



Home User Guide



Move in
and get settled
with ease

Hello

Welcome to your new home at Trundleys Road, a collection of new apartments brought to you by Park Properties Housing Association (PPHA), with day-to-day management provided by our partners, Rendall and Rittner and Pinnacle.

This guide brings together everything you need to know about living at Trundleys Road, whether you are a Shared Owner or an Affordable Rent customer. Where something works differently depending on your tenure, we've made that clear.

Please keep this guide somewhere safe alongside your tenancy agreement or lease. It's designed to sit alongside, not replace, your Home User Guide and the wider PPHA customer guides.



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SECTION ONE

01



Our Partnership
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Our Partnership

Trundleys Road has a group partnership looking after different parts of your home and the building, alongside PPHA as your landlord:

PPHA.

 **RENDALL & RITTNER**



centrick 

PPHA.

Housing Association

The landlord of your home and the building

Overall oversight and monitoring of service standards delivered by Pinnacle, Rendall and Rittner & Centrick

Escalated issues and complaints



Repairs and issues within your home

Repairs and defect reporting for anything inside your own flat

Rent account enquiries
(Affordable Rent customers)

Tenancy and lease support

 **RENDALL & RITTNER**

Block Manager

Rendall & Rittner are responsible for managing the building's communal areas. Please contact Rendall & Rittner directly for any issues relating to:

- Lifts
- Communal gardens and play area
- Bike store
- Entrance and communal doors
- Cleaning of communal areas
- Grounds maintenance
- Building safety systems
- Any other communal area maintenance

For communal area enquiries, please contact Rendall & Rittner, not Pinnacle.

centrick 

Estate Manager

Centrick manage the whole Estate, and not just your building.

They look after the building wide safety system and carry out regular checks and maintenance of the fire systems.

Settling in & your move in checklist

Take some time in your first few days to:

- Locate your meters, stop tap and fuse box/consumer unit
- Check you have all keys and fobs
- Familiarise yourself with your heating system
- Identify your bin store and, if applicable, your bike store and parking

Set up:

Set up gas/electricity accounts (or confirm your communal heating arrangement)

Register for Council Tax with Lewisham Council

Arrange broadband and TV

Set up your rent and/or mortgage payments

Personal admin:

Update your address with your employer, bank and GP

Update your address with the DVLA

Update schools and other services

Insurance:

Arrange contents insurance – your belongings are not covered by PPHA or the building's insurance

Essentials:

Check all keys and access fobs

Locate meters and take meter readings (photograph them)

Test heating, hot water, lights and appliances

Check smoke and heat alarms

Who to contact

Trundleys Road is a mixed-tenure building. Please use the contact route that matches your tenure below; the full quick-reference version is at the back of this guide.

Shared Ownership Defects (during defect period)	Pinnacle Direct: 0203 701 3575 / PPHA@pinnaclegroup.co.uk
Affordable Rent Routine Repairs	Pinnacle 0333 241 4559
All Residents Emergency Repairs	0203 814 3500
Affordable Rent Rent Payments	Pinnacle 0333 241 4559
Communal / Block Issues (Lifts, Gardens, Bike Store, Cleaning, Building Safety)	Rendall and Rittner [TBC]
PPHA General Enquiries	info@ppha.uk 0161 820 6559

Understanding your home

Trundleys Road is a mixed-tenure building. Please use the contact route that matches your tenure below; the full quick-reference version is at the back of this guide.

Heating & Hot Water

Know where to find:

Your electric meter and fuse box / consumer unit

Your water stop tap
(usually under the kitchen sink)

Your heating controls or thermostat,
or HIU if applicable

Looking after your home

Avoid decorating or alterations in the first year as this can affect your warranty or defect liability

Always use a stud detector before drilling into walls

Expect some natural settlement
(minor cracks) as a new build

Ventilate your home properly to prevent condensation and mould

You'll need PPHA's written consent before carrying out alterations or improvements

Ventilation

New homes contain moisture and need to dry out gradually:

- Keep windows slightly open where possible
- Use extractor fans in kitchens and bathrooms
- Maintain steady heating, around 18–20°C
- Avoid drying clothes on radiators

This helps prevent condensation and mould.

If you notice:

- Black mould spots
- Persistent condensation
- Water staining

Please report any of these issues to Pinnacle straight away. Addressing problems early helps prevent further damage to your home.



Pinnacle
0333 241 4559

Pets Policy

Pets Are Not Permitted in This Building

Please note that pets are not permitted in this block of flats under the terms of the tenancy and building management arrangements.

This includes, but is not limited to:

Dogs



Cats



Small animals



Reptiles and exotic
pets



Important reminders:

Residents must not keep
or introduce pets into their
homes or communal areas.



Visitors are not permitted to
bring pets into the building.



Animals must not be taken
through communal areas
at any time.



02



Reporting defects and repairs
Building Safety & Compliance
Fire Safety
Lifts

Reporting Defects & Repairs

How you report an issue depends on where it is and for Shared Owners, whether you're still within your defect liability period. This section covers issues within your own home. For anything in the communal parts of the building, see Rendall and Rittner's role above and the relevant sections later in this guide (Lifts, Communal Gardens, Bike Store, Estate Services).

Shared Ownership

DURING the defect period

Your home is covered by a defect liability period, usually 12 months from practical completion of the building (not from the day you moved in). During this period:

- Report defects to Pinnacle Direct by phone or email (see Who to Contact)
- Provide photos or video evidence where possible
- Keep a record of what you've reported and when
- Do not instruct your own contractors, and do not contact the developer directly. Pinnacle will liaise with them on your behalf

Emergency issues (e.g. a major leak, loss of heating, electrical failure) are usually addressed within 24 hours; routine defects are usually addressed within 28 working days, though this can vary.

Shared Ownership

AFTER the defect period

Once the defect period ends, responsibility transfers in line with your lease. PPHA generally remains responsible for structural repairs and key building elements; you are responsible for day-to-day maintenance within your own home.

Repairs should still be reported via Pinnacle.

Affordable Rent

Report repairs to Pinnacle on 0333 241 4559, or 0203 814 3500 for emergencies.

PPHA is generally responsible for the structure, exterior, fixtures and fittings, heating, hot water, electrics, gas, and kitchen/bathroom fittings.

You are responsible for day-to-day care of your home and for any damage caused by you, your household or visitors.

Emergency repairs may include:

- Uncontainable leaks
- Total loss of electricity supply
- Loss of heating or hot water

For a list of non-urgent repair examples, see Pinnacle's website, or ask us for a copy.

Building Safety & Compliance

PPHA remains responsible for overall building safety and compliance as landlord. Rendall and Rittner manage the building's general communal safety systems day to day as block manager and Centrick, the Estate Manager, looks after the fire safety systems and are the responsible person.

The building has multiple fire safety signs and notices, please familiarise yourself with these and check for updates regularly. If you notice any issues with any of the building's safety equipment please report this to the building manager immediately. Regular checks of equipment both inside and outside your apartment or essential for the ongoing management and maintenance of the block. Please be aware of notices and assist the safety teams where needed.

A Fire Risk Assessment (FRA) is carried out for the building by a qualified assessor and reviewed regularly by PPHA and appointed by Centrick.

To keep everyone safe, residents must not:

Alter, disconnect or interfere with front entrance doors or door closers

Do not prop open or interfere with any communal or apartment doors as these are for fire safety.

Alter or block any ventilation systems, smoke vents or fire dampers.

Do not touch or tamper with the sprinkler system.

Store anything in communal corridors, stairwells or escape routes.

Electrical & Battery Safety

Do not overload sockets.

Use appliances correctly and replace damaged cables promptly.

Be cautious charging e-bikes, e-scooters and other lithium battery devices – charge them away from escape routes, do not charge overnight unattended where avoidable, and never use damaged chargers or batteries.

Water Safety

The **stop tap** is located under your kitchen sink.

If a leak occurs, turn off the water at the stop tap where it is safe to do so, and report it to Pinnacle immediately.

Fire Safety

AVAILABLE 24/7

999 BSL App

Connect with BSL interpreters who relay the conversation with emergency services for critical emergencies.



This building operates a “Stay Put” fire safety strategy, which is designed to keep residents safe in the event of a fire.

What “Stay Put” means: if a fire occurs elsewhere in the building, you are usually safest remaining inside your own flat with the doors and windows closed. Flats are built to provide fire resistance for a significant period, helping to prevent fire and smoke from spreading.

If the fire is **NOT** in your flat

Stay inside
your flat



Keep doors and
windows closed



Call 999 and
inform them of
the situation



Wait for
instructions from
the Fire & Rescue
Service



If the fire **IS** in your flat

Leave
immediately with
everyone in your
household



Close doors
behind you



Do not stop
to collect
belongings



Call 999 once you
are safe



DO NOT:

Use lifts in the event of a
fire



Re-enter the building until
told it is safe



Assume you need to
evacuate unless instructed



IN AN EMERGENCY DIAL 999

Lifts

Safe use

Do not exceed the stated weight or passenger limit

Do not force doors open or attempt to hold them open

Keep clear of the doors while they are closing

Supervise children in the lift at all times

If you become trapped

Stay calm – lifts are designed to hold enough air for a safe wait

Use the emergency alarm/intercom button in the lift to call for help

Do not attempt to force the doors open or climb out

Wait for the lift engineer or emergency services to release you or batteries

Moving-in restrictions

Please contact Rendall and Rittner in advance of your moving-in date so the lift can be protected and any access arrangements put in place.

Avoid moving large or bulky items during peak times where possible, to minimise disruption to other residents.

Reporting lift faults

Report any lift fault, however minor, to Rendall and Rittner straight away - this includes unusual noises, doors not closing properly, or the lift being out of service. If a lift is out of action for a prolonged period, particularly where this affects residents with mobility needs, please tell us so we can help.

03



Balcony Safety
Communal Gardens & Kids' Play Area
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Communal Areas

Balcony Safety

Safe use

Do not overload your balcony with furniture, plants or storage

Do not use barbecues, patio heaters, chimineas or any naked flame on your balcony

Do not smoke and dispose of cigarettes on the balcony – discarded cigarettes are a common cause of balcony fires

Do not hang washing, bedding or other items over balcony railings – items can fall and injure people below

If you become trapped

Secure lightweight furniture and plants in high winds

Do not attach satellite dishes, aerials, awnings or external fixtures without PPHA's written consent

Supervise children closely near balcony railings and doors

Communal Gardens & Kids' Play Area

The communal gardens and play area are shared spaces for all residents to enjoy - please help us keep them safe and pleasant.

Children must be supervised by a responsible adult at all times, including in the play area.

Play equipment is inspected periodically, but please report any damage or hazard to Rendall and Rittner immediately and avoid using equipment that looks unsafe.

No smoking, vaping, barbecuing or open flames in the garden or play area.

Please respect quiet hours and be considerate of neighbours overlooking the garden.

Do not remove or damage planting, furniture or play equipment.

Communal areas belong to everyone and must be kept clear, clean and safe at all times.

Bike Store

The bike store is for residents' use.

The bike store is for bicycles only - please do not store other items there

Please use a good-quality lock and secure your bike properly

We recommend you insure your bicycle under your contents insurance, as theft, loss or damage can occur

E bikes/motorbikes are not permitted

Liability Disclaimer

PPHA & Rendall and Rittner accept no liability for theft, loss or damage to bicycles or any other property stored in the bike store.

Bicycles and belongings are stored entirely at the resident's own risk.

Please report any damage to the store, or any suspicious activity, to Rendall and Rittner as soon as possible.

Security & Access

The communal gardens and play area are shared spaces for all residents to enjoy - please help us keep them safe and pleasant.

Fobs and Intercom

Use your fob to access communal entrances and, where applicable, the lift

Use the video/audio intercom to identify visitors before letting them in

Tailgating

Please do not let anyone into the building that you don't recognise or who isn't expected, even if they claim to be a resident, contractor or delivery driver. Politely ask them to use the intercom. This protects everyone's safety and security.

Lost or damaged fobs

Report a lost or damaged fob to Rendall and Rittner, who manage building access.

CCTV

CCTV operates in the communal areas for everyone's safety and security. This can only be accessed in relation to a serious issue by Police or Management Services.

Noise

Living in flats means noise can travel more easily than in houses.

Please be mindful of:

Music, TVs
and phone calls

DIY or repair works

Slamming doors
and heavy footsteps

Quiet consideration:

Be especially considerate early in the morning
and late at night.



Let neighbours know in advance if you are
planning something likely to cause temporary
noise.



Being Respectful

A good community starts with mutual respect.

Please ensure:

Be polite and considerate
to neighbours, visitors,
and staff.



Treat shared spaces as
you would want others
to treat them.



Respect differences in
lifestyles and routines.



Visitors & Deliveries

Residents are responsible for the behaviour of their visitors.

Please ensure:

Visitors do not block
entrances, stairwells, or
access routes.



Delivery items are taken
directly into your home and
not left in communal areas.



Delivery drivers are not let
into secure areas unless
you are expecting them.

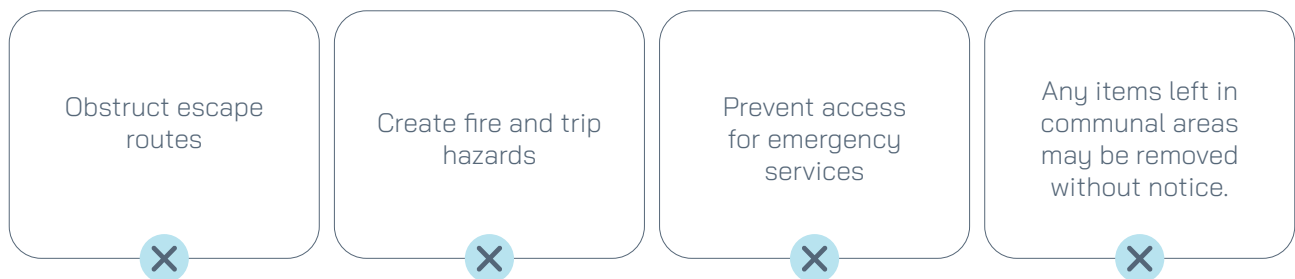


Communal Areas

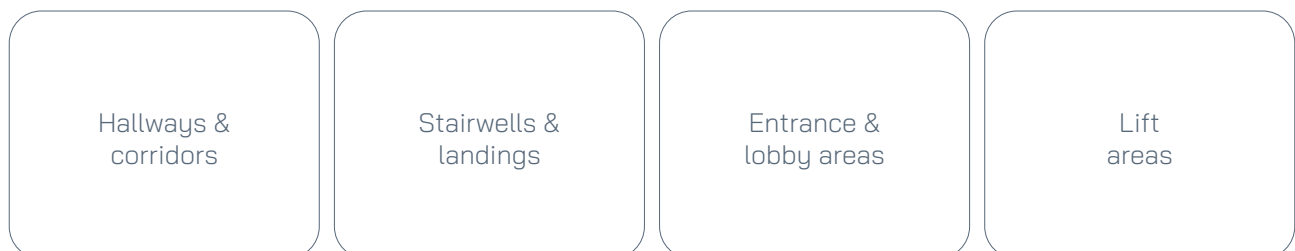
Communal areas belong to everyone and must be kept clear, clean and safe at all times.

Keep all communal areas free of personal belongings, including hallways, stairwells, landings, corridors and entrance areas.

Items left in communal spaces may:



Communal areas include:



Communal areas belong to everyone and must be kept clear, clean and safe at all times.

04



Bins & Waste

Bins & Waste

Correct use of the bin store is essential to prevent smells, pests, and fly-tipping.

Bin Store Rules:

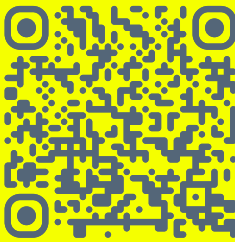
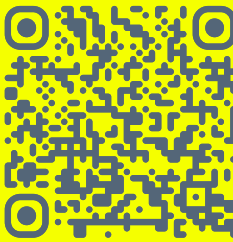
Place all household waste inside the correct bins provided.	Always close bin lids after use.	Bag waste securely before placing it in bins.	Break down cardboard boxes before disposal to save space.
✓	✓	✓	✓

What is **not** allowed:

Leaving bags or items outside the bin store or in the communal corridors/ outside of your apartment/ bedside the bins.	Dumping bulky items such as furniture, mattresses, or electrical goods.	Fly-tipping in or around the building.	Never flush: • Wet wipes • Nappies • Sanitary products • Cotton buds • Cooking fats or oils
✗	✗	✗	✗

Fly-tipping is illegal and may result in enforcement action or recharge.

If you need to dispose of bulky items, please arrange with Lewisham Council for bulky waste collection or dispose at a household reuse and recycling centre.

YOUR COUNCIL Lewisham Scan for recycling and rubbish services from Lewisham Council 	RECYCLING CENTRE Landmann Way Reuse & Recycling Centre 
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05



Local Area - Deptford & Lewisham
Complaints, ASB & Feedback
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Get in touch with PPHA

Local Area – Deptford & Lewisham

Trundleys Road sits in Deptford, in the London Borough of Lewisham, right on the Thames in South-East London.

Getting around

Deptford Bridge DLR – Deptford Bridge, London SE8 4HH

Deptford Station (National Rail) – Deptford High Street, London SE8 3NU

New Cross Gate Station – New Cross Gate, London SE14 5DS

Canary Wharf is around 15 minutes away via the DLR from Deptford Bridge; Greenwich is a 5-minute DLR ride

Shops & Local Amenities

Lidl – Deptford High Street, SE8

Greenwich Market – Greenwich Church Street, SE10 9BJ

Lewisham Shopping Centre – Lewisham High Street, SE13 6LE

The Albany – Douglas Way, Deptford SE8 4AG

Health Services

Nearest A&E: University Hospital Lewisham, Lewisham High Street, London SE13 6LH – 24-hour Emergency Department, switchboard 020 8333 3000

Adult A&E: 020 8333 3042 / 020 8333 3043
Children's A&E: 020 8333 3138

For non-urgent illness or injury, use the Urgent Treatment Centre at the hospital, call NHS 111, or contact your GP

Parks & Green Space

Folkestone Gardens – Trundleys Road, Deptford SE8 5JG

Deptford Park – Grinstead Road, Deptford SE8 5AD

Greenwich Park – Blackheath Gate, Greenwich SE10 8QY

Complaints, ASB & Feedback

Complaints

If you're unhappy with the standard of service, you can raise a complaint with Pinnacle by phone, email or in person. A call alone isn't treated as a complaint – it needs to be logged formally, and must be raised within 12 months of the issue arising.

You can contact the Housing Ombudsman if you still remain unhappy.

Housing Ombudsman Service

If you remain unhappy once you've completed our complaints process, you can contact the Housing Ombudsman Service:

Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ

Anti-social behaviour (ASB)

For anti-social behaviour, contact Pinnacle on parkpropertiesha@pinnaclegroup.co.uk or 0203 814 3500.

ASB includes things like harassment, threats, vandalism, noise nuisance and criminal behaviour – we'll always take a proportionate, problem-solving approach, escalating where needed.

Your Responsibilities

- ✓ Pay your rent, mortgage and/or service charges on time
- ✓ Report repairs and defects promptly
- ✓ Allow access for repairs, inspections and safety checks
- ✓ Take care of your home and communal areas
- ✓ Use bins correctly and follow local collection arrangements
- ✓ Not cause a nuisance or anti-social behaviour to neighbours

Please do not:

- ✗ Dump rubbish or bulky waste in communal areas
- ✗ Block communal areas, corridors or escape routes (fire risk)
- ✗ Ignore repair issues or leave them unreported

Reporting Concerns

Living in flats means noise can travel more easily than in houses.

Let us know if you notice:

Items left in
communal
areas

Fly-tipping

Damage to
shared spaces

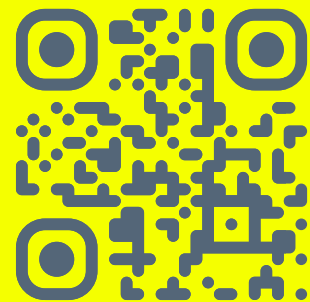
Safety
concerns

Or if a neighbourly issue cannot be resolved informally,
please contact the housing management team.

We are here to help keep your building safe,
well-maintained, and pleasant for everyone.

Get in touch

info@ppha.uk
www.ppha.uk



Home User Guide

Move in
and get
settled with
ease

We're here to help

We know moving into a new home can feel like a lot to take in – we're here to support you.

Our commitment to you: clear communication, timely responses, and a fair, transparent service. If something isn't right, please report it early, ask for support, and escalate to PPHA if needed.

Get in touch with PPHA

If you have any queries or need any help with your move-in process, please don't hesitate to get in touch with a member of our team.

We are available between 9am - 5pm,
Monday - Friday (excluding bank holidays)

info@ppha.uk
ppha.uk

0161 820 6559

