bin stores; this will not be removed by the council and any bulky items left will incur a removal cost which will be charged back to the resident accordingly. If you would like to arrange collection of bulky items please contact the council via the below link. If possible please give unwanted items to charity. Please see below document for further information.

https://www.birmingham.gov.uk/info/20009/waste_and_recycling/86/bulky_waste_collections

Your local council is Birmingham City Council and the local recycling and large waste centre is located at: 35 Tameside Drive, Birmingham, B35 7AG.

BEING GREEN

at Allegro

Our aim is to ensure our building is as environmentally friendly as it could possibly be. One of the best ways you can be more energy efficient is to think about how you use energy in your home. Below are some tips to help;

Heating

- Turning down your thermostat by 1 degree could save up to £65 a year.
- Use your heating timer to turn heating on and off and not the thermostat.
- Keep your wall heaters clear. For example, do not put a large sofa in front of the heaters as it will absorb a lot of the heat.
- Close curtains at night and keep in the heat, but make sure you don't drape your curtains over radiators as this sends heat straight out of your windows.
- Keep the air flow vents on your electric heaters clear of obstructions and clean them regularly of any dust and fluff.



In the Kitchen

- If we all only boil what we need for a cup of tea rather than filling up the kettle every time, we'd save enough electricity in a single year to power the street lights in the UK for more than six months.
- Use the right sized pan for the food and the hob.
- Don't put hot food in the fridge – let it cool down first so your fridge doesn't have to work harder.
- Once you have cooked your food in the oven, keep the door open and let the warm air heat up your kitchen.
- Use low energy programmes on dishwashers for all but the very dirtiest dishes.

Lights

- An LED light bulb uses up to 80% less electricity than an incandescent bulb and could last 20 times longer, using one can save around £50 over the lifetime of the bulb
- If you're leaving the room, turn off the lights.

Laundry

- Don't dry clothes on the wall heaters.
- Use Eco Balls when using the drying function. They make gaps in the washing to allow the heat to move more freely so clothes will dry quicker.
- Set your washing machine to wash at 30°C.
- Run your washing machine on full loads or use half load or economy programmes.

Water

- Don't leave a tap running when brushing your teeth.
- Fix that drip – leaks waste a lot more water than you think; always report dripping taps to your property manager.

Don't use Standby

- Appliances left on standby, like televisions and computers, or plugs left in sockets for laptops or phone chargers still use energy to keep them powered down. Simply switching off and unplugging items not in use is a great way to be more energy efficient and could save you up to £80 a year on your energy bills too.
- If plugs are difficult to reach, try using a Standby Saver (available from most energy providers)

GETTING AROUND

the city



Train Stations

Visit www.thetrainline.com for specific train journeys and fare's

New Street, Birmingham, B2 4QA – located an approximate 8 minute walk away

Moor Street, Birmingham, B4 7UL – located an approximate 5 minute walk away

West Midlands Metro.

The Metro line runs from Birmingham to Wolverhampton. Visit www.networkwestmidlands.com for specific tram journey's and fare's. Your closest Metro stop is located on Corporation Street.

Buses

Visit www.networkwestmidlands.com for specific bus routes and fare's.

OTHER USEFUL

contact information

Local Authority

Birmingham City Council,
Council House,
Victoria Square, B1 1BB

t: 0121 303 1113

w: www.birmingham.gov.uk

Police

Steelhouse Lane,
Birmingham, B4 6NW

t: 999 for emergency only / 101
local police

w: www.west-midlands.police.uk

Fire

Aston Fire Station,
Flat 5 Fire Station/Ettington Road,
Aston,
Birmingham, 6 6ED

t: 999

w: www.wmfs.net

Medical

Halcyon Medical Centre,
Lower Ground Boots Building,
67-69 High Street,
Birmingham, B4 7TA

t: 0121 411 0363

w: www.halcyonmedical.co.uk

ingham City Hospital (A&E),
Dudley Road,
Birmingham, B18 7QH

t: 0121 554 3801

w: www.swbh.nhs.uk

Henderson Dental Practice (NHS),
Vision Science Building,
Coleshill Street,
Off Woodcock Street,
Birmingham, B4 7ET

t: 0121 204 4310

Post

Post Office,
Corporation Street,
Birmingham, B4 6SX

t: 0345 611 2970

w: www.postoffice.co.uk



www.allegroliving.co.uk