



ONE EIGHTY

STRATFORD HIGH STREET



180 Stratford High Street
London
E15 1FD



THE RESIDENT APP

The One Eighty Concierge App is designed to make your life easier, the app gives you access to key services including:

- Relocation – Order removal boxes, personal packing and removal services
- Home Essentials – Select from a wide range of household essentials for your new home
- Housekeeping – One off or regular housekeeping, laundry, ironing, dry cleaning and shoe repairs
- Repair reporting
- Beauty concierge
- Local resident discounts

[Click here to view online](#)

Let the app handle all of life's necessities, from before your move to once you have settled into life at One Eighty.

Request and pay for any service from the comfort of your home, book on-demand or in advance.

**Get 25% OFF
your first order
or £50 OFF
removal services
with the code
ONEEIGHTY25**



Wi-Fi

As a One Eighty resident, you can benefit from our flexible Wi-Fi subscriptions. To get connected from the first day of your tenancy and enjoy speeds of up to 200Mbps, contact your scheme host. Prices are listed below:

£15
per month
provides Wi-Fi
for up to
3 devices

£20
per month
provides Wi-Fi
for up to
5 devices

£25
per month
provides Wi-Fi
for up to
8 devices

UTILITIES



To make the moving process a little easier, we have partnered with Tenant Shop. Tenant Shop offer a free, no obligation service to find you the best deals on your utilities. Someone from Tenant Shop will contact you at the start of your tenancy.

Electricity

Please contact UK Power Networks to locate your current supplier, you're welcome to change supplier. www.ukpowernetworkds.co.uk or call **0800 029 4285**.

For emergency enquiries call **0800 316 105**

Heating and Hot Water

We set up your heating and hot water for you via Welcome Energy – they will bill you directly using your meter readings.

www.welcomeenergy.co.uk
help@welcomeenergy.co.uk
0203 744 9518

Thames Water

General Enquires:

0800 980 8800

Emergency Number:

0800 316 9800

www.thameswater.co.uk

Council Tax

Your council tax will be arranged for you via Tenant Shop. However, as it's your responsibility to confirm with Newham Council, we suggest you contact them to check you're all set up.

www.newham.gov.uk/Pages/Category/Council-Tax.aspx

TV Licence

If you watch or record programmes on a TV, computer or other devices, or if you use on demand services, you'll need to purchase a TV Licence. You can arrange and pay for your TV Licence via www.gov.uk/tv-licence



CONCIERGE & SCHEME HOST

Scheme Host & Concierge

Your Scheme Host – Cansev, is available
Monday to Friday, 9am – 6pm.
Her contact details are listed below

020 8104 1129 / 07849 636 933

Cansev.sasmaz@eu.jll.com

The on-site the concierge team are
on hand to assist 24/7

concierge@one-eighty-stratford.com

020 8534 6701 / 07731 726 025

All repairs and maintenance issues can be reported via the [Property Bot](#). The Property Bot is an automated repair reporting chat function allowing you to book repairs instantly with our on-site engineers.

You'll find the Property Bot on the One Eighty Concierge app. On the app's home page, select "Raise Maintenance Issue" this will launch you into a conversation with the Property Bot.

Alternatively, if you prefer or have an urgent query, please contact your Scheme Host or concierge if outside of office hours.

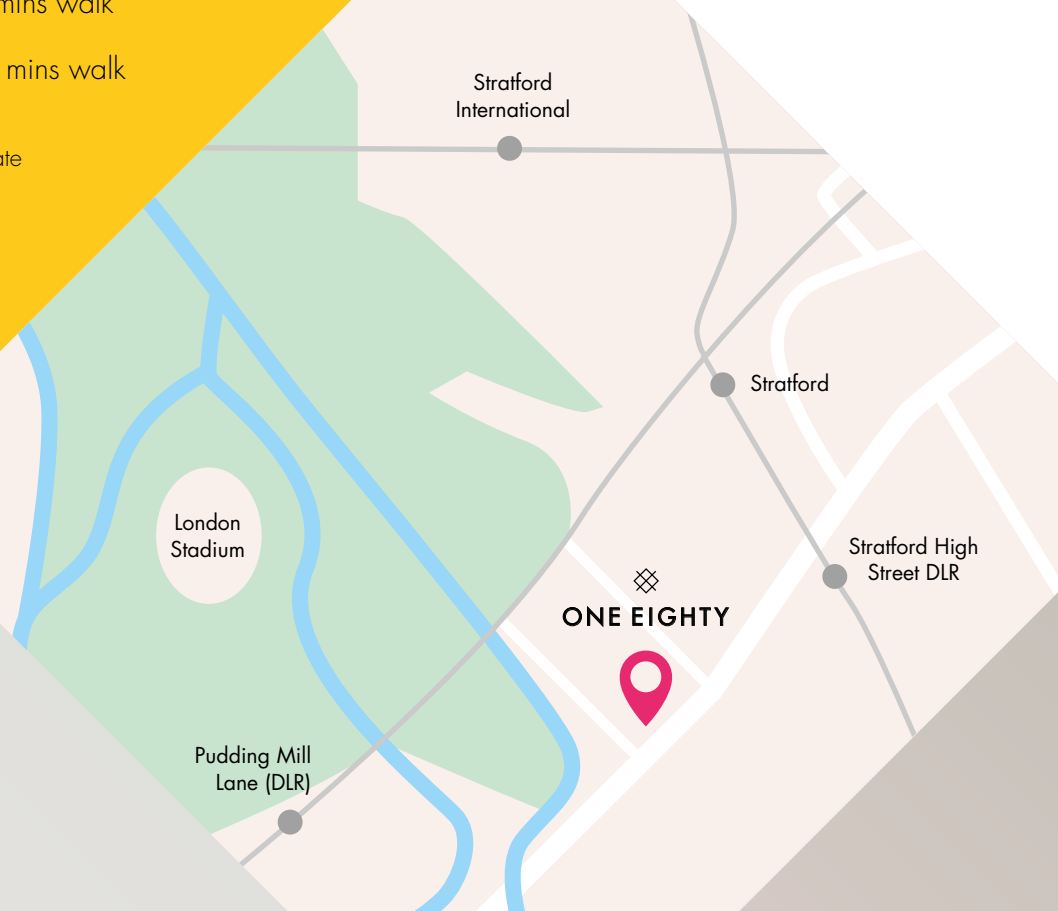


PUBLIC TRANSPORT

Your nearest stations are:

- Stratford International – 17 mins walk
- Stratford High Street DLR – 7 mins walk
- Stratford (DLR, Central and Jubilee Lines and National Rail) – 9 mins walk
- Pudding Mill Lane – 11 mins walk

All walking times are approximate and taken from Google maps



LIFE AT ONE EIGHTY



Mezzanine Garden

The mezzanine garden is open for you to enjoy all year round, please be mindful of noise and disturbing your neighbours whilst using it.

The resident lounge can be used by all residents. Should you wish to book the space exclusively and free of charge, you can do so via the One Eighty Concierge App

Refuse Collection

On site you will find 2 bin stores – one for general waste and one for recycling. These are both located on the car park ramp. Help us look after the environment, please use the correct bin for the correct refuse.

On the mezzanine level you will also find a bin chute. This chute is for landfill waste only. Recyclable refuse will need to be taken down to the bin store.

Insurance

Residents are responsible for their own contents insurance. For peace of mind, we strongly recommend you insure your possessions.

Fire Safety

Please test your fire and smoke detectors regularly and replace batteries as necessary.

Every Monday at 10am there is a fire alarm test. Should the alarm sound at any other time, please make your way out of the building in line with the fire action plan at the end of this booklet.

Temperature control and hot water

You can adjust your heating by using the thermostat in the hallway. If there is an issue with your temperature control or hot water supply, please contact your scheme host.

Tenancy Renewal

You'll be contacted by a member of the JLL team 2-3 months ahead of the end of tenancy to renew your contract.



Lost Keys

One Eighty use security keys for each apartment and as such only one locksmith, Barry Bros, can be used to replace keys. If you need to replace your lost keys, please contact your Scheme Host and we'll provide you with written approval.

Concierge will happily store a spare key for you, as long as you sign a permission form.

To replace a fob, please contact your scheme host. These can be replaced at a cost of £10.

Post and Parcel delivery and collection

Concierge will sign for and store parcels on your behalf, just ensure you've signed and completed a Parcel Holding Disclaimer before using this service.

Monthly Events

Each month, we will host an event for our residents. Residents are welcome to put forward ideas for any events they would like to the Scheme Host.

Change of Sharer

If you wish to change the occupants on your tenancy agreement due to a change in circumstance, please speak to your Scheme Host for more information.

Passport Scheme

We understand your requirements can change unexpectedly. If you need to change to a smaller or larger apartment at One Eighty, just let your Scheme Host know and we'll get you moved

Guest Parking

If you have decided to rent a car parking space, you will be provided with a car park remote. For car parking rules and restrictions, please refer to your tenancy agreement.

If you need a short-term car parking space or guest parking. You can book a space via the concierge app. The rate is charged at £10 per 24 hours.

Communal Areas

If something doesn't look right in the communal areas, please let your Scheme Host know.



WHERE IS...

Where to find things in your home

Water Main Stopcock	Utility cupboard
Water meter	Riser cupboard outside your apartment
Main Electrical Isolator Switch	Hallway cupboard
Electricity Meter	Riser cupboard outside your apartment
Room Thermostat	Hallway
Air Ventilation (Trickle Boost)	Hallway cupboard
Cycle Store	In the car park



FIRE ACTION PLAN

One Eighty Stratford



IF YOU DISCOVER A FIRE IN YOUR HOME:

1. Leave your property immediately closing all doors and taking all occupants with you.
2. Close your front door and make your way to the nearest exit.
3. Contact the concierge and advise them of the situation on:
020 8534 6701 or 07703 807 196
4. Greet the fire crew as they arrive and give details of the fire location.
5. Walk away from the building and find a safe place to wait.



IF YOU SEE OR HEAR OF A FIRE ELSEWHERE IN THE PROPERTY, GENERAL ADVICE IS:

The fire evacuation plan for this building requires everyone to leave the building when the fire alarm system sounds.

You must leave your property at once if smoke or heat affects your home, or if you are told to by the fire service. If in doubt, get out.

If you are in a communal area then leave the building at once by the nearest exit. Inform the concierge team on 020 8534 6701 or 07703 807 196.



DO NOT

1. Wait to collect personal belongings
2. Take risks
3. Use the lift
4. Run



CALL THE FIRE BRIGADE - DIAL 999

When the operator answers give your telephone number and ask for fire.
When the fire service answer give the address where the fire is.

One Eighty, 180 Stratford High Street, London, E15 2FD

Do not end the call until the fire service has repeated the address correctly.



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Professionally let
and managed
by JLL

