

14 MOWBRAY ROAD



WELCOME PACK

DEAR GUEST,



Welcome to 14 Mowbray Road, London, NW6 7QT

If you have any questions or queries about the house, please
contact Margaret Reynolds at 07939 100336
Or contact via the Airbnb portal

This is our much-loved family home, which we hope you will enjoy
and treasure as we do.

Please make yourself at home, make yourself comfortable, and
familiarise yourself with the property's contents. We have chosen
not to lock up all our private cupboards, but unless cupboards
and their contents are mentioned in this guide, please assume
the cupboards are private and do not go into them.

The house should be spotlessly clean, with clean linen on the
beds and clean towels.

If you find anything not to be to your satisfaction, please inform
Margaret within the first 24 hours of arriving at the house.

The house is a non-smoking property. If you choose to smoke
outside, please dispose of your cigarette butts thoughtfully and
safely and do not leave them outside.

Sincerely,

**SHEILA, PATRICK &
MARGARET
YOUR HOSTS**

CHECK IN



On Arrival

In general, check-in is in person. We meet you at the property. We do have a key safe system which can be used for backup

As you look at the raised flower bed, the key box is located on the left-hand side of the flower bed, nearest the house. If you are using the key box, Margaret will have sent you the key code prior to your arrival.

You will have to use the key fob to disarm the burglar alarm when entering the house. You will have been sent a video explaining this to you.

The video referring to the burglar alarm is an important part of our terms and conditions. You must activate the burglar alarm every time you leave the house, and in order to do this, all the outside doors must be securely shut.

In addition to the key and fob in the key box, there will be a key and fob provided.



The Alarm Panel which requires the red key fob to activate and deactivate



CHECK IN



Please watch
the
entry video
(online guidebook
only)



WIFI - INTERNET

Network: TheHubAv-1M4R

Password: 3216549875



SMOKE ALARMS, FIRE EXTINGUISHERS & FIRST AID.

There is a smoke alarm downstairs in the kitchen ceiling, which can be sensitive to burnt toast, for example. It is quite loud and can be turned off by pressing the white round button in the middle. An umbrella is in the hall cupboard, which is ideal for this purpose.

There are also smoke alarms on the ceiling of the sitting room, hall, and landing upstairs.

There are two fire extinguishers, one on the Ground Floor in the utility room with a fire blanket and one on the First Floor on the landing.

The first aid kit is located in the utility room.





INSIDE THE PROPERTY

There is a coat cupboard in the entry hall.

Utility Room

Contains a washer and a dryer. The cupboard above the washer-dryer has a steam iron and washing liquid for the washing machine. The instructions for the iron are next to the iron. If you use the dryer, it is important to empty the water tank and the filter inside the door of the dryer after every use. The easiest and most efficient washing programme is a quick wash of cotton at 30 degrees, which takes 1 hour and 17 minutes.

There is an ironing board in the utility room. The right-hand cupboard underneath the sink contains clean tea towels, and the left-hand cupboard contains cleaning cloths and cleaning materials. The fuse box is located in the right-hand cupboard above the long work surface, and the tall double doors open into the boiler room, which is great for drying clothes and also contains hoovers, a dustpan and a brush. There are plenty of shopping bags and hangers in the top drawer next to the washing machine. There is a drying rack on a pulley system for drying clothes. All the other cupboards in the utility room are not for guest's use.

Cloakroom

On the right, as you go from the hall to the kitchen.



THE DRYER



We respectfully ask that you empty the water drawer and clean the fluff filters when you use the dryer. Images below to help you



KITCHEN/DINING ROOM



The central island has a double sink with a hot water tap and a filtered water tap over the right-hand sink. Please make sure children are kept away from the hot water tap, which releases boiling water.

The island also houses recycling bins; the right hand is for cardboard and paper, and the left is for plastic, tins, glass, and foil. The paper/cardboard one should be emptied into the large blue sack in the cupboard under the stairs, and the plastic/glass/tins and foil bin should be emptied into the black bin with the blue lid at the front of the property. This should be emptied loose without the plastic bin liner, which is not recyclable. Any food containers should be washed and dried before being put in the bins. There are spare bin bags in the drawer above the recycling bins.



The food waste bin is underneath the sink and should be emptied regularly into the green food bin next to the recycling bin at the front of the property. The food waste bin should always be lined with a green compostable bin liner found in the drawer above the recycling bins, and then the bag should be put into the food bin at the front of the house. Make sure the bin at the front of the house is left with the handle in the locked position to prevent foxes from getting into the bin.

KITCHEN/DINING ROOM

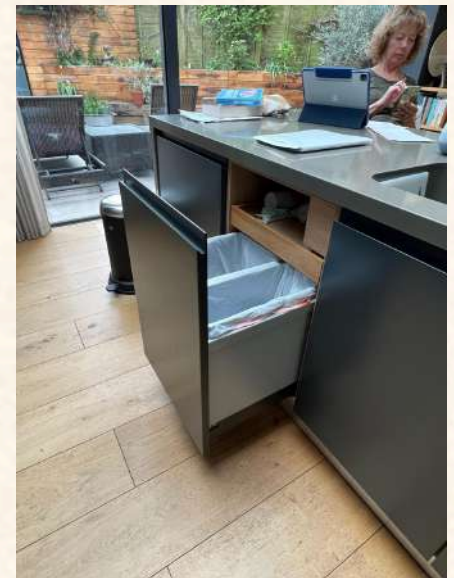


The left bin under the counter is for recycling except for paper and cards; the right is for paper and cards. Note that bin liners are stored on shelves above bins.

Non recycling bin

Food caddy

Bin drawer



The black free-standing bin is for non-recycling. When full, it should be emptied into the grey bin at the front of the house; the whole bag can be put in the bin. As you look at the sink to the right, you will see a tall cupboard containing crockery and glassware, a unit containing two ovens with a warming drawer, and a large fridge.

KITCHEN/DINING ROOM



This is the paper and cardboard bin. We keep under stairs except on collection days. Collections are weekly for food caddy, fortnightly for blue and grey bins and alternating fortnightly with paper/cardboard bag.

The dishwasher is located at the left-hand end of the island, next to the recycling bins. Dishwasher tablets, rinse aid, and dishwasher salt are all under the sink.



Next to the fridge is a door to a walk-in larder; please feel free to use olive oil, spices, flour, etc, and please replace anything that gets finished.

The walk-in larder also has an electric kettle, a freezer, a microwave, and mugs and teapots. The temperature is controlled by a fan, so please keep the door to the larder closed.

On the back of the door is a shelving unit with oils, vinegar, spices, etc.

As before, please use these items freely, but please replace anything you have finished.

KITCHEN/DINING ROOM



The back wall of the kitchen has drawer units containing kitchen utensils, serving dishes, cookware, baking tins, and cutlery, plus a 5-burner hob. There is also a blender, a Kitchen-Aid mixer, and a coffee machine. We have left the instruction booklets for all the appliances on top of the microwave in the walk-in larder. The ceramics and items displayed on top of the kitchen cupboards are decorative only and are not to be used.

There is a sofa for relaxing and a dining room table with 8 dining chairs. Please clean the table if any spills occur. It will clean very easily if it's cleaned straight away with a damp cloth. If you put any very hot dishes on the table, there are mats in the middle left-hand drawer of the long sideboard. The rest of the drawers are not for guests' use and should be considered private.

There is a large sliding glass door into the paved back garden area. The key for this is on the table by this door with a red key fob.

To unlock the door, turn the key anticlockwise to unlock the door and turn the small handle above the key anticlockwise to a horizontal position. You can now use the large handle to slide open the door.

To lock the door, follow the unlocking instructions in reverse, but return the small handle above the key to a vertical position.

There is also a solid door by the dining room table. This is unlocked by turning the top lever anticlockwise and using the front door key to unlock the bottom lock.

SITTING ROOM



There is a smart TV; please see the instructions below.

- There are two remote controls, a black one and a small silver one – you should only need to use the black one.
- To turn the TV on, use the black remote.
- Press 'Watch' on the top left, and either choose 'Apple TV' and press the large black button or scroll down (using the down arrow) to 'Virgin Media Tivo' and press the large black button to watch terrestrial TV on Virgin.
- **APPLE TV:** The TV takes some time to load—about 30-40 seconds. It may show a no-signal sign for a short time. The channel icons appear, and you can control what you want to watch with the black remote. Once on a channel, e.g., Netflix, if you want to return to the home screen with all the channels, press and hold the 'GUIDE' button.
- **Virgin Media Tivo:** Use only the black remote control. Follow 2. above to turn it on. Press either 'GUIDE' or 'MENU' to search for the channel etc that you want.
- To turn the TV off, press the small 'OFF' button at the very top of the remote. A green OK sign will appear on the remote screen; press the large black button.



SITTING ROOM



There are 3 folding wooden chairs against the wall by the front window. These can supplement the garden chairs but cannot be left out when not used. A sliding glass door opens exactly the same way as the door out of the kitchen.

The key for this door is hanging on a piece of string on the back of the door from the dining area into the sitting room.



GARDEN

Please enjoy the garden when the weather permits. There is garden furniture outside the kitchen, and cushions for this furniture are stored in the under-stairs cupboard. The rest of this cupboard is private and not for guest's use. Please make sure you bring the cushions in overnight and in wet weather.

There is a table and six garden chairs in the garden outside the sitting room. The cushions for these chairs are stored in the wardrobe in the smaller spare bedroom. Again, please bring them in overnight and in wet weather. A tablecloth for the garden table is in the middle left-hand drawer of the drawer unit in the dining area, which is the same drawer as the mats. Please make sure it is clean and dry before you put it away.

BEDROOMS AND BATHROOMS.



The Master Bedroom is on the left at the top of the stairs. As you enter the bedroom, you will see a walk-in wardrobe on the right. We have made plenty of space for you to store your clothes. There is a roof terrace with a glass sliding door which opens and unlocks the same way as the sliding doors downstairs.

The key for the roof terrace is on the bedside table nearest the door. It has a blue fob. The cushions for the garden furniture are stored in the walk-in wardrobe near the window. Apart from access to the cushions, this wardrobe should be treated as a private cupboard.

As with the cushions for the garden, please do not leave them out overnight or in wet weather. This roof terrace is a lovely spot for coffee on a sunny morning.

There is an ensuite bathroom with a shower.



BEDROOMS AND BATHROOMS.

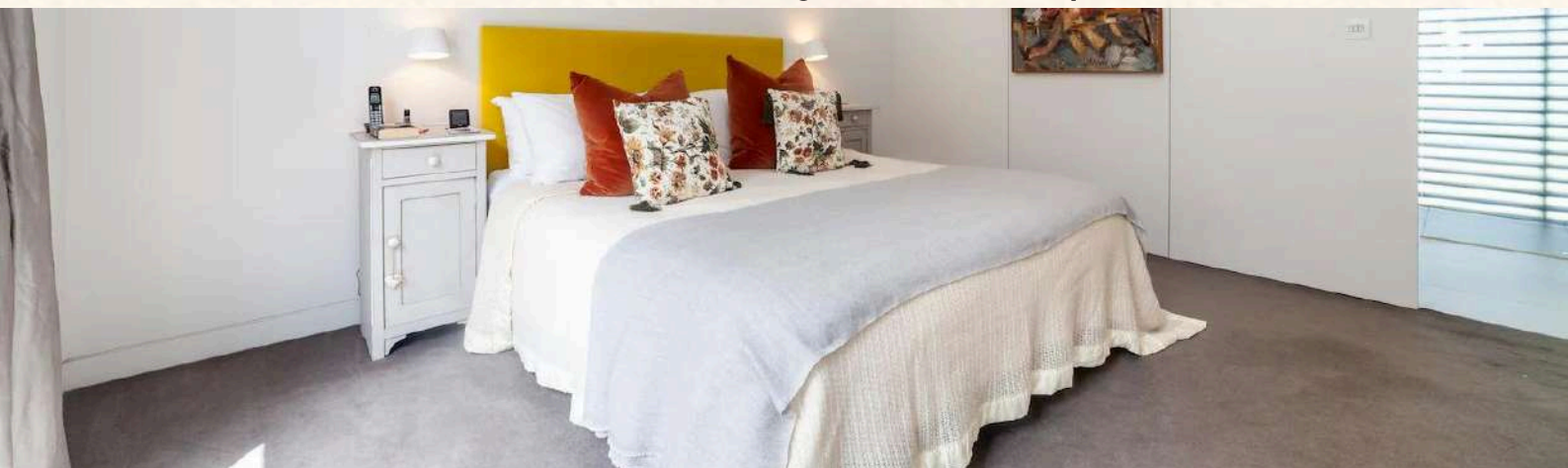


Bedroom 2 has an ensuite shower room and fitted wardrobes with drawers. We have left plenty of space for you to store your clothes.

Bedroom 3 with fitted wardrobe.



Bedroom 4 has a freestanding rail and shelf space. This room doubles as an office and library. Feel free to enjoy the books, but please don't take them away with you. The books on top of the shelves on the landing are ones we have finished with, and please take any that you think you would enjoy away with you. There is a door out to the roof terrace, which opens with the key on top of the document cabinet. There is also a pocket door, i.e., a sliding door, to close off this room from the landing and hallway.



There are window locks on the windows in Bedrooms 2, 3 and 4, with keys in the bedrooms for these. Please leave them securely closed and locked when you leave the property.

HEATING CONTROL



Winter:

We have aimed to set the heating so that it is comfortable at all times and is cosy when it is very cold outside.

It is organised in the following zones.

Ground Floor - Hall, Utility Room, Kitchen/Dining Room, Sitting Room

First floor - Master bedroom and bathroom, Landing, Family Bathroom, Rear Bedroom with futon bed, Bedroom with Ensuite Bathroom and Small Bedroom

With the exception of the Bedroom with Ensuite Bathroom and Small Bedroom (see below), all are controlled by wall thermostats, and the heating is underfloor.

If you can, avoid adjusting these, but if you are feeling particularly cold or hot, you can adjust them. Refer to the Quick Guide in the house for that.

Underfloor heating is not instant and may take some time to change the room temperature.

The heating does turn down overnight but is adjusted so that in winter, the temperature should not fall too much.

Provided the internet connection to the heating is operating, we are able to control most of these zones remotely. Ask Margaret if you need us to do this.

The bedroom with ensuite bathroom and a small bedroom. These have radiators, and you can adjust them with the valve on the radiator. They are set at '3', which should be comfortable.

Towel Rails - are adjusted with the valve on each towel rail.

Summer:

The heating is turned off, but the valves on the towel rails can be turned on if necessary.

HEATING PROBLEMS

In the very unlikely event, the heating goes off, which you will know if the towel rail in the main ensuite bathroom goes cold, you need to do the following:

1. Go to the utility room. Open the double doors to the boiler cupboard on the right just inside the room.
2. Look for the small black tap in the back left corner (see below). Turn it gently through 90 degrees anti-clockwise (a quarter of a turn). Count to five. Turn it back and off again, leaving it as shown in the pictures below. After a short time, you should hear the boiler fire again (it is high on the left in the boiler room).
3. Note: the hot water for the taps should not be affected by the boiler as we have left backup water heating on anyway.



RUBBISH AND RECYCLING



The rubbish bins that are collected by the council are collected very early on Tuesday, so please put the rubbish out on Monday evening.

The large blue sack under the stairs should be left outside in front of the cars on collection day. The black bin with the blue lid is for recycling. The grey bin is for non-recycling. The food bin is for food waste, which should be bagged in a compostable bag, and the green bin is for flowers and garden waste. Once the bins have been emptied, please return them to their original position. The council will only take bins with the lids shut, i.e. not overflowing; they will not take rubbish that is not in the bin. If you create more rubbish than will fit in the bin, it is your responsibility to dispose of it correctly before you leave.

Collections dates for each bin can be checked [Here](#)

(All bins left in front of the cars by the road please for collection)

Black bin with blue lid, grey bin and green bin collected fortnightly

Blue sack also fortnightly alternating with the other bins

Small green food bin every week.



NEIGHBOURHOOD



The house is equidistant from Kilburn tube station on the Jubilee line, which is a 20-minute journey into central London, and Brondesbury overground station, which has direct connections to East and West London. It's a 10-minute walk from West Hampstead Thameslink Station, which has direct trains to Brighton, Gatwick Airport, and Luton Airport.

Kilburn High Road is a lively and diverse street of cafes and shops, including, for convenience, a Sainsbury's Local and a Tesco Metro.

The house is a 10-minute walk from Queens Park to the West, which has a busy high street (Salisbury Road) with many cafes and shops, including an excellent butcher. It's also worth walking down Lonsdale Road to discover cafes and restaurants, particularly Milk Beach Café and Carmel Restaurant. On Sundays, the highly renowned Queens Park Farmers Market is open from 10.00 am at Salisbury Primary School on Salisbury Road. Slightly further West (another 5-minute walk) is the beautiful Queens Park.

In the other direction to the East is West Hampstead, another street of independent cafes, restaurants and shops. Ham Restaurant and The Wetfish Café are also of note.

CHECK OUT



Checkout is at 10.00 am.

Please make sure the house is tidy, and the washing up is done.

Please leave all the keys where you found them, put the alarm on as you leave and return the keys to the key locker.





WE HOPE YOU HAD A
FANTASTIC STAY AND
WOULD LOVE TO SEE
YOU AGAIN SOON!

PLEASE FOLLOW US
ON INSTAGRAM



GOODBYE! IT HAS
BEEN OUR
PLEASURE