



Notting Hill
Genesis

Welcome to
Hambledon Court

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Welcome to Hambledon Court

This booklet includes important information about living at Hambledon Court, including practical advice to make life here easier. This guide works in conjunction with your licence agreement, so please read it in full. You can also find the guide on King's College's website at <https://careers.kch.nhs.uk/offering/accommodation/kings>.

Hambledon Court is managed by Notting Hill Genesis (NHG). We are one of the largest housing associations in London and the south-east, providing homes for around 170,000 people in some 55,000 properties across the capital and a further 9,000 in the home counties and East Anglia. We were formed in April 2018 from Notting Hill Housing and Genesis Housing Association. Combining a commercial outlook with a clear social purpose means that we can reinvest surpluses to build around 2,700 new homes every year in places where people want to live and do our bit to tackle the housing crisis in London and the south-east.



Hambledon Court offers accommodation at intermediate market rent exclusively for key workers. This means that staff at King's College Hospital pay 80% of the usual market value for a similar property in the area.

We hope you feel welcome and safe here.

Keeping in touch



Hambledon Court staff

Your accommodation officer, and the estates caretaker, can help and advise you on all matters related to your accommodation, so please get in touch if you have any questions.

They can be contacted as follows:



Hambledon Court Inbox
hcourt@nhhg.org.uk



Accommodation officer
07801 547 581

Communicating with you

We mainly use email and phone calls to contact residents. The email addresses and phone numbers that you provide when you apply will be used throughout your stay, so it's important that you let us know as soon as possible if your contact details change.

You'll also find notice boards at the front and back entrances, where we'll display announcements about planned works and other useful information that might affect your residency.

Living in your home



About your accommodation

All rooms at Hambledon Court are fully furnished. Each room includes a single bed, a bedside cabinet, a wardrobe, a chest of drawers, a desk and a chair.

The living area of each flat has sofa/chairs and a dining table with four chairs. The communal kitchen in each flat is equipped with a cooker, a fridge/freezer and a microwave. There's also a TV aerial socket in each shared kitchen/diner, which connects to a Sky satellite dish on the roof. If you want to install Sky, please contact them directly and inform them that the building already has a satellite installed. If you want to use Freeview, you'll need to buy your own in-room aerial. You'll also need to buy your own television licence for televisions in your bedroom

or in the shared areas of the flats. Further details are available at www.tvlicensing.co.uk.

No crockery or cutlery is provided.

Each bed is provided with a mattress protector, but no other linen or bedding is provided.

If you choose to use an additional fridge in your room or the communal area, it must meet the following requirements:

- Size: Undercounter
- Minimum energy efficiency rating: A
- Purchased within the last 3 years
- PAT tested by NHG (See charges on p. 19 for cost)

If you use a fridge that does not meet

these requirements a charge will be applied to your account and the fridge will be removed from site.

Rent

Rent is paid in advance and is due by the 1st of each month. It has to be paid by Direct Debit. Please ask a member of staff for the Direct Debit form in order to set one up. The rent is consolidated and includes Council Tax, utilities (gas, electricity and water) and Wi-Fi. Late payment of the rent will not be tolerated, and if consistent may lead to eviction. For more detail regarding the rent, please refer to your licence agreement.

Internet

Our internet service is provided by [KeySurf](#). If you have any queries about setting up internet access, please contact KeySurf's 24-hour customer support team on [0300 103 0000](tel:03001030000) or email support@keysurf.net.

Postal deliveries

We don't accept or store parcels for residents. If you are having anything delivered, please make sure you're in to receive the item or arrange with one of your flatmates to be in and accept the parcel on your behalf. The delivery driver will call your flat on the intercom system at the front door for

access to the building. If your delivery is from Royal Mail, the postman has a fob to enter the building.

All correspondence to your flat should be addressed to:

(Flat details)
Hambledon Court
Burrow Road
East Dulwich
SE22 8EJ

If you receive post for a resident who no longer lives in your flat, cross out the address, write 'RTS' on it and drop it into a postbox.

The closest postbox is located on Grove Vale outside East Dulwich Station.

Guest policy

Guests are permitted at Hambledon Court, but you are responsible for their conduct and behaviour at all times. You cannot have more than one visitor to stay overnight at any one time and guests must stay in your room only. The maximum amount of time a visitor can stay at any one time is one week. You must remain with your guests for the entire time that they are on site, whether in your room or outside.

If your guest is staying for more than three nights you must let us know via email.



Pets

No pets are permitted at Hambledon Court, even for a short period of time. The only exceptions are trained guide dogs for which permission has been granted in advance by Notting Hill Genesis.

Smoking and drugs

Smoking is strictly prohibited throughout the building and in all outside areas except the smoking area. We also have a zero tolerance policy on possession and/or use of any unlawful drugs on the premises, including outside areas. Anyone caught using unlawful drugs at Hambledon Court will be asked to leave the accommodation immediately.

Consideration for your neighbours

All residents and guests are expected to be quiet and considerate when using the garden/smoking area or any communal areas, including within flats, and particularly at night. Please don't play televisions, radios, speakers or musical instruments so loudly that they cause nuisance or annoyance to other residents.

Flat disputes

Our role as a management office is to ensure the site is well maintained and residents are able to easily report accommodation related problems to us. This does not include acting as a mediator between flat disputes. We expect our residents to be able to

manage relations in the flat without our assistance.

We recommended that you frequently communicate with your flatmates and discuss any problems you may have in order to create a comfortable living environment for everyone.

Report any serious breaches of the licence agreement including: subletting / double occupancy, use of drugs and smoking to the office immediately.

If you feel physically threatened or are in danger contact 999.

Inspections

Your flat, including your room will be inspected periodically to make sure that they are being cleaned and maintained properly. If there are any problems, we'll let you know and ask you to resolve them. If you don't remedy any problems yourself, we'll carry out the works ourselves and charge you for the cost. See our full list of charges on page 19.

Sometimes, we might need immediate access to your room if we think the health and safety of the site is at risk. If you are not present, Notting Hill Genesis staff have permission to enter using the master key, as stated in your licence agreement. We'll always lock bedroom and flat doors when we leave.

You might see contractors such as maintenance staff, fire safety inspectors or pest control technicians on site, carrying out routine inspections and required repair works.

Maintaining your home

Reporting defects and requesting repairs

Please notify us of any defects or repairs as soon as possible via e-mail. If the damage or repair is located in your room, you are permitting access for the works to be completed by making the request. Requests will be attended to as soon as possible. Please contact us if for updates on progress of your repair.

You are not permitted to carry out repairs yourself, even if you have caused the damage. You must not make any alterations to your room or flat, including decoration.

Condensation

Condensation can be bad for your health as well as damaging your home, so please help reduce it by taking the following precautions:

- Do not dry clothes over the heater (which is also a fire hazard)
- Keep your room as well ventilated as possible
- Do not tamper with the ventilation system in your bathroom

- If your shower drain is blocked, report it immediately – don't allow water to flow out of the shower cubicle

In your kitchen, there is a ventilation fan system to the outside wall. Please check that the switch on the wall is turned on to operate the system. This will allow any condensation, steam, or smoke from your cooking to be ventilated from the kitchen.

Decoration

You are not allowed to make any alterations or additions to your accommodation and/or change any of the furniture. You may put up posters in your room but you'll need to remove them at the end of your tenancy. Please don't put up posters using sellotape, pins or nails and don't put posters on windows. Any damage caused by putting up posters or any other form of decoration will be recharged to you.

Staying safe in your home



Security

Notting Hill Genesis aims to provide a safe and secure environment for all residents, and we have equipment and procedures in place to facilitate this, including closed circuit television. But, it's just as important that you help us by reporting any concerns as soon as possible.

On arrival, you will be issued with a fob that allows you to gain access to the main front and back entrances. Please don't try to force doors open as this could damage the magnetic locks and compromise the doors' security. You will also be issued with a key for your flat door and a key for your room door. Always lock both of

these doors behind you. Keep your keys and fob with you at all times. Lost keys or suspected theft should be reported to staff immediately. You should also make sure any communal entrances are properly secured when you enter or leave the building.

Please use only the designated entrance and exit doors at the front and back of the building. The fire exit doors in the stairwells should be used only in the event of an emergency.

Fire safety

Fire poses the greatest danger in residential accommodation due to

the number of people living in close proximity. Most people underestimate the speed at which fire and smoke spreads in a building and the damage they can cause.

We work in partnership with the London Fire Brigade to make our buildings safe, improve fire safety practices and provide the right information to our residents about staying safe.

These tips will help reduce the likelihood of a fire starting and assist you in the event of an evacuation:

- Read the fire safety notices in your flat: You'll find important notices about fire safety on the back of your flat door. These outline what you must do in the event of a fire or emergency. Contact us if you have any questions or if the notice is missing.
- Familiarise yourself with the emergency escape routes from your flat and other areas you visit: Your nearest emergency exit route might not be the same as the normal route you take in and out of the building. Fire exit routes are marked with green exit signs above doors. Take note of the location of fire assembly points and always evacuate via the nearest exit.
- Do not tamper with, obstruct, remove or cover up any notice or equipment provided for fire safety: Hambledon Court has a comprehensive fire safety system, including smoke detectors and sounders, smoke extraction risers, fire extinguishers and fire blankets. All equipment is inspected and tested regularly.
- Keep fire doors closed: One of the biggest risks of fire and smoke spreading is from doors being left open. Fire doors help prevent the spread of fire and smoke through the building. Every door in your flat is a fire door (bedroom, kitchen flat doors and exit doors) and must never be wedged or propped open.
- Do not obstruct fire routes or doors: Please let staff know immediately if fire routes or doors are blocked. Do not leave rubbish, shoes or belongings outside your bedroom door – all corridors are fire routes and need to be kept clear at all times.
- Carelessness can cause a full-scale alarm: The smoke detection system is very sensitive. Detectors can be accidentally activated if exposed to steam from showers, steam or smoke from cooking,

hair straighteners and aerosol sprays. Extractor fans are installed in kitchens and should be used when you are cooking to prevent smoke or fumes from collecting. Keep kitchen and bedroom doors closed to restrict the flow of smoke or steam. Smoking anywhere inside the building is strictly prohibited. Remember, the fire brigade will be called if the alarms are set off.

- No naked flames allowed: Candles, incense, oil burners, hookah pipes and similar items have been associated with more than 2,000 fires in university residences around the UK. They are not permitted and will be removed if found.
- Non-essential electrical appliances must be switched off at the mains and unplugged after use: Hairdryers and straighteners are particularly hazardous, so always double check that you have unplugged them.
- Do not leave cooking appliances unattended: Always ensure that toasters, kettles, hotplates, cookers, grills, microwaves and so on are switched off when you have finished cooking. Chip pans

and other deep-frying utensils are not permitted. Cooking appliances (including toasters, kettles, coffee-makers and rice cookers) must not be used in bedrooms.

- Tell us if you need assistance in the event of an evacuation: If you have an injury or a disability that could prevent you evacuating safely, please let us know and we can include your details in our evacuation plan. Always let a friend know where you will be waiting.

Fire alarm testing and drills

It is a legal requirement to regularly test fire alarms. The fire alarm will usually be tested every Thursday morning at 11am. You do not have to evacuate the building when the alarm is tested. We are also obliged to test each detector on an annual basis. You will be notified in advance when engineers will be visiting your bedroom or flat to conduct this test.

Fire drills will also be conducted regularly. These are vital for everyone's safety and it is very important for you to take all drills seriously and respond as if there is a real fire.

What to do if the alarm sounds

- Switch off any cooking equipment and close the door of your flat behind you
- Leave immediately by the nearest emergency exit and go to the assembly point, which is located in the car park in front of the building
- Do not stop for personal belongings
- Please follow the fire exit signs to the stairs – do not use the lifts
- Do not re-enter the building until you are told it is safe to do so
- If out-of-hours, contact Mitie on [0207 001 7303](tel:0207 001 7303) to report fire alarm.

Personal Possessions

Notting Hill Genesis does not accept responsibility for any personal belongings and strongly recommend that you take out appropriate contents insurance against any loss or damage.

Lost Keys

If you lose your keys, please inform a member of staff as soon as possible, so that we can disable your fob and issue you with a replacement. A charge will be added to your rent account. Once charges are added, we cannot refund you.

If you have lost your keys and are locked out outside of office hours, please call Bouygues Security on [0755 117 0144](tel:0755 117 0144). You will be asked to present a form of photographic ID before access is granted.

Communal facilities and services



Cleaning

A full cleaning service is provided to all external and internal communal areas of the site. This includes the gardens, entrances, staircases, lobbies and corridors. You are responsible for cleaning your bedroom and jointly responsible for cleaning your shared kitchen, bathrooms and communal hallway areas, including floors and work surfaces. Waste bins mop and bucket, and vacuum cleaner are provided in each flat.

All residents are required:

- To do their own washing up and clearing away
- To clean the oven, grill, hot plates, fridges and microwave cooker

- To take rubbish and recycling out to the bins provided at the front and rear of the building.
- To take joint responsibility for the common areas of the flat
- To keep their own room clean

Lifts

If the lift breaks, it's important that you remain calm and push the alarm button to summon help. Hold the button down for three seconds and you will be put in contact with our lift contractors. Give the operator your name, location and then wait until you can be evacuated or are given further instructions.

Recycling

Recycling facilities paper, glass and aluminium cans are located in the far corner of the front car park. Please recycle as much of your waste as possible. If you want to recycle larger items such as electrical goods, use www.recyclenow.com to find your nearest centres. For Hambledon Court, the nearest site that accepts electrical goods is in Railton Road, Herne Hill, SE24 0LX.

Launderette

There is a launderette on the ground floor at the back of the building near to the office. It is operated on behalf of Notting Hill Genesis by Circuit Laundry who regularly visit to check and maintain the machines. In the event of a problem, please report faults directly to [Circuit Laundry](#) via their freephone fault line on [0142 282 0040](#) or [0800 092 4068](#). When reporting problems please quote:

- The site number: 402683
- Hambledon Court
- The faulty machine number
- Basic details of the fault
- Your name and flat number

Bicycle storage

A bike shelter is provided at the back of the building. Bikes are left in this area at your own risk. We strongly advise you insure your bike and use heavy duty locking systems to secure it.

Bicycles must not be chained to any railings or lampposts. Any bicycle found stored in any area other than the bicycle racks will be removed. Under no circumstances are bicycles allowed inside the residence.

Car parking

Residents can use the car park in front of the building, but spaces are limited. Parking behind the building is strictly for staff and contractor use only.

If you use the Hambledon Court car park area you are required to register your vehicle with us. Please e-mail us if you need a registration form.

If we suspect a vehicle has been abandoned we will issue a TORT notice to have it removed from site.

Local amenities

Trains

East Dulwich station is about five minutes' walk from Hambledon Court. There are regular trains to London Bridge, which take about 16 minutes.

Denmark Hill Station is about 17 minutes' walk from Hambledon Court. There are regular trains to London Victoria, which take about 10 minutes. There are also regular London Overground trains to Clapham Junction, which take about 15 minutes and to Dalston Junction, which take about 30 minutes.

Buses

The nearest bus stop to Hambledon Court is outside East Dulwich station. There are regular buses northbound from stop D (near side of road) and southbound (far side of road). All of the buses below go between East Dulwich station and King's College Hospital/Denmark Hill Station:

- 185: Lewisham – Victoria Station
- 484: Lewisham – Camberwell green
- 176: Penge – Tottenham Court Road
- 40: Dulwich – Aldgate

Supermarket

Sainsbury's is a five-minute walk from Hambledon Court. Follow Burrow Road, turn left onto Abbotswood Road, walk past St Francis Park and Sainsbury's is on your left. The store is open from 7am to midnight, Monday to Saturday and 11am to 5pm Sunday. There is also a Starbucks in the Sainsbury's.

Leisure

East Dulwich is home to many shops, restaurants, cafes and a cinema. Lordship Lane and its surrounding streets are the main leisure areas and are a 10 to 15-minute walk from Hambledon Court. You'll also find a post office here. Near Denmark Hill station and King's College Hospital is the beautiful Ruskin Park with views over central London's skyline. Dulwich Village, the idyllic country village within a city, is just south of Lordship Lane and is home to Belair Park and Dulwich Park as well as the Dulwich Picture Gallery and a selection of independent shops and restaurants.

Moving out



Notice period

You must provide six weeks' written notice via e-mail if you want to leave Hambleton Court. We will acknowledge your notice from the date we receive the e-mail. You will be sent further information about our departure procedure and a departure form to complete.

Replacements and damage charges

On arrival you will need to complete an inventory form and return it to the office within 24 hours. This protects your deposit and also lets us know if any works need to be carried out in your flat. If we find any additional

items or missing items charges will be applied accordingly. You will not be charged for any fair wear and tear.

We expect you to leave your accommodation in the same state as you found it.

Any damage within the bedroom will be applied to that resident. Damage within the shared kitchen will be applied equally to all residents of that flat. Living in communal accommodation means that everyone takes responsibility for the shared areas. The only way we can amend charges is if an individual or individuals own up to the damage. This also applies to any items that need replacing due to misuse.

In the event of damage requiring replacement or cleaning, you will be charged the cost of this.

Departure procedure

Please follow these steps carefully when you leave Hambledon Court:

- Remove all personal items and effects from your flat. Anything left behind may be disposed of without further notice and the costs of disposal recharged to you
- Ensure that all areas, including common areas are left clean and in good condition; you will be charged for any repairs, redecoration or cleaning that is required
- Remove all rubbish and unwanted items from your flat; you will be charged for the cost of any rubbish removal
- Return all keys and fobs to the office, or the office letterbox should the office be closed, on the morning of your departure along with a completed departure form; if you leave and fail to hand in your keys, you remain liable for the rent until Notting Hill Genesis gains possession of the accommodation, and you could be charged if we need to change the locks
- You are required to depart no later than 10am on your scheduled departure date, unless otherwise agreed
- You must leave a forwarding address, contact number and an email address

Hambledon Court charges

Kitchen items

Cooker	£250
Cooker hob	£100
Cupboard door	£50
Dining or bedroom chair	£25
Fridge – freezer	£300
Fire blanket	£25
Heater control module	£50
Kitchen bin	£10
Light	£100
Microwave	£40
Table	£100
Flooring	£300

Bedroom / Bathroom items

Bathroom mirror	£50
Bed frame	£100
Bedroom or hallway carpet	£400
Intercom handset	£50
Lock replacement	£150
Mattress	£100
Mattress protector	£10
Shower curtain	£10
Toilet seat	£40
Tower rail	£30
Wireless router	£50

Miscellaneous items

Vaccum cleaner	£100
Fire door glass panel	£50
Hole in wall or door	£100
Replacement Keys	£50 (£20/ key, £10/ fob)
Ceiling tile	£20

Painting

Bathroom ceiling	£50
Bedroom ceiling	£50
Full bedroom	£200
Full kitchen / living room	300
One wall	£50
Cleaning	
Bedroom	£100
Bathroom	£50
Kitchen	£100
Oven / fridge	£50

Departure

Rubbish disposal	£250
Late departure	£100, then £50 a day until keys are returned

This is not an exhaustive list and other charges can be applied on an ad-hoc basis.

Disciplinary offences

Any disciplinary offence that requires an investigation by the Accommodation Officer will carry a £50 administration fee on top of any disciplinary action taken.

Tampering with fire detection equipment

Any residents caught tampering with their fire detection equipment will be subject to a charge of £50 due to the seriousness of the offence.

Notting Hill Genesis

