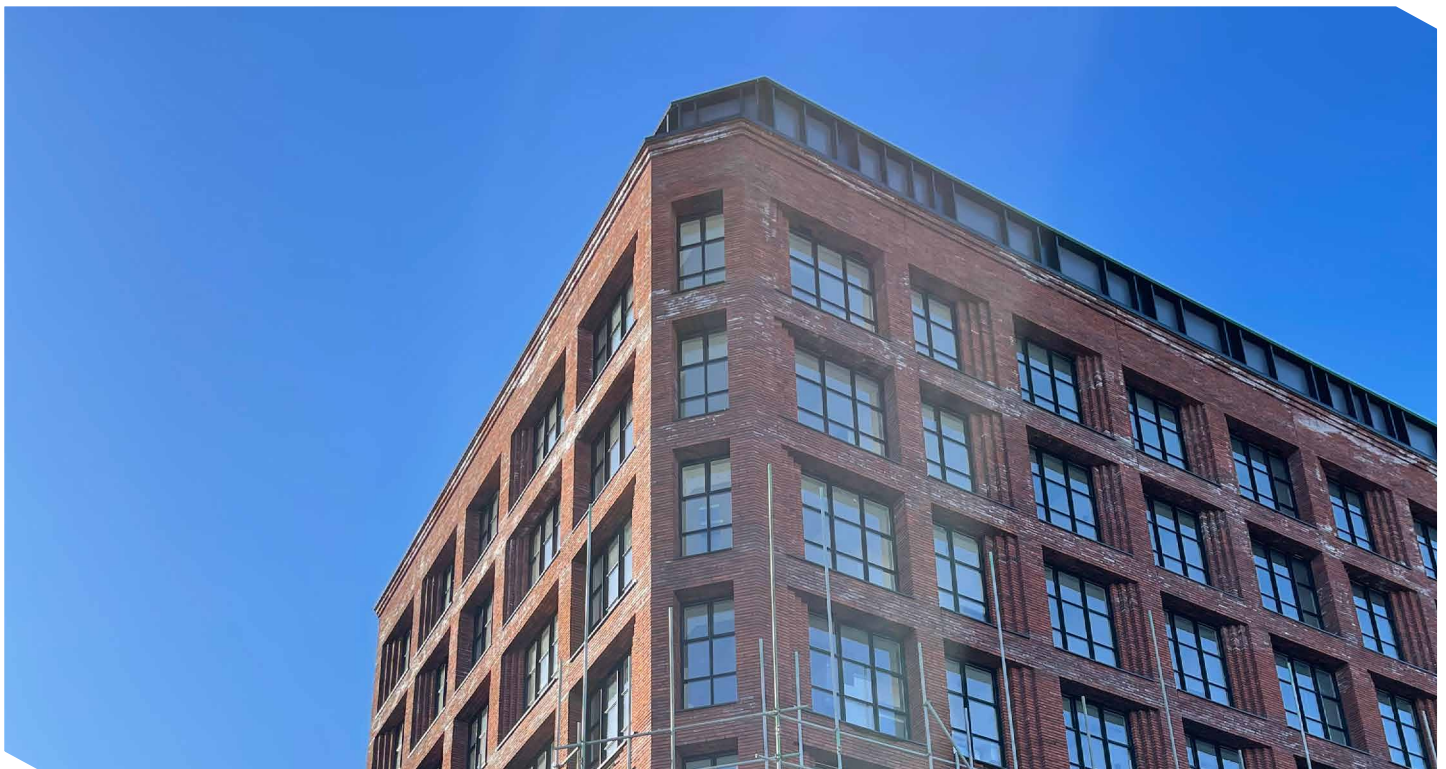


One Silk Street

Building information

One
Silk Street

NORTHERN
GROUP



Welcome to One Silk Street.

In order to provide a comfortable and safe living environment, we have put together some information regarding some of the practicalities of the building.



Tomas Crabb
Property Manager
tomas@northerngroup.co.uk

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Car park

Season passes can be purchased from the Northern Group office. If you have purchased a season pass from Northern Group, you must park in the allocated space provided.

When entering/exiting the car park in your car, please wait for the Green Light before driving through.

EV charging and disabled bays

The building benefits from a number of EV and disabled bays. For availability enquiries, please contact your property manager.



Meter readings

Electric and water meters are located in the utility cupboard inside your apartment. This enables you to obtain your own meter readings.



Apartments

Cooker tops

Your apartment is fitted with a glass ceramic hob, which should be cleaned on a regular basis using an appropriate cleaning product to avoid lasting damage to the appliance.

Planters

Tenants with balconies/terraces are responsible for the upkeep of the planters. In order to keep the plants in good health and maintain the pleasant appearance of the development, please water them on a regular basis.

Light bulbs

All main lights in the apartment are LED and do not contain replaceable bulbs. If a light develops a fault during your tenancy, please contact your property manager. Tenants are responsible for replacing light bulbs in appliances during your tenancy. Replacement bulbs can be obtained from local retailers or online.



TV Aerial connection/Sky/Virgin Media

The apartment building has been set up to enable connection to:

- Digital Freeview (available in the lounge and each bedroom)
- Sky, including Sky Q
- Virgin Media
- DAB and VHF radio

When connecting your TV aerial for the first time, please ensure you conduct a “first time installation” on your TV to receive all Freeview channels.

Please contact Sky or Virgin directly to arrange connection of additional TV services.

Sky – www.sky.com/tv

Virgin Media – E-mail: michael.mcloughlin2@virginmedia.co.uk
Telephone: 07855 063 609

Fuse box/Stopcock

These control the electricity/water supply to your apartment and are located in the utility cupboard.

Stopcock pictured here:





Access fobs

The entrance and main doors throughout the building are accessed with the fob provided. You will also be required to use your fob in the lift to access the appropriate floor for your apartment. The apartment door is also installed with a state-of-the-art fob access lock. The batteries in these locks last in excess of 2-years – up to 55,000 operations. Should the batteries become discharged, the latch will no longer function from the outside. Holding a PP3 9V battery (Standard square battery) up to the contacts on the bottom of the unit will allow the lock to operate. A valid user fob can then be used to open the door to access the batteries. Please contact our team in the rare event this should happen.

Please find following the cost of replacement or additional fobs/ keys:

Access fob	£24	(£20 + VAT)
Other key	£24 to £42	(£20 to £35 + VAT)



Concierge services

Our concierge team will be on hand 24 hours a day, 7 days a week. They will ensure your parcels can be delivered and the security of the building is maintained to a high standard.



Storage Units

There are a number of storage units situated on the basement level which are available to lease. Please contact your Property Manager for availability.



Repairs & maintenance

Northern Group maintains the communal areas of the building. All residents must use the equipment and facilities within the development in a proper manner and may be held responsible for any damage they cause. For any block related maintenance issues please contact your dedicated property manager. We ask for all repair requests to be reported via e-mail.





Deliveries

You have been allocated a mailbox situated in the reception area. The concierge team will take delivery of standard parcels which will not fit into the mailbox. These will be held at reception ready for collection. Any parcels which remain at reception for more than 14 working days will either be placed within the hallway of your apartment or returned to sender. For parcels over 15kg in weight or 50 cm³ in size we will request for you to take delivery of the item. These larger items cannot be stored or moved by our concierge team and therefore tenants must be available at the time of delivery.

Unfortunately, the concierge team cannot accept delivery of takeaways or other food items such as groceries.

Tenants are responsible to re-direct their mail at the end of the tenancy. Should we be in receipt of any mail or parcels after the tenancy has ended, the items will be returned to sender.



Visitors

A visitor calling panel is located outside on Silk Street. You can provide access remotely for your visitor to enter the reception area, by using the intercom within your apartment. You can then greet your visitor in the reception area. For security and safety reasons, visitors must be accompanied beyond the reception area by a tenant of the building.



Bicycles

Bicycles must be stored in the designated bike store, situated in the basement. Access is obtained by using your building fob. We suggest following Greater Manchester Police advice regarding bicycle security, which can be found at www.gmp.police.uk





Sustainable Travel

We wish to promote a wide range of options for travel around the city and further afield with the aim to:

- Reduce car use (particularly for single occupancy trips) and increase travel by sustainable modes, namely active travel and public transport
- Reduce the impact of the generated traffic, both in the immediate neighbourhood and on the wider highway network
- Promote safe access for pedestrians and cyclists

Car Sharing

Sharing is caring: <https://www.carsharegm.com/index.html>

Enterprise Car Club

Car hire by the hour: http://www.manchester.gov.uk/info/100011/roads_parking_and_transport/2516/city_car_club

<https://www.enterpriseclub.co.uk>

Bus, Rail and Metrolink

No need to drive: <https://tfgm.com/>

Cycling and walking

Stay active whilst travelling: https://www.manchester.gov.uk/info/500356/cycling_and_walking/6850/cycling

<https://beeactive.tfgm.com/>



Roof terrace

The communal roof terrace is available to be used by all tenants of the building. The terrace opening times are 07:00 to 23:30. There may be occasions where private events are held on the terrace. Where this is the case, a section of the terrace will be designated for the private event. In all instances, we ask that you respect your neighbours both within the development and the surrounding buildings.





Phone / broadband

The apartment has been set up to enable connection to:

Clearfibre

www.clearfibre.uk

0330 229 1838

Hyperoptic

www.hyperoptic.com

0333 332 1111

Virgin Media

michael.mcloughlin2@virginmedia.co.uk

07855 063 609

Sky

www.sky.com/tv

And any supplier that uses the **Openreach** network – e.g BT, Plusnet, Vodafone, TalkTalk etc

Please contact your preferred supplier directly to arrange activation of your broadband. The supplier will also provide connection instructions.



Co-working

The building is shared with our coworking operator Colony. Discounts are available for residential tenants who wish to book meeting rooms or coworking desks.

Please contact Colony at silk@colonyco.work for more information.



Fire Action plan

General advice to residents

- This building has been built in such a way as to protect the people in it if a fire breaks out.
- The important thing to remember is that if the fire starts in your home, it is up to you to make sure that you can get out of it.
- Make sure that the smoke alarms in your flat are tested.
- Do not store anything in your hall or corridor, especially anything that will burn easily.



- Use the fixed heating system fitted in your home. If this is not possible, only use a convector heater in your hall or corridor. Do not use any form of radiant heater there, especially one with either a flame (gas or paraffin) or a radiant element (electric bar fire).

If fire breaks out in your suite

- Leave the room where the fire is straight away, and then close the door.
- Tell everyone in your home and get them to leave - Close the front door of your apartment behind you.
- Do not stay behind to put the fire out.
- Call the fire service.
- Wait outside, away from the building.

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

- The building is designed to contain a fire in the apartment where it starts.
- This means it will usually be safe for you to stay in your own apartment if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your home, or if you are told to by the fire service.
- If you are in any doubt, get out.

To call the fire service

- Dial **999**
- When the operator answers, give your telephone number and ask for **FIRE**.
- When the fire service reply give the address where the fire is:

**Apartment #
One Silk Street
39 Blossom Street
Ancoats Urban Village,
Manchester
M4 6LZ**

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





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