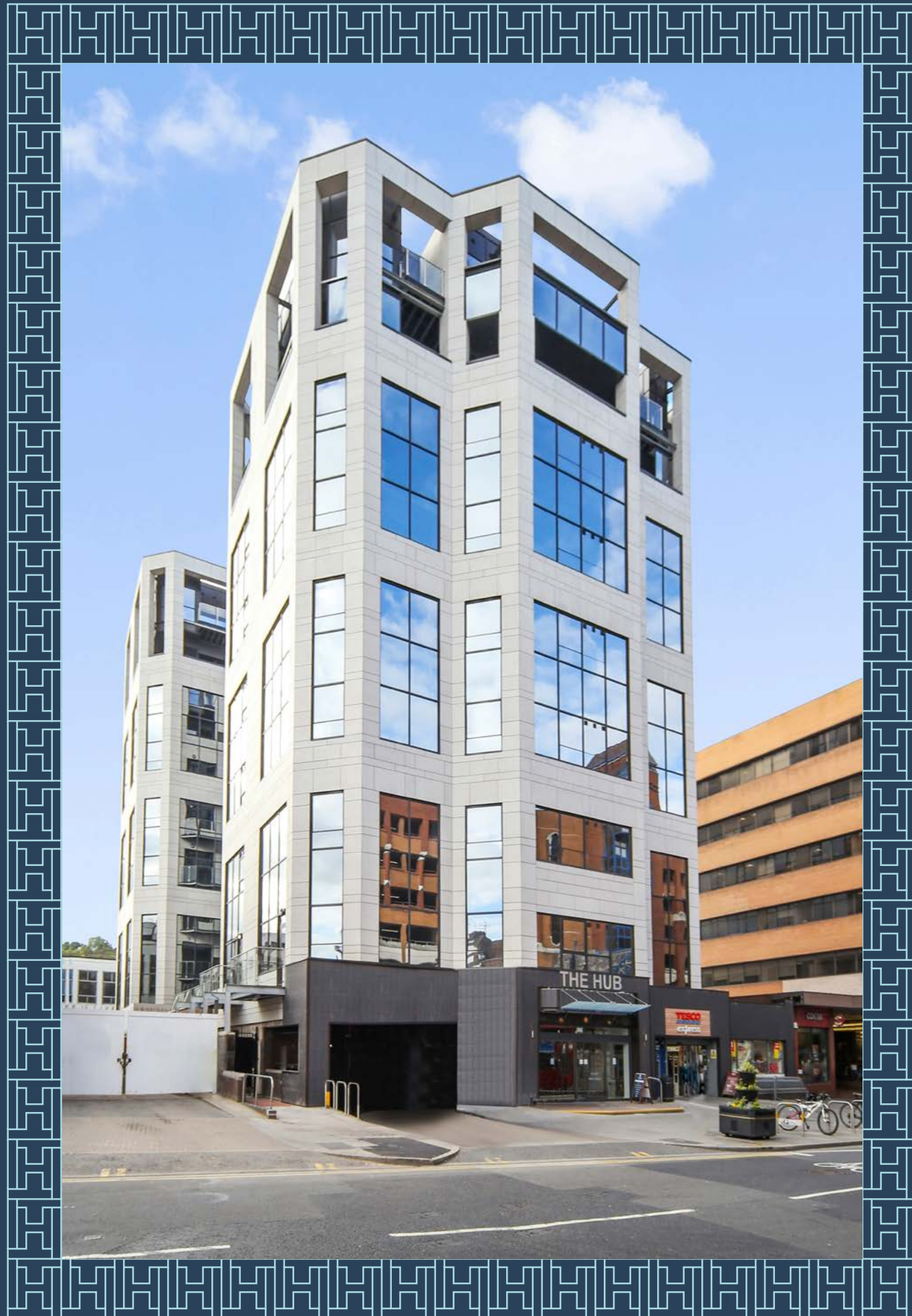


Hi,

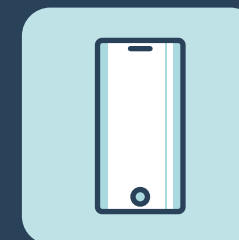
WELCOME TO THE
COMMUNITY

The Hub, College Rd, Harrow HA1 1AR

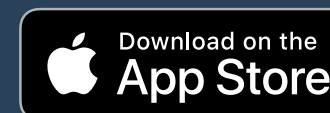




The Concierge App



Click to download



Click to download

The Hub 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

Let the app handle all of life's necessities, from before your move to once you have settled into life at The Hub. Request and pay for any service from the comfort of your home, book on-demand or in advance.

Get 25% off your first order using our code: HUB25

Exclusive resident discounts are added frequently!

Moving-in Guide



Scheme Host

Your scheme host, Jessica, is here to help make your time at The Hub the best it can be. She is available on-site:

Monday to Friday, 9am – 6pm

Her contact details are below:

07545 046 152

Jessica.Lewis@eu.jll.com



When Jessica isn't at The Hub, you'll find a security operative on site. Their hours of operation are listed below:

Security available

Monday – Thursday 6pm – 12am

Friday – Saturday 6pm – 3am

There are no on-site staff on a Sunday.

For emergency out of hours issues in your apartment please call: **020 8104 1136**
For emergency out of hours issues in the communal areas please call: **0844 873 2343**



Utilities

Your hot and cold water, heating and electricity is all arranged through a third-party company called Evinox. Your scheme host will set up your account on your behalf and bills will be sent out on a quarterly basis. Your first bill should arrive after 3 months of living at The Hub.

www.evinoxresidential.co.uk



Hyperoptic – 0333 332 1111

Residents can make the most of complimentary Wi-Fi in The Hub lobby and lounge.



Reporting Maintenance issues and repairs:

You can report all maintenance issues or repair requests via The Hub app or, if you'd prefer, contact Jessica.



Council Tax

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

www.harrow.gov.uk/info/200028/council_tax



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

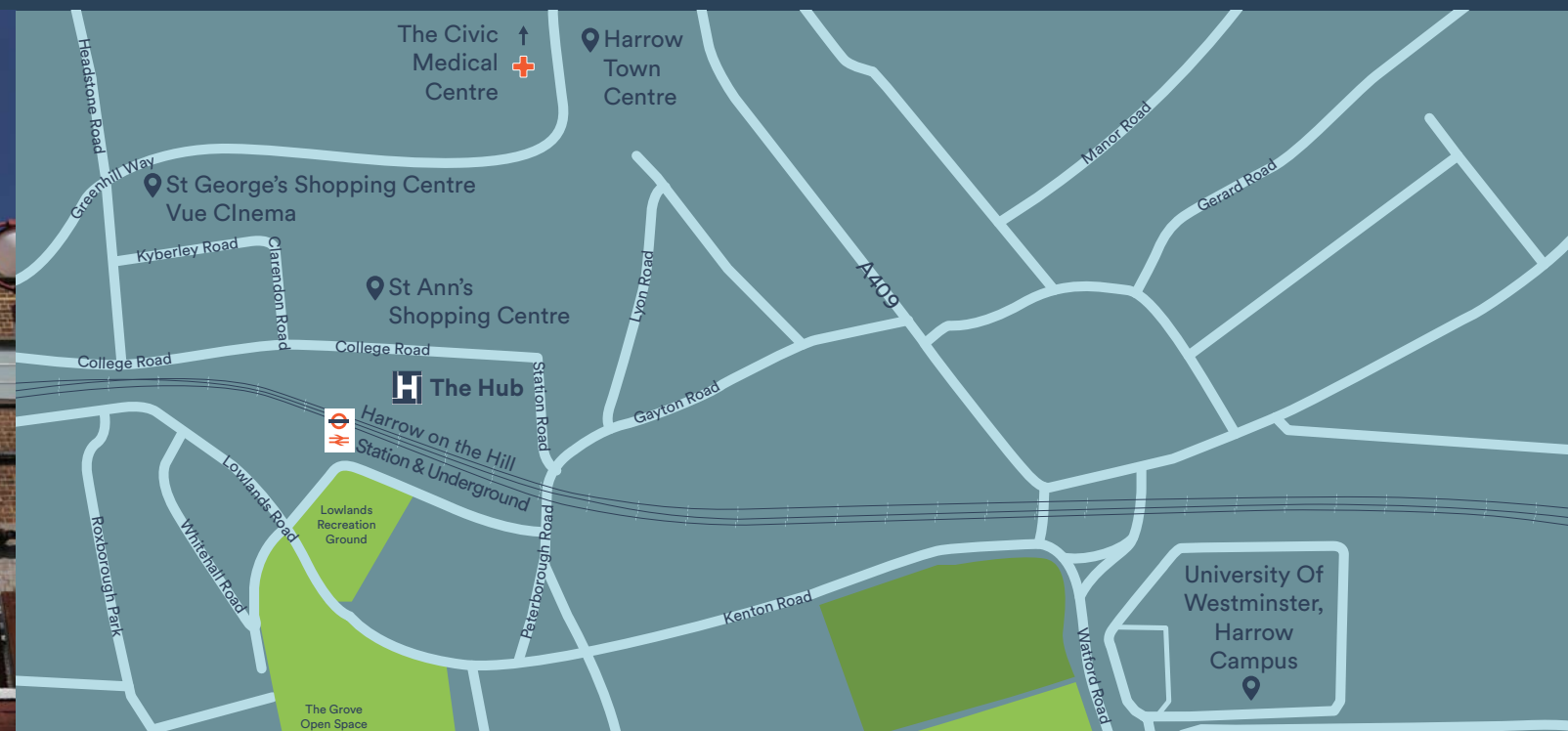
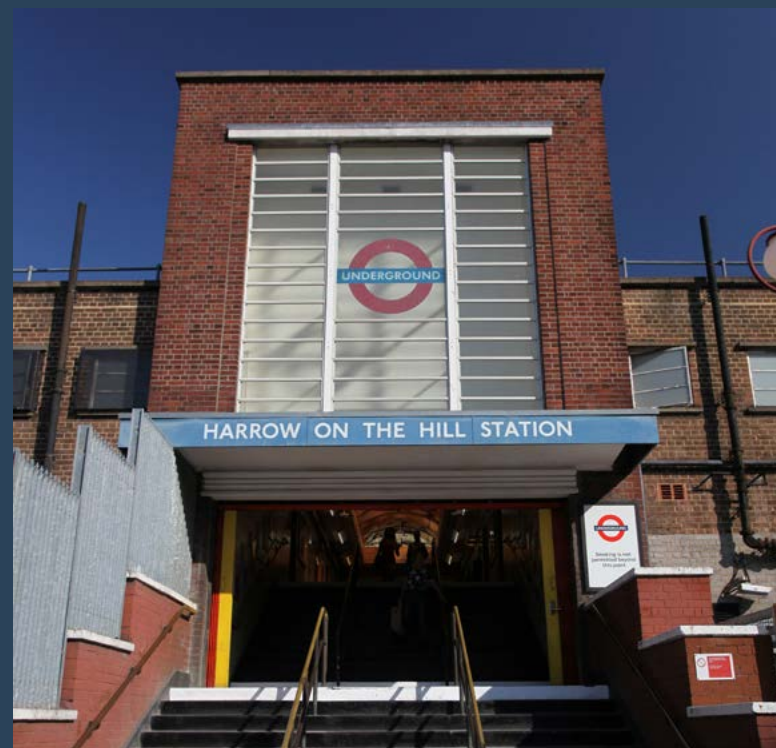


Local Area Guide



Local Area Discounts

Check out our app for discounts in the local area including restaurants, bars, shops and more!



Public Transport

Your nearest Underground Station is Harrow on the Hill and is served by the Metropolitan line.



Doctor Surgery

The Civic Medical Centre,
18-20 Bethcar Road, Harrow HA1 1SE.
<http://www.civicmedicalcentre.com/>

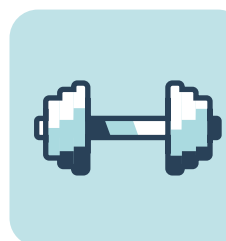


Life at The Hub



Podium Garden

You'll find the podium garden on the first floor of The Hub. You're welcome to use it between 6am and 10pm any day of the week.



Gym information

Residents over 18 are welcome to use the gym 24 hours a day but due to health and safety reasons, non-residents i.e. your guests are not allowed to use the space.



Reporting an issue in the communal area

Please report any issues that you notice within the communal area to your Scheme Host.



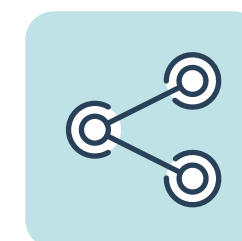
Refuse Disposal

On site you will find 2 bin stores – one for general waste and one for recycling. These are both located in the car park under the building. Please make sure you use the correct bin for the correct refuse.



Post and Parcel Delivery

Your parcels will be delivered to the parcel room on the ground floor, opposite the lift. You can access the room 24 hours a day. When your parcel has been delivered, you'll receive a notification with an access code via text.



Change of Sharer

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



Passport Scheme Explanation

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.

Life at the Hub



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.



Temperature Control and Hot Water

There are thermostats in each room to help control the temperature. The stopcock is usually located within the storage cupboard above the cold water meter.



Insurance

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



Guest Parking

For guest or parking for yourself for a short period of time, you're welcome to use the Just Park spaces in the underground car park. You can book this on the Just Park app or website.



Tenancy Renewal

You'll be contacted by a member of the JLL team 2 – 3 months ahead of the end of tenancy to discuss whether you would like to renew your contract.



What to do if you're Locked Out

Please ensure you always take your keys with you. If a locksmith is required because you don't have your keys, you will be required to cover the cost of the call out.



FIRE ACTION PLAN



IF YOU DISCOVER A FIRE IN YOUR HOME:

1. Leave your property immediately closing all doors behind you taking all occupants with you.
2. Call the fire service.
3. Greet the fire crew as they arrive and give details of the fire location.



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

Leave your property at once if smoke or heat affects your property, taking all occupants with you, or if you are told 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. The building is designed to contain a fire where it starts. This means it will usually be safe to stay in your property if the fire is elsewhere.



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

The Hub, 51-63 College Road, Harrow HA1 1AR

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

NOTE : You must ensure that you have an appropriate number of working smoke detectors in your home and your entrance door should be fire resisting and fitted with a self closing device. You must not have barbeques on the balcony.



The Hub

HARROW