

Guide for Residents

HYELM
Housing the future of London





Your New Address

HYELM – Old Street

APARTMENT ##

43–51 New North Road,
London

POSTCODE* Please see below:

*Apartment Postcodes

1–50: N1 6LU

51–125: N1 6LW

Remember to include your apartment number
when giving out your address.

* Postcode for apartments will differ.



Opening Hours For Reception

We have a member of staff on site from:

08:00 – 17:00

7 days a week

EMERGENCIES ONLY CALL OUT MANAGER

There is a Call Out Manager for
EMERGENCIES ONLY outside
of normal Opening Hours.

EMERGENCY Call Out Manager:
020 3858 0333

For non emergency calls you can reach
the HYELM team on 0207 3369 000

PLEASE DIAL 999 TO CALL THE EMERGENCY SERVICES

(Ambulance, Police, Fire) before calling
the Call Out Manager.

OUT OF HOURS CALL OUT

In the event that we need to come out to
give you access to your flat if your keys
have been lost or stolen, we reserve the
right to charge a call out fee of up to £150.

For noise complaints outside of these
hours please call Hackney Noise control
on 0208 356 4455.



I'm Yvonne Stoney, Housing Manager of HYELM - Old Street.

*We pride ourselves on HYELM - Old Street being a great place
to live. We don't want to lay down a bunch of rules about how
you should behave. Getting along with other people is about
tolerance, respect and common sense – treat other people as
you would like to be treated. Keep it simple: follow the few basic
rules outlined in this handbook, look after the common areas,
respect other people and their spaces and tidy up as you go.*

*This guide is to help you as you settle into your home, has some
instructions on the feature around the building and giving more
details and reinforcing some of the terms of your tenancy.*

Looking forward to meeting you soon.



Yvonne Stoney

5 STEPS TO GET YOU SET

It's important that you complete these steps for everything to run smoothly.

1 Booking Fee

Once you have settled on living at HYELM, a £150 Booking Fee, payable by bank transfer, will secure your place. Once you move in this will be deducted from your first month's rent.

2 Tenancy Agreement

You'll receive a copy of the tenancy agreement when you arrive. We'll make you a cuppa so you can take your time to read it before signing.

3 Rent

You need to pay your first months rent at least 3 days before your moving in date.

Move in

4 You can check in any time from 13:00 up until 19:30. Please remember to bring the following documentation with you as we will need to take copies. Keyworker letter (if applicable), the letter from your employer, your latest payslip, passport and evidence of right to remain if applicable.

5 Inventory Check

We'll show you around your apartment and carry out an inventory check with you.

HANDY APPS

Here are some UK apps to download to help you get around, order food, access discounts and plan activities.



Whatsapp



TimeOut



Santander Bikes



Forest



Go Jauntly



Depop



Uber



London Live Bus



Citymapper



Too Good To Go



TFL Oyster



Trainline



MOVE-IN CHECK LIST

A guide to what you'll need for the first week in your new home.

General

- ☐ Employment Letter
- ☐ Passport
- ☐ Latest Payslip
- ☐ Right to Remain Documents (if applicable)

Personal Care

- ☐ Toiletries
- ☐ First Aid Kit
- ☐ Any Medication

Supplies

- ☐ Groceries
- ☐ Cleaning Supplies
- ☐ Toilet Paper

Homeware

- ☐ Bedding, Pillow and Duvet
- ☐ Plates/Bowls
- ☐ Cutlery/Cups
- ☐ Cooking Utensils
- ☐ Chopping Board
- ☐ Saucepans
- ☐ Kettle and Toaster
- ☐ Coat Hangers
- ☐ Towels

Other

- ☐ Adapters
- ☐ Phone Charger
- ☐ Any Knick Knacks to make you feel at home

THE BUILDING



Access and Reception

At HYELM - Old Street, our friendly staff are here to help you. The office is open daily from 8:00-17:00. To schedule a time to speak to a member of staff please contact hi@HYELM.com

Types of Accommodation at HYELM - Old Street

At Hyelm – Old Street we have a range of affordable accommodation. 1 bed flats self- contained flats, which are primarily for couples.

Self contained ensuite apartments, set in a cluster of 2, 3, 4 or 6 apartments sharing the kitchen/lounge facilities.

What you get for your rent and service charge

- Furnished accommodation.
- Reasonable energy and water use.
- Regular cleaning of communal areas.
- On-site HYELM staff – plus a comprehensive housing management service.

We have installed WiFi through the building on a trial basis. Details are posted in communal areas.

TV Licence

If relevant, please make the necessary arrangements to ensure you take out a TV licence.

Fire Alarm

The fire alarm will be tested every Tuesday at 5pm.

Council Tax

Council tax is included in rents for our 2,3, 4 and 6 bedroom clusters.

Residents in our 1 bedroom apartments will need to contact Hackney Council directly to make payment arrangements.

What you'll need to bring

Along with essentials – cleaning stuff, cutlery, cooking utensils, bed linen, towels, toilet paper – you might want to bring some personal things to make you feel at home.

Keys

We'll give you keys to your apartment, front door and mailbox when you arrive. We take security seriously at HYELM - Old Street, so if you lose a key, tell the manager on duty ASAP. We'll replace it, a full set of keys is £45. We'll also charge a fee of £150 if you call us out-of-hours to let you in. Please don't change the locks or use additional ones.

Cleaning

We clean all the common areas regularly. You'll need to do your own washing up and help keep the kitchens clean and tidy – putting out rubbish etc. You'll also need to keep your own rooms and apartments clean.

Laundry

The Laundry Room is free for tenants to use. The fee is included within your service charge. Further information is available in the Laundry Room.

Bins

It is everyone's responsibility to ensure shared and private bins are regularly emptied to avoid pests. General waste and recycling should be taken to the designated bin store area off the courtyard.

Roof Terraces

At HYELM - Old Street we have a wonderful skyline roof terrace with great views of the city and a landscaped courtyard garden to relax in. These are shared spaces so do leave them clean and tidy.

Likewise, please be considerate to others by keeping the noise down.

Guests

Please ensure that your guests treat HYELM - Old Street and its staff and residents with the same respect you do.

If you see anyone behaving suspiciously, or who you do not recognise, please tell the Housing Team on duty straight away.

Smoking & E Cigs

Please don't smoke – including E-cigs – anywhere at HYELM - Old Street, including the courtyard and roof terraces.

Drugs

We have a strict zero tolerance drugs policy at HYELM - Old Street. Residents found using, or in possession of, illegal drugs will have their tenancy terminated.

Insurance

You'll need to arrange your own contents' insurance.

Bikes

There is space for bikes at HYELM - Old Street – please ask the Housing Team. Please do get your bike insured – and make sure you always lock it securely.

Cars

There is a no parking policy at Hyelm, for cars and Motorbikes. Local parking permits will only be issued for those with a disabled badge.

Pets

No pets please.

WiFi

Wifi is installed throughout the building. Details of including password are posted in the communal areas.

If you have any issues with the wifi or cannot connect, you can contact IT support at;

Telephone - 0207 952 8780

Email - help@themilkmen.com

Monday to Friday, 8:00 AM – 6:00 PM





Download on the
App Store



GET IT ON
Google Play



BRINGME BOX

THE NEW WAY OF RECEIVING PARCELS

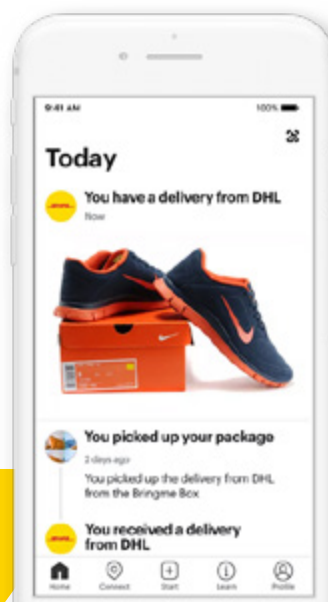
The Bringme Box has arrived at HYELM. You can now order from any online store worldwide and receive your parcels in the box, even when you're not home.

Please note: we expect the parcels to be picked up on the day they are delivered, to avoid residents names being removed from the system.

How to use the Bringme Box

Download the free Bringme app

1. Connect with the box.
2. Put 'Bringme' in front of your name when placing an on line order and use the location of the box as your delivery address.
3. That's it! You'll receive a notification as soon as your parcel is delivered.



Download on the
App Store



GET IT ON
Google Play



DOOR INTERCOM

Our intercom system is like a ring doorbell.

Your apartment has an app based video door intercom so you can identify your visitors from your smartphone.

Now that you have moved in and are a resident of HYELM - It's now time for you to register for our intercom system. To speed up this process for you, we have already input your email address on to the system and allocated it to your personal flat, so all you need to do now is **download the app and register!**

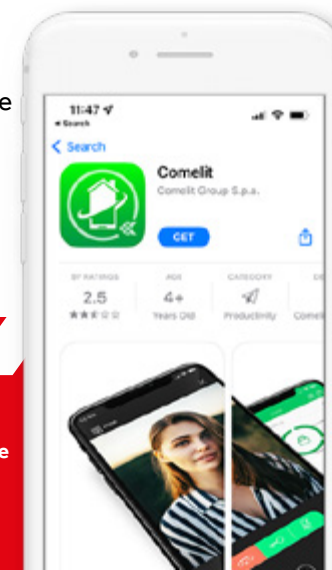
How to get started:

1. Download the app on Apple or Android. On your phone app store Type "**comelit**" and **download the app.**
2. Enter your email address and create a password.
3. Confirm the email that has been sent to you from Comelit.**You are all set!**

PLEASE NOTE:

To ensure the safety of all our residents, the app will not allow you to open the front door remotely. Whether it's a delivery or friends and family that are outside, you will still have to meet arrivals at the entrance in order to grant them access.

If you have any problems with the app, please do let us know.



RENT ARREARS

If you're worried about paying your rent

HYELM is a charity and not a supported housing provider, so paying rent on time helps us continue offering affordable homes to our residents.

If you're having difficulty paying your rent, please contact the HYELM Housing Team as soon as possible. Getting in touch early gives us the best chance to support you and help prevent the situation from escalating.

In some cases, we may ask to meet with you to better understand your situation and talk through next steps. This could include agreeing a repayment plan to help you clear any arrears over time, alongside your regular rent.

If rent arrears continue or agreed payments aren't kept to, HYELM may need to take formal steps to recover rent owed. In more serious cases, this can include legal action relating to your tenancy.

How we can help

Our first step is always to talk. Please email hi@hyelm.com as soon as possible if you're experiencing financial difficulties, and a member of the team will be in touch.

For further information

Please refer to HYELM's Rent Arrears Policy, which is available at: <https://hyelm.com/downloads/>



REPAIRS AND MAINTENANCE

To enable us to provide a high quality, efficient repairs and maintenance service that delivers value for money, requests for repairs will be categorised according to priority.

For the purpose of this Policy, a working day is considered as Monday through to Friday excluding Bank and Public holidays.

EMERGENCY Completed within 24 hours

An emergency repair is one that puts the health, safety or security of any person at risk, or one that may cause severe structural damage to a property or premises if left unattended.

Examples include:

- Total loss of electrical power
- Unsafe power socket or fitting
- Total loss of water supply
- Blocked or leaking foul drain in a main stack
- Toilet not flushing (where there are no other working communal toilets available within the development)
- Major plumbing leak
- Breaches of security to outside doors or windows
- Gas leak

In certain circumstances beyond our control, it may not be possible to complete an emergency repair within 24 hours. In such cases, the item in need of repair will be made safe, and/or an alternative temporary measure will be put in place.



URGENT

Completed within 5 working days

An urgent repair is one that is not classified as an emergency but one that could result in the loss of a basic facility or could cause further damage if it is not dealt with as a matter of urgency.

Examples include:

- Partial loss of electric power in a private living space
- Partial loss of water supply in a private living space
- Blocked sink in a communal space (Those living at HYELM – Old Street are responsible for clearing blockages within their own private living space)
- Defective taps in a private living space
- Faulty oven or hob
- Loss of heating in a private living space
- Graffiti
- Loose handrails or banister
- Damage to stair treads
- Door entry system not working
- Breaches of security to internal doors or windows
- Defective mechanical extract fan in a private living space

ROUTINE

Completed within 20 working days

A routine repair is one that could be left for a reasonable length of time before it is attended to without this causing major inconvenience to the resident, member of staff or other service user.

Examples include:

- General joinery repairs
- General work to doors, windows and floors
- Repairs to external walls, fences and paths
- Major repairs to furniture
- Major repairs to kitchen fittings
- Minor plumbing repairs including dripping or leaking taps or shower heads
- Repairs to communal toilets, bathroom or shower rooms
- Repairs to plaster work

We are committed to completing all repairs within these published timescales.

PLANNED

and Cyclical Repairs and Maintenance

Certain types of maintenance work are carried out by us on a planned basis in accordance with a cyclical maintenance and refurbishment programme.

Examples include:

- Major refurbishment works
- Major external repairs
- External decoration
- Replacement of roofs
- Electrical testing
- Water hygiene works
- Replacement of windows
- Renewal of installations such as electricity, water and heating supplies and lifts
- Replacement of fixtures and fittings



EMERGENCY REPAIR

We provide a 24-hour duty and/or call management cover each day of the week.

Emergency Repair Request

Reports of emergency repairs should be made at any time of the day or night to the emergency call system on **020 3858 0333**.

Urgent and Routine Repair Requests

Reports of urgent or routine repairs should be made to the HYELM Housing Team either in person, by telephone on **020 7336 9000** or by emailing **hi@hyelm.com**.



**YOUR
APARTMENT**



Rent

Rent is payable on the 1st day of each month by standing order only.

Paying your rent

You must pay one month in advance to avoid going into rent arrears. If you accrue rent arrears we may have to take legal action to recover the money, and this may affect your ability to renew your tenancy after the initial 2 years.

If you fall into financial difficulty do let us know asap, and we will do our best to help. We can advise you on what benefits are available and can refer you to get expert financial advice.

Payment Methods

Please pay your rent by standing order, doing so with your bank's online account facility. Your bank and building society will make the payments for you and as long as you have enough money in your account, there is usually no charge for this service.

You must inform your bank or building society when your payment amount changes. Please remember that payments must be made in advance and received by us no later than the first calendar day of each month.

Rent Increases

Rent increases are applied each January, and council tax usually increases from April.

Electricity

The fuseboard for your flat is located in a locked cupboard in the communal hallway. You should not need to gain access to this. If you do have a problem with the electricity, then please let us know immediately so that we can carry out repairs quickly.

Please ask for permission before making any alterations, or drilling holes in the wall, as you may drill through buried wires or cables.

Central Heating

Your central heating and hot water are provided from our plant room, so you don't have a boiler. To change the temperature in your apartment, use the thermostatic valves on the radiators. Please don't obstruct the valves. If the top of the radiator is cool, it might need bleeding, so contact a member of staff. Please don't try to bleed it yourself.

Water

The main stop valve is in the corridor cupboard outside your apartment. HYELM staff have the key. There are isolation valves under the sinks. In an emergency, turn off the valve. If water drips from an overflow pipe, contact the manager on duty. The cost of reasonable water usage is covered by your service charge.

Hanging pictures and shelves

Before you make any changes, or hang anything to the walls, please ask permission.

Cracks

Small shrinkage cracks may appear on your walls and ceilings. Don't worry, they're only superficial.

Alterations

Please check with us beforehand if you want to make alterations.

Ventilation

Please keep your window vents or circular ventilation units open and ensure they don't get blocked. Try and open your windows for at least half an hour a day, particularly when cooking or washing, and please don't dry your clothes on the radiators.

Extractor Fans

The extractor fan in your bathroom will come on automatically when the moisture content rises, or the bathroom light is switched on. Your cooker hood also has a built-in extractor. Please clean the filters once a week. Although the noise can be a little irritating, please don't try and block or disconnect the fans – this may cause mould.

Kitchen

The Kitchens are shared, and you will be shown your allocated cupboard/shelves and draws for your use.

If any of the appliances in the kitchen stop working, please do let us know immediately and we can arrange repair or replacement.

Each person is individually and collectively responsible for keeping the kitchen clean. This includes cleaning the cooker and oven and cooker extractor. Wiping the surfaces, cleaning the refrigerator and cupboards. You are also responsible for taking out the rubbish and recycling. Failure to keep these areas clean may result in us carrying out a deep clean, and recharging everyone in that cluster for the cost of this work.

Windows

Please don't try and push the windows beyond the restrictor stays. It can be dangerous – and breaches your tenancy agreement. Please keep your side of the windows clean. We'll look after the outside. And please leave any vents open – they can be cleaned with a damp cloth.

Heat/smoke detectors

There are smoke and heat detectors in your apartment. They're connected to the mains but have batteries in case of a power cut. Please test them at least once a week – press the button and a red light should flash. Always check at least once a day that the green light is on – if not contact one of us asap.

Floors

Please don't screw or nail anything to your floors.

Security

Please always be mindful of who is following you into our building. If you do not recognise them, please do not let them enter.

TV Aerial

There is an aerial point in the living room and main bedroom.

Refuse collection

General Household waste is collected on Wednesdays. Recycling is collected on Fridays. Access to the refuse area is through the courtyard. There are also recycling bins in the refuse area. Please help keep this area clean and tidy by using the containers provided.



Communal Living

Most people, at some point in their lives, will end up living with strangers. Although this may initially seem quite daunting, as long as you behave like a decent human being there's no reason why there should be any problems!

A little bit of kindness will go a long way, so why not follow some of our simple tips to try and be the best flatmate you possibly can be.

TO FIND OUT MORE VISIT:

www.hyelm.com/news/how-to-become-the-dream-flatmate

Lithium Batteries, E-bikes & Scooters

Currently there is no provision for storing or charging electric bikes and scooters or their batteries in any part of the Old Street site. Due to the fire risk, they are strictly prohibited in the building or anywhere on the Old Street site. In recent years, the number of fires caused by lithium-ion batteries has increased. Lithium-ion batteries are found in many modern-day devices, such as mobile phones, laptops, e-cigarettes, and electric scooters. It's important to understand how to use them and dispose of them safely.

The following guidance should be adhered to:

1. Always read the safety instructions that come with your device.
2. Always use the charger that comes with your phone, tablet, e-cigarette, or mobile device. Incorrect or poor-quality chargers can cause overheating and fire – plus will reduce the life of your device's battery. If you need to buy a replacement battery or charger, always choose a branded, genuine product from a supplier you can trust.
3. Never use a charger that has been damaged.
4. Charge the device on a flat, solid, and stable surface not near any combustible material. Never leave your mobile phone charging under your pillow or covered with paper or clothing.
5. Never leave charging devices un-attended– turn them off if you are to leave your flat.
6. Don't leave items continuously on charge after the charge cycle is complete – it's best not to leave your phone plugged in overnight for example. Charging devices all night risks them becoming overcharged/ heated. Over-charging will also reduce the lifetime of your battery. Using a plug with a timer can reduce the risk of over-charging.
7. If the device has not been used for quite some time, be extra careful when you charge it – lithium batteries don't like being discharged to a very low voltage.
8. Protect batteries against being damaged – that's crushed, punctured, or immersed in water. Do not use if it looks physically damaged.
9. Avoid storing, using, or charging batteries at very high or low temperatures.
10. Dispose of lithium batteries safely – they must not be disposed of in the normal waste bins. Contact the Property Manager for further information. If in doubt, always take unwanted electrical items or lithium batteries to your local household waste recycling centre.



DAMP, MOULD AND CONDENSATION

We encourage residents to report any concerns of damp, mould or condensation as soon as possible. We will treat the immediate problem and investigate and deal with any underlying issues that are the root cause of the problem.

Condensation and mould growth affects millions of residents within the UK and can occur in both new and old homes. However, when it occurs it can have a real impact on health, so it is important to address it as quickly as possible. There are a number of contributing factors that can make condensation and mould growth hard to manage, so it is important to understand the causes and ways of reducing it so we can work together to address any potential cases.



What Is Condensation?

The air inside your apartment contains a certain amount of water which is increased by certain everyday activities. Through the routine of showers, boiling kettles, cooking and so on, a person, on average, will create four pints of water vapour a day.

Condensation is formed when excess warm moisture in the air (steam or water vapour) meets a surface cooler such as walls and windows. When this happens, the vapour becomes water. Whilst this can run off surfaces such as glass, it can also soak into porous surfaces such as walls and ceilings.

THERE ARE THREE MAIN CAUSES OF CONDENSATION:

- Too much moisture
- Too little ventilation
- Cool temperatures

Do not confuse condensation with rising damp. Rising damp carries salt from the ground, which kills mould by extracting moisture from it. Therefore, if you have mould in your apartment, this is not caused by rising damp.

What Are The Effects Of Condensation?

If the water soaks into walls, ceilings or untreated woodwork, it will cause mould to grow. Mould is not only unsightly but the spores it releases can also negatively impact your health. It is important to wipe down any first signs of mould as soon as possible.

Our Top Tips

How To Reduce Condensation

Simple things can help reduce condensation in your apartment. Reducing moisture and ensuring adequate heating and ventilation are key factors. This is important in bathrooms and kitchens, where steam produced by washing and cooking poses a high level of threat.

Increase Ventilation

Some ventilation is needed to let the air circulate. Take care however not to over-ventilate in cold weather: as well as making your apartment colder, it can make condensation more likely. Ventilating for at least 30 minutes a day will replace moist air with dry air from the outside; opening a window in your apartment will do this.

Reduce Moisture

- Always use your extractor fans, especially in your bathrooms.
- When cooking, ensure that the kitchen door is shut, window open and extractor fan on. These actions should be taken during cooking and for 20 to 30 minutes afterwards.
- Don't put washing on radiators.
- Cook with pan lids on and don't overfill the saucepan.

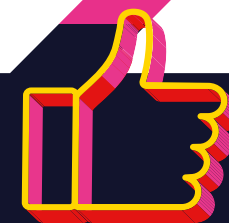
Keep It Warm

Cold walls and surfaces encourage condensation to form so keeping the apartment warm will help to control it.

It can help to keep some heating on all day in cold weather, even at a low level.

Managing Condensation

Open the blinds and wipe dry your windows and window sills every morning, as well as surfaces in the kitchen or bathroom that have become wet. Wring out the cloth in a sink rather than drying it on a radiator, or the water vapour will go straight back into the air.



Treating Signs Of Damp And Mould

If you have any signs of damp or mould please contact us so we can work with you in finding a solution.

Please see Key Policy Statements on our website for further details at:
[HYELM.com/downloads/](https://www.hyelm.com/downloads/)





Looking after HYELM Old Street

It's our job to look after the building, so we'll keep it decorated and make any repairs, including to sinks and showers etc. But please do your best to look after HYELM - Old Street and its facilities – everyone benefits.

A couple of things:

Please don't make any structural changes to your room or apartment without agreement from us first, and please don't re-decorate, or change any of the fixtures and fittings – again without getting prior agreement from us.

Also, do let us know if you see anything damaged or broken, particularly if it might be harmful to you or someone else. We'll put it right.

Emergency

In the case of an emergency, you should contact both the emergency services – 999 or 112 – and the HYELM Housing Team on 020 7336 9000.



Old Street – the area

Right in the heart of London, our Old Street location is a mile from the nearest tube with excellent transport links to the City and West End. Shoreditch and Hoxton – some of London's liveliest spots – are a short walk away with great shopping and whatever you fancy in the way of entertainment.

To find out more, take a look at www.allinlondon.co.uk/tube-old-street. The HYELM team will be more than happy to point you in whichever direction you want to head.

Fire Safety Emergency Evacuation



HELP SAVE LIVES!
Please keep ALL Fire
Doors closed at all
times to help stop the
risk of fires spreading.



On Discovering a Fire

If a fire starts within your apartment or office you should telephone the fire brigade on 999 or 112. The emergency services will ask you for details of the incident and the address and apartment in which you live.



The full postal address is:
HYELM – Old Street
43-51 New North Road,
London N1 6JB.

You should then proceed immediately to the building evacuation point using the nearest available fire exit. Only if possible, close windows and doors on your way out to prevent the spread of fire.

If you discover a fire in any of the communal areas within the building, you should operate the nearest emergency call point and make your way immediately to the evacuation point using the nearest available fire exit. Do not return to your apartment to collect any belongings.



On hearing the Fire Alarm

On hearing the fire alarm you should proceed immediately to the building evacuation point using the nearest available fire exit. Only if possible, close windows and doors on your way out to prevent the spread of fire.

In either case:

- Do not use the lift.
- Remain calm and quiet and await the arrival of the fire brigade. Keep off the road to allow free access to the fire brigade and passing traffic. Do not re-enter the building until told to do so by the fire brigade.
- Remember to wear shoes and a coat if possible. Under no circumstances, however, must you place yourself in any personal danger.
- Do not return to your apartment to collect any belongings.

Alarm test

The fire alarm system will be tested every Tuesday at 5pm.



Emergency Evacuation Point

The emergency evacuation point is located opposite the main entrance to the scheme on New North Road.

Fire Exit Routes

As a priority, familiarise yourself with all the fire escape routes around the building. If you are unsure ask a member of the HYELM team.

Fire Fighting Equipment

It is illegal to tamper with fire fighting and detection equipment. Any person found doing so, or setting off the fire alarms falsely, will be prosecuted and measures will be taken to terminate their tenancy agreement.

If you see someone tampering with any piece of equipment, or suspect a fault, please inform the HYELM Housing Team immediately.



Guests

Residents and tenants are responsible for their guests at all times. On evacuating the building, you must ensure that your permitted occupants and guests are shown to the building evacuation point in New North Road.

You have a responsibility to make sure that your permitted occupants and guests' activities are conducted in a safe and responsible manner and that they do not endanger the safety and welfare of themselves, other permitted occupants, guests, residents or staff.

Please Note

In your apartment you will find a smoke detector. You should test the alarm weekly according to the London Fire Brigade. **To test the alarm:** Press and hold the test button for 10 seconds, the alarm should sound loudly. If there are any problems with your smoke detector please let the HYELM Housing Team know immediately on 020 7336 9000.



STOP!... COLLABORATE AND LISTEN!

WE TAKE COMPLAINTS SERIOUSLY.

HYELM is committed to delivering an excellent service to all its residents and values all feedback as an important learning opportunity to improve areas of service provision and operation.

We recognise that sometimes things do go wrong and when this happens, we have a simple and accessible complaints policy designed to ensure complaints are dealt with in a fair, impartial, consistent and prompt manner.

Making a complaint

Complaints will be accepted in person, via telephone (020 7336 9000), in writing (HYELM – Old Street, 43-51 New North Road, London N1 6JB) and via email (hi@HYELM.com).

Please see our Key Policy Statements on our website for further details at: HYELM.com/downloads/

KEEPING YOU IN THE LOOP

follow our social channels

@HYELMLDN



ANY QUESTIONS?

If you have any questions that you didn't think of during your arrival, please pop down to see us or give us a call on 020 7336 9000.

Or you can email Hi@hyelm.com and our team will always be happy to help.