



Home User Guide



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WELCOME TO HEYBOURNE PARK

In this Home User Guide, you will find useful information to help you get settled in. The purpose of this guide is to help you to familiarise yourself with your home and Heybourne Park. It is important that you review the contents of this manual to ensure that the features installed within your home are utilized fully.

Welcome to your new home at Heybourne Park with Notting Hill Genesis. Your home and its surroundings have been designed and built with great care and attention to detail. The development provides 60 Social and London Affordable Rent Homes for new Notting Hill Genesis residents and returning local residents along with creating 149 Shared Ownership Homes to be enjoyed.



NOTTING HILL GENESIS

Notting Hill Genesis was formed in April 2018 when Notting Hill Housing and Genesis Housing Association merged, but our roots reach back to the 1960s when our legacy organizations were established by local people who shared a similar vision – to house lower income families in West London, providing them with a home from which to build themselves and their families a secure future.

We have more than 1,500 employees, most of whom work at the heart of our communities, building relationships with residents that go beyond bricks and mortar. Notting Hill Genesis strive to be the best we can and are committed to working with our residents to ensure that everyone has a safe, secure, and good quality home, and access to high standard services delivered in the way that suits our residents best – whether that's online or face-to-face.

NHG CONTACT DETAILS

Notting Hill Genesis Call Centre:

Tel: 020 3815 0000

Out of Hours:

Tel: 033 3000 3000



LOCAL AUTHORITY BUILDING CONTROL WARRANTY

Your home has the benefit of cover under the LABC warranty Scheme. This warranty comprise of the defect period (first 2 years of the policy) and the warranty/insurance period (year 3 to 10). The defects and warranty period sets out who has defined responsibilities with regards to defects in materials and workmanship in your new home.

Please note the defect period and warranty period begins from the date the development was Practically Completed (PC). Any defects that may occur during the 2 years from the Practical Completion date should be reported via My Account or your Property Manager who will liaise with the defects team to manage your defect from inspection to completion. Notting Hill Genesis will work with the developer to resolve any issues in line with your LABC warranty during the first 2 years. Following this initial 2 year defect period, the LABC warranty will provide cover for latent defects for the lifetime of the warranty policy (years 3 to 10), in accordance with the policy terms. If you have any issues contact your property manager to see if it can first be resolved before contact LABC.

LABC WARRANTY ADVICE CENTRE

0800 183 1755

www.labcwarranty.co.uk

NHG ONLINE PORTAL - MY ACCOUNT

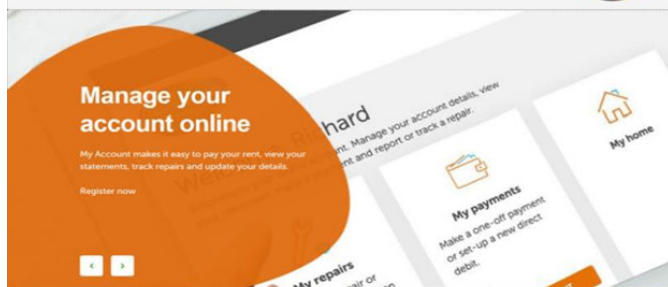
We recommend registering for a My account with NHG as this is where you can get information regarding your tenancy, rent and service charge details. You can also raise repairs, pay rent and seek any extra support that you may need. If you need support or are unable to set My account up, please contact your Property Manager for assistance.

INSTALLING MY ACCOUNT:

Access the NHG website: <https://www.nhhg.org.uk/residents/my-account/>



Access the NHG website



Access the NHG website



<https://www.nhhg.org.uk/residents/my-account>

My account

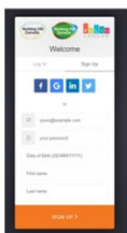
We've launched a brand new My Account service to make it easier for you to manage your home and account needs whenever it's most convenient for you.

If you previously registered for My Account (before 15 May 2020) on My Notting Hill, you'll need to re-register but it only takes a minute.

[Register or log in](#)

Need help registering?

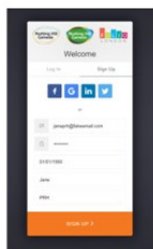
Registration options



There are two options for registration.

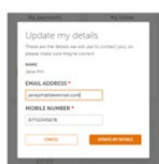
1. **Social sign-in** – This will minimise the number of new logins they create. The information (name, date of birth) in their social account must match their real world information
2. **Email/password combination** – If they previously registered with the old 'My Account' service they can use the same details, but must register again

Email and password option



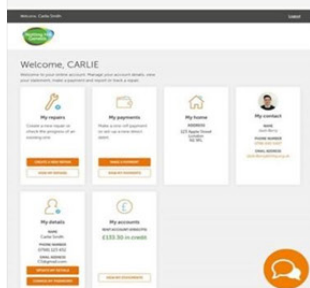
- Enter an email address and create a secure password
- Enter date of birth in the format requested
- Enter first name
- Enter surname - make sure they enter any names used by NHG in communication (it needs to match what we have in Northgate)
- Your resident will receive a confirmation email that an account has been created

Contact details



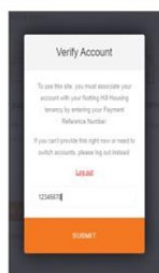
- Encourage your resident to check the contact information we hold for them under the 'My details' tab
- We use this to let them know about their account or any repairs to their home, so it's important they are up to date
- Once they update it here, it will correct the main record in Northgate

Successful registration



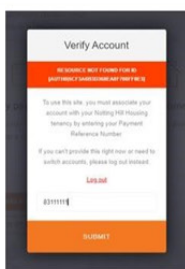
- Once your resident has successfully signed up they will see the home page dashboard

Verifying the account



- Residents must enter their payment reference to verify they are an NHG resident
- This is supplied in the invite they will have received to register
- You can also supply this to help them sign up by searching for it in HOP, CRM or WorkWise
- If they are still having difficulties direct them to the digital support team via myaccounthelp@nhg.org.uk

Problems registering?



- If any of the following information provided doesn't match the information we hold in Northgate, the resident will be unable to register:
 - Surname
 - Date of birth
 - Payment reference
- The digital support team can correct information in Northgate so residents can register. Get your resident to contact them via myaccounthelp@nhg.org.uk with the new details

RESIDENTS ASSOCIATION

A Residents' Association (RA) is a group made up of residents living in your particular area. It plays a part in dealing with problems at a local level, as well as organizing activities such as social events and finding ways of improving the local area. It



represents the views of its membership and residents to their landlord, the local authority, and other relevant agencies.

SETTING UP A RESIDENTS ASSOCIATION:

To set up a Resident Association (RA), please contact your Property Manager when you're ready to proceed. As part of the process, you'll need to establish a constitution, hold regular meetings including an Annual General Meeting (AGM), and set up a registered bank account. Each year, you'll be required to complete an annual form to maintain the registration of the RA. Once you are a constituted RA and provide this information, you will be eligible to apply for a small grant to support the running of the RA.

JOINING THE EXISTING RESIDENTS ASSOCIATION:

Please contact your Property Manager for details about your Resident Association (RA), how to set one up or how to join. If you are already aware of an existing RA, you can reach out to them directly for further information.



ESTATE MANAGEMENT

POST

Postal deliveries to your home will be delivered to the secure postal boxes within your entrance lobby by Royal Mail. Keys for post boxes will be provided when you move in.

DELIVERIES

Deliveries that cannot be posted into your letter box/post box cannot be stored inside the entrance lobby or communal areas as these pose a fire hazard. Any parcels and packages will be removed from this area. If you are having a parcel larger than the size of a letter being delivery you need to be home to accept the delivery.

All properties with access directly onto the street post will be delivered directly via your letter box.

Notting Hill Genesis are not responsible for post or deliveries that are left in the communal area/entrance lobbies that are lost or stolen.

BIKE STORE

Each building has its own specific bike store. You will be given access to a bike store which is fob controlled and specific to your building. To gain entry to your bike store please use the pedestrian gate located at the entrance to the car park, accessed from Great Field (north side). Please refrain from taking your bike through the communal entrance lobby.

To access the bike store, you will need to register your bike with the Estates Operations Team who will activate your fob for your bike store. This will limit the number of people that have access to the bike store to those with bikes.

We would recommend that anyone storing their bike in the bike stores to have them covered by insurance. Please be vigilant and if you see something suspicious, report it to the Police first and the Estate Operations Team.

Only bikes are to be stored in the bike store and are stored at the owners own risk.



ACCESS

To access your home, you will need to present your access fob to the access reader shown below. If this is done correctly the light will turn green and the mag locking system will release allowing you access into the entrance lobby.

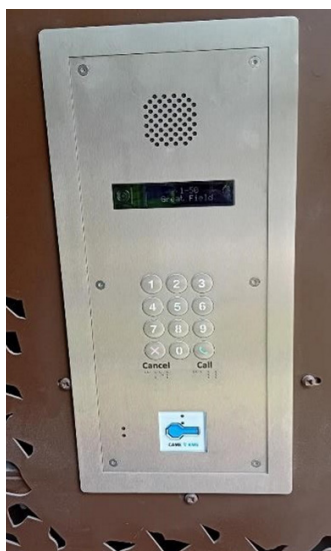
Once at the lift you will need to press the lift call button to call the lift to the lift lobby. Once the doors open you will need to present your access fob to the access reader inside the lift and then press the floor level you live on. The lift will then take you to your floor.

When leaving your home, you will need to press the call lift button outside the lift on your floor. Once the lift arrives you will only need to press the 0 button. The lifts are designed to take you to your floor via fob access and the ground floor.

Townhouses or Duplexes will have a mains operated doorbell situated next to their front door and will not need a fob to access.

For visitors / delivery personnel: residents will need to grant access via their door entry system to entrance lobby. Once the visitor/deliver person is at the lift lobby the lift will need to be called. When inside the lift the visitor will need to call the property in question and the resident will need to grant lift access to their floor only.

Please do not allow entry into the building if you are not expecting the person or know the person who has called your property from the entry phone as this is a security risk.



DOOR ENTRY FOB

An example of the door entry fob.

Please ensure you keep a record of the 7-digit number engraved onto the fob.

LOST

If you lose your entry fob, please report this directly to your Housing Officer / Estates Operations Team who will deactivate it. If you have lost your 7-digit code, you might need to bring your remaining fobs to the Estates Operations Team, so they can identify the missing fob 7-digit code and deactivate the right fob. Please be aware there may be a charge for issuing a new fob.

STOLEN

If your entry fob is stolen, please report this directly to your Housing Officer / Estates Operations Team who will deactivate it. If you have lost your 7-digit code, you might need to bring your remaining fobs to the Estates Operations Team, so they identify they can identify the stolen fobs 7-digit code and deactivate the right fob. Please be aware there may be a charge for issuing a new fob.

DEACTIVATED

If your fob becomes deactivated, please report this directly to your Housing Officer / Estates Operations Team who will re-program / activate it.

ADDITIONAL FOB

You will be issued 3 fobs at your key handover. If you need additional fobs you will need to contact your Housing Officer / Estate Operations Team. Additional fobs will only be issued if there is a legitimate need and will be reviewed on a case-by-case bases. For example, if you live in 3-bedroom property and there are 2 adults and 2 children an additional fob may be needed. However, an additional fob would not be granted if person it is being requested for is not a permanent resident of the property.

EXTERNAL CLEANING & MAINTENANCE

The Estate Management Teams are responsible for setting up window cleaning contracts and overseeing the contractor's performance. They assess how often the windows are cleaned each year and adjust the frequency based on need. If you have any concerns or questions about window cleaning, please get in touch with your Housing Officer.



All interior and accessible exterior windows cleaning responsibility will be that of the residents. These windows can be cleaned by yourself or by a window cleaning professional employed directly and at your own cost. These windows do not form part of your service charge.

It is recommended to use soft cloths, such as chamois, to prevent any scratches on the surface of the glass and frames and use window cleaning products that are not harsh on the surface.

Under no circumstance should you use a ladder to clean windows or hang over the balcony or out the window.

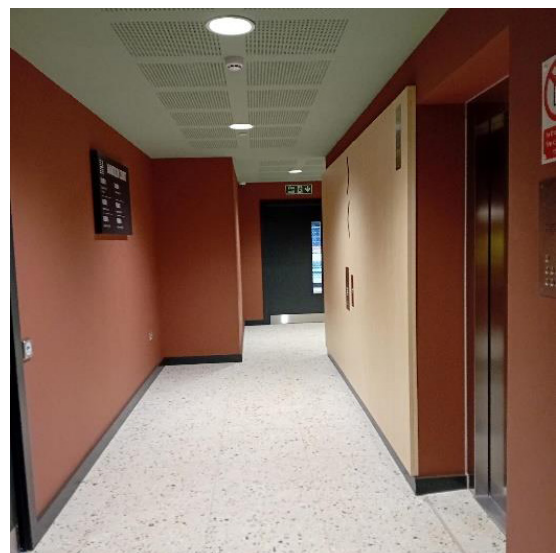
LIFTS

There are 2 lifts situated within the lift lobby of your home. If a lift goes out of service, please report to the Estate Management Team. An emergency is only considered when someone is trapped inside the lift, please note a lift being out of service is not considered as an emergency.

In the event of a lift breakdown or being out of service please contact the Estate Operations Team to report.

A lift emergency is only when someone is trapped inside a lift when it has broken down. If both lifts are broken down or out of service this will be considered an emergency.

In the event of an emergency the lifts will automatically return to the ground floor, becoming inactive for your safety. If you are in the lift at the time of the alarm sounding the lift will automatically return to the ground floor for your safety.



REFUSE DISPOSAL

We ask that residents kindly remove any household waste and dispose of it in their designated Bin Store.

Your Bin Store is located at ground level by the stair core and can be accessed externally; please keep this area clean and tidy and only use this area for your refuse. Access into the bin store is fob operated.



- Recycling Bins
- General Waste Bins
- Food Waste Bins
- Garden Waste Bins

The London Borough of Barnet currently provides weekly refuse collection services for residents, with separate collections of recycling undertaken on a weekly or fortnightly basis.

Please check Barnet Council website for the exact date of waste collection.

<https://www.barnet.gov.uk/recycling-and-waste/bin-collections/find-your-bin-collection-day>

If you have bulky waste that needs collecting, you should contact the Council to inform them on the below website:

<https://www.barnet.gov.uk/bulkywaste>

When recycling, please ensure you follow the guidelines below:

- Cardboard - please flatten or tear into smaller pieces - card sleeves, cereal boxes, egg boxes, cards, etc.
- Mixed paper.
- Plastic bottles - empty, rinsed, squashed and leave lid attached
- Tins and cans – empty, rinsed, crush and squash

Do not put black sacks into the recycling bin as these cannot be recycled and this will result in the bins not being collected.

For further information please visit the Barnet Council website.

<https://www.barnet.gov.uk/recycling>



ESTATE REGULATIONS

The pavement and roads directly outside your home are due to be adopted by Barnet Council. If there are repairs needed this needs to be reported to the Council.

<https://www.barnet.gov.uk>

It is essential that estate regulations are set, implemented, and appropriately managed in the event of non-compliance by any occupier. A copy of the proposed estate regulations are below and are intended to enhance the quiet enjoyment of Heybourne Park for the benefit and convenience of all. The estate regulations will form part of the leases and agreements.

Noise - Noise levels are to be kept at a minimum as to not disturb your neighbours. No loud noise is permitted between 11pm and 8am. Any noise allegations will be investigated by the management team. All noise complaints should be reported to Barnet Councils Noise Complaints Team whilst it is occurring and the Estates Operations Team and your Housing Officer.

Balcony - No items should be stored on the balcony. This includes washing and bicycles.

Window Dressings - Window dressings must consist of blinds, curtains, or nets, and should be in shades of white, cream, or beige when visible from the exterior.

Barbecues/Fires - No barbecues or fires will be allowed at any time at Heybourne Park, including on private or shared balconies, terraces, or podium gardens.

Satellite - All blocks have a communal satellite. No resident will be permitted to have a satellite on display at any time. Any satellite located will be removed immediately.

Podiums, gardens, shrubbery and Estate Areas - These areas are provided for the enjoyment of all residents at Heybourne Park. No ball games are permitted within these areas, except within designated facilities. The interfering or removal of any plants is not permitted, and the interfering of any water features is not permitted.

Pets - All pets are to be registered and authorized by the landlord.



Bicycles - All bikes are parked at the owner's risk. E-bikes and e-scooters should be registered with the Estates Management Team and stored in the Bike Stores. Make sure not to leave them plugged in and unattended, as this poses a fire risk.

Parking - There is limited provision for residents or visitors parking on the estate. Cars may be parked in designated bays as long as they are displaying valid permits. Any abandoned vehicle will be removed and disposed of. Any unauthorized parking will receive a fine

Common Parts - Do not obstruct any of the access ways i.e. fire exits. Smoking is not permitted within any communal area or lifts. No personal belongings are to be stored in the common areas. Any personal items will be removed.

Property - Any act that may interfere with the safety, comfort or convenience or cause nuisance or danger to any person or property is prohibited.

Disposal of Waste - All waste is to be disposed of in the correct manner.

Advertising - No advertising by Estate Agents will be allowed to be displayed within Heybourne Park. Window stickers, advertisements or notices will be removed immediately.

Immoral Use - No home or area within Heybourne Park is to be used for any illegal, immoral, or improper activity.

Fire equipment - Residents are not to remove, dispose or interfere with any equipment or sign that is provided for their safety and the safety of others.

Road Closures - Barnet Council is permitted at any time to authorize the closure of any road so that building work may be carried out.

SERVICE CHARGE

Your initial service charge will be provided as part of the conveyancing process. Annually, the Estate Management Team will provide a yearly service charge account for the previous year and following year.

If you would like to discuss your service charge, please contact your Housing Officer.



COMMUNAL AND LANDSCAPED AREAS

There are communal and landscaped areas at Heybourne Park for residents' enjoyment, such as play space and benches.

Podium

Residents have access to the podium located on Level 1, which is monitored 24/7 by CCTV.

The podium includes play equipment for children and outdoor furniture such as a wooden bench. The podium can only be accessed by residents and their visitors using their fobs.

There may be occasions such as when extreme weather is predicted that the site staff may close off the podium for use on safety grounds.

Please be mindful of your neighbors and keep noise to a minimum while using the podium.

- No barbecues or fires.
- No smoking.
- No ball games.
- No littering.
- Children must be supervised at all times.
- Do not lean over the balustrade.
- No pets permitted on the podium.

Please report any damage in this area to the Estate Management Team immediately.



DEFECTS

DEFECT LIABILITY PERIOD

Your home is covered under a 24 month defects warranty, known as the defect's liability period. This period started when Notting Hill Genesis took possession of your home from the contractor. The contractor is responsible for the rectification of defects and faults that occur during this period, please note that the defects liability period might have started a few weeks or months before you have moved in depending on your completion date. You need to report all repair issues via MY Account or your Property Management Officer who will report the defect to our internal Defect Team. The internal Defects Team will manage the defect on your behalf with the developer from report to repair completion. The response time will vary depending on the urgency of the problem.

As your home is new, there will be a 'settling in' period, during which time you may experience minor faults that require attention. A genuine construction defect are issues with workmanship or component failure within your home. Example are listing but not limited to doors not locking correctly, windows binding, water leaks (not leaks caused by wrongly fitted goods by you), electrical faults, plumbing, faulty W/C system.

The builder who constructed your home is responsible for any construction defects that may occur during the 2 years after the work was completed. If you do experience any defects, please report them via MY Account which will be picked up by Defect Team who will manage the defect on your behalf liaising with you until the defect is resolved.

Your home will be drying out during the first year due to moisture in the building materials, shrinkage cracks may appear during this period. This is perfectly normal and should not cause any concern as it is not be structural. At the end of the defect period, Notting Hill Genesis will carry out an inspection of your home with you and the Developer. The Developer will be given a list of agreed defects and will make arrangements with you for them to be rectified.

A defect or repair caused by inappropriate use or vandalism may be charged to you.



Defects/Repairs reporting

All defects internal of the property should be reported by My Account or the Housing Officer. Communal Repairs should be reported to either the Estates Operations Team on site or the Housing Officer.

Notting Hill Genesis Call Centre: 020 3815 0000

Emergency Repairs outside of normal office hours should be reported via our Out of Office Hours service on 033 3000 3000.

If it is not an emergency, please report via My Account or your Housing Officer. Communal repairs should be reported to the Estates Operations Team or your Housing Officer.

Defect Response Times

The Defects Team will take a decision as to whether the fault is a repair, a defect, or your responsibility. Please make sure that the information you provide to the Housing Officer is correct. Incorrect information which results in the contractor attending your home will be charged to you.

Defects Categories

The repairs listed below are examples and not limited to. Please check with your Housing Officer who will advise you of time scales for defect repairs.

"Priority 1" - Emergency repairs that must be responded to and made safe immediately and fully rectified within 24 hours:

- Gas leaks – to be telephoned immediately by the resident to the National Gas Emergency Line 0800 111 999 in the first instance.
- Total failure of electrical lighting or power
- Failure of lighting to communal areas which constitutes a health and safety risk.
- Uncontainable leaks
- No mains cold water supply to a property (after resident has first checked with neighbours and the utility company if works are being undertaken in the local area).
- Total failure of central heating during the months October to March
- Failure of front entrance doors to houses or flats . Not including lost/stolen keys.



- Failure of fireman's lift
- Failure of lift when there is only one lift in the block
- Failure of lift when someone is trapped inside
- Failure of communal gates or communal access doors if no secondary door
- Defects that may cause significant damage to property if left unresolved

"Priority 2" - Urgent repairs to be rectified within 7 days:

- An urgent repair, is a fix for a problem that significantly impacts a resident's comfort, health, or safety but isn't an immediate, life-threatening emergency. Examples include a loss of heating or hot water, a leaking toilet, or a defective external door lock.

"Priority 3" – Routine repairs to be rectified within 4 weeks:

- Minor roof repairs
- Repairs to leaking gutters and rainwater pipes
- Minor carpentry repairs to windows and doors
- Non-urgent plumbing repairs
- General electrical repairs

At the end of defects liability period a final joint inspection is carried out in each home and the communal areas. The inspection party consists of the building contractor, the development project manager, defects officer, Notting Hill Genesis' employer's agent, site inspector and Housing Officer.

The purpose of the end of defects inspection is to check for any defects which need to be put right by the building contractor before they become a resident responsibility.

It is important that access is gained to all homes and the external and internal communal areas. This is the last opportunity to report defects for repair by the building contractor.

Following the inspection, the building contractor will arrange appointments directly with you to carry out final defect rectification works. You will be required to give access at this appointment time.

After the end of the defect's liability period, general defects inside the home are the responsibility of the homeowner. Communal areas will be the responsibility of Estate Operations Team.



If repair is needed due to misuse or damage to the property, the resident will be responsible for covering the cost.

HOW LONG WILL I HAVE TO WAIT TO HAVE A DEFECT CARRIED OUT?

- We aim to have someone attend your property within 24 hours if you report an emergency defect.
- We aim to complete non-emergency defects within 28 working days.

Please be aware that our contractors cannot always fix a problem on the first visit. If they cannot fix something, they will arrange a date and time to come back and finish the job.

PREPARING FOR THE DEFECT

When waiting for a defect, it is important to clear space or move furniture so that the defect is accessible for the contractors. This will help them to carry out the works more quickly and minimize the risk of any accidental damage to possessions.

If you have any concerns or think you may have difficulty clearing space for the contractor, please let your Housing Officer know as soon as possible.

HOUSEHOLD PESTS

If you have any pest concerns refer to NHG's pest policy or visit NHG website or contact your Housing Officer. For communal pest control queries and the Estate Operations Team for communal and external building pest concerns.



UTILITIES

MAINS WATER/ DRAINAGE

The mains water connection will be supplied by from the water tank via the service riser cupboard in the communal hallway and enter your property through the Heating Interface Unit cupboard.

The water supply to the property is via the utility cupboard where the Heating Interface Unit is located. This is also where the isolation / stopcock valve is located for each property which will turn off the water supply to your home.

The supply must only be switched off in the event of an emergency resulting from a leak or by a trained profession when replacing a tap, for example.



Mains water supplier:

Affinity Water

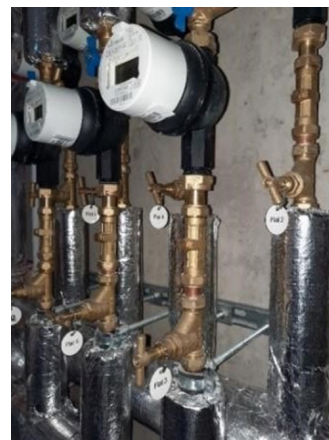
<https://www.affinitywater.co.uk>

0345 357 2407

Isolation / stopcock valve

WATER METER

Your water meter is located within the communal riser cupboard. The resident will need to arrange access via the Estate Operation Team on site to get a physical meter reading. Please ensure the reading is taken as soon as possible when you move into the property. A reading will be taken at handover but could differ if you move in later. As the landlord will undertake spot checks on properties and run water through of the pipes. The resident will be responsible for contacting Affinity Water when you have moved in, submitting a meter reading and setting up a new account in their name for billing purposes.



DOMESTIC HOT WATER

Hot Water is supplied by a Heat Interface Unit (HIU) in the utility cupboard in your hallway. Instructions on using this are provided in section 'Heating and Hot Water'.

DOMESTIC COLD WATER

Your home is supplied with cold water via the Landlords Central Plant Boosted Cold Water supply, the cold-water supply enters the home within the ceiling void and the stopcock is installed in the cupboard with the Heat Interface Unit.

Your cold-water meter is installed in the service riser within the communal hallway where there is also a pressure reducing valve and a cold-water isolation valve.

Please note this valve should only be turned off in the event of an emergency.

Cold water supplies have been installed under the sink for the taps and dishwasher, each appliance fed from the cold-water system has a local isolation valve which can be operated with a screwdriver to turn off the individual cold-water supply.

In an emergency, if you have problems relating to your cold-water supply, please isolate the cold-water supply via the pictured main incoming stopcock located in your service cupboard.

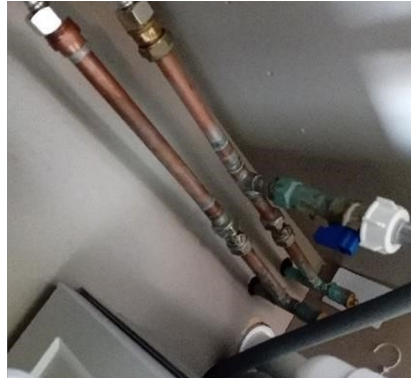


Stopcock Valve

WATER VALVES



Under the WHB valve



Under the kitchen sink valve



Washing machine valve

TROUBLE SHOOTING

KITCHEN WASTEPIPES:

If a blockage occurs and the sink is full of water try to remove the blockage by pushing a flexible drain rod down the plughole or by using a suction cup plunger to move water up and down the wastepipe. The risk of blockages can be reduced if you remember to put fat (which solidifies when cold) into an empty container rather than down the sink or drain.

BATH, SHOWER AND BASINS:

Blockages here are normally caused by the build up of hair and soap in the plug hole and become noticeable when the bath or basin starts to drain away more slowly. Clear bath or basin wastes with a 'Sani snake' (available from hardware stores) or by using a proprietary chemical cleaner (please read instructions carefully). You can purchase a small filter to put over the bath/ water outlet to collect hair, etc. and prevent blockages.

ELECTRICITY

Electrical supplier details: E.ON

Tel: 0808 501 5200



Location of meter: Utility cupboard inside of your home



Location of Consumer unit: Utility cupboard inside of your home

Your home has been provided with an individual metered supply.

- The consumer unit (CCU) is located in the utility cupboard of your home, within the hallway. See above to see what the consumer unit (CCU) looks like. All switches are labelled.
- Flip up the cover and behind you will find a number of circuit breakers. These are labelled to show which electrical circuit or unit it supplies. There is a main switch which will isolate the entire unit if flipped down.



ENERGY TIPS

LIGHT

The light fittings in your property use energy efficient light bulbs. Although these lights may cost more, the cost saving in reduced energy bills will ensure money saving in the longer term. See the Finishes section for electrical light fittings installed in your property.

For replacement bulbs contact your local electrical store.

Changing light bulbs

To change light bulbs, the light switch must be in the off position. It is advisable to replace the bulb with the same type of bulb that was removed.

For further information on energy saving lighting visit:
www.energysavingtrust.org.uk/electricity/lighting

Electrical alterations, including replacing light fixtures and fittings should only be carried out by a qualified electrician.

Cables may run in any position above a ceiling, within walls or under a floor. Before fixing to walls, floors and ceilings always check for buried pipes and cables using a detector available from diy stores.

Do not interfere with earth bonding cables connected to pipework and main earth connection.

For further information on electric safety in the home visit the electrical safety council website:

www.esc.org.uk

LOSS OF POWER AND TROUBLESHOOTING

If your electricity goes off, start by checking to see if it is a power cut or a fault in your home. The easiest way to do this is to see if your neighbor's



have electricity. If they do not have power either, then it is a power cut, and you should contact 105. It isn't possible to predict a power cut however here are some precautions you can take in case a power cut occurs:

- Make sure you have multiple torches along with extra batteries.
- Keep a plug-in telephone that does not require electricity - remember that with cordless telephones you may not be able to make calls once the batteries are dead.
- Keep important documents safe and handy.
- If your neighbors have power, then it could be a fault in your home.

Your trip switch may have turned itself off. If it has, try turning it back on. If it switches off again then one of your electrical appliances may be faulty. Your trip switch turns itself off to make sure you do not get injured by a faulty appliance. Once you have found the faulty appliance and turned it off, your power should stay on.

If you have only lost power in part of your home you may have a fault with your electrical wiring somewhere, in which case you should call a qualified electrician as soon as possible.

ENERGY & WATER EFFICIENCY

Tips for saving energy and money around your home:

Washing machines

- Wash at the lowest temperature will give efficient results.
- Wait until you have a full load or use the 'half load' setting to reduce water.
- Use short wash cycles for lightly soiled items.
- Consider buying a shower wash type of washing machine.
- If you are planning to use a tumble dryer, choose a washing machine with a high spin to save on drying time.

Washer dryers

- Washer dryers save space and are often more affordable than buying separate washer and dryer units. They usually hold less than a



dedicated built tumble dryer – you can't wash a second load until the first load has finished drying, and they usually use an air/water heat exchanger, which means that heat extracted in the condenser is lost to the drain. Washer dryers can give a perfectly satisfactory service.

- Wait until you have a full load before using the washer and/or tumble dryer.
- If the machine has an energy saving load setting, use it whenever possible.
- Use low temperature settings for lightly soiled items.

Fridges and freezers

- Try to keep your freezer at least three quarters full.
- Do not put warm food into the fridge.
- Defrost your fridge or freezer regularly and avoid leaving the door open longer than necessary.
- Check that the door seal on your fridge is working effectively by closing on a piece of paper to see if it is held tight. If your fridge builds up frost too quickly the door seal could be faulty.

Cooking

- Match pan sizes to ring and use pans that are appropriate for your type of hob.
- Where a long cooking time is needed use a conventional oven. However, a microwave oven is more economical for short cooking times, particularly for smaller quantities of food.
- When cooking with a microwave always follow the manufacturer's instructions and ensure that there are no "cool spots" left in the food.
- For toasting use a toaster rather than the grill.

Dishwashers

- Always wait until the machine is full before running it.
- For lightly soiled items some dishwashers have economy programs that reduce the washing temperature and /or shorten the washing time.



Television sets

- When you choose your TV consider buying a model that uses less electricity.
- Do not leave the TV switched 'on' if nobody is watching it.
- Do not leave the tv in 'stand-by' mode for long periods.

Irons

- Do not leave an iron switched 'on' if you are not going to use it within 5 minutes.

Kettles

- When you choose your kettle consider buying a jug-style model or an energy efficient one.
- Remove lime scale from your kettle regularly.
- When boiling water use a kettle – not a pan.
- Only heat as much water as you need in the kettle but remember to always cover the element.

Computers

- Switch your computer off when it is not in use.

Mobile Telephones

- Unplug mobile phone chargers when not in use.

In the bathroom

- When brushing your teeth, using a tumbler instead of running the tap water for rinsing, can save nine liters of water per minute.
- Taking a shower instead of a bath can save up to 40% of the water that you use.
- Reducing the time, you spend in the shower will save water and energy.
- Put the plug in the basin when washing hands or shaving, rather than leaving the tap running.



HEATING & HOT WATER

Hot Water

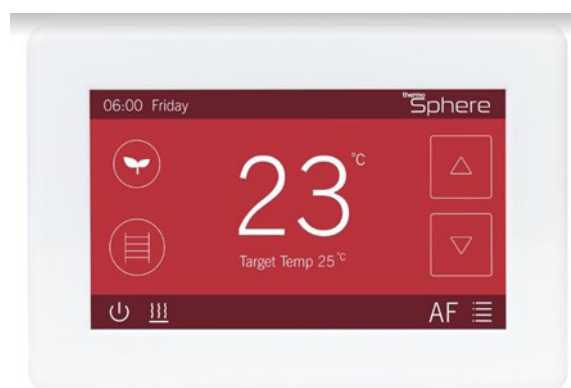
Your home is connected to a heating and hot water system which provides hot water directly to your home; hot water is produced via the Heat Interface Unit's internal heat exchanger. Therefore, hot water should be available instantly but might take a few seconds to heat up as there may be cold residual water in the pipes between usage.

Heating

Your home has underfloor heating which is controlled by a programmable room thermostat (Danfoss ECtemp Next Plus) located in each room, which allows you to select different temperatures in your home at different times of the day.



Please consult the thermostat manufacturer's instructions for guidance on how to operate the system. See manufactures literature at back of guide.



The bathroom heating is controlled by a separate programmable room thermostat, the ThermoSphere DC-W-01.

Please consult the thermostat manufacturer's instructions for guidance on how to operate the system. See manufactures literature at back of guide.



Heat Interface Unit (HIU)

Your home heating system is fed by the landlord's central plant system providing primary low pressure hot water to your Heat Interface Unit (HIU). The HIU provides both Heating and Hot Water to your home. The HIU heating function is control by a manual operated or programmed thermostatic control(s) located within your property.



TELECOMS

Your home is equipped with full fiber broadband data points located in the utility cupboard within the property.

You can choose between BT Openreach services or Virgin Media services at a subscription cost to you.



BT OpenReach & Virgin Data Box's

Please ensure that BT do not disconnect the other sockets when they connect the master socket. If BT do disconnect them, you will have to pay for them to return and

BT Openreach

www.bt.com/broadband

Virgin Media

www.virginmedia.com

TELEVISION

Your home has a media plate which allows for future connections to a Terrestrial Digital TV aerial, DAB Digital Radio and communal Satellite aerial.

To connect to your TV to the Digital TV aerial you will need to have a valid TV license and compatible TV.

To connect to Sky Q you will need to pay an additional subscription cost and arrange installation directly with Sky. There will be a subscription cost to Sky on top of your TV license fee.

If your property has an Internet connection this opens other options of TV for you via the intern service such as Sky Stream, Netflix, Prime and many others. Please ensure you have the correct TV license for these services and a compatible TV/Device.



MECHANICAL VENTILATION

Your home has been installed with a Mechanical Ventilation Heat Recovery system (MVHR) manufactured by Nuaire. This can be found in your services cupboard. The system works by extracting moisture from the air in rooms where moisture is generated such as the bathrooms and kitchen.



The extraction fan has built-in speed control and will run continuously on trickle speed. Use the fan 'boost mode' switch is located outside the bathroom when the bathroom is in use.



**MVHR boost switch –
utility cupboard**

We recommend that the MVHR is left on at all times so that your property is able to dry out slowly and reduce the levels of any moisture released into the property through everyday use of your home. When moisture is detected within the home the MVHR will automatically adjust to remove the moisture over a period of time. Please note that the MVHR fan function is light and consistent. It will work relevantly silent in the background. To check if it is working, please place a single piece of tissue to the fan. If it holds in place the MVHR is working.

It is important to note that the MVHR has a heat exchange which will pass air over it. Remove the moisture but not the heat within the property. If your heating is on it will not take warm air out of the property and replace it with cold air from outside. Your property will remain at the temperature set whilst the heating is on and the internal temperature will naturally decrease if the heating is off.

The MVHR system automatically activates when you turn on the lights in the bathroom and/or en-suite. There is also an override switch in the kitchen to engage boost mode.

There are extract grilles installed in the ceilings of every room. From the extract fan ductwork is routed to the external façade to discharge air to atmosphere. These settings should remain unchanged, as they are all synchronized.

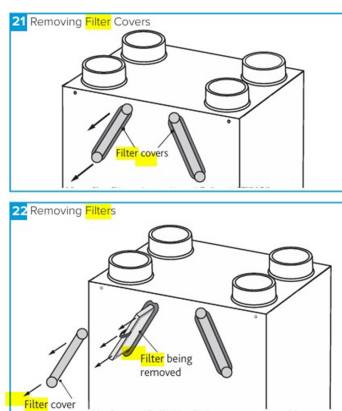
Maintenance

The unit requires periodic maintenance. Routine maintenance, apart from filter changes, must only be carried out by a suitably qualified and competent person.

Filters can be cleaned by carefully using a vacuum cleaner. Please ensure you use a safe and stable step ladder to access the filters for cleaning purposes.

Filters are to be inspected and cleaned every 3 months and replaced every 6 to 12 months. Failure to do so may impair the performance and energy efficiency of this unit. A flashing LED will indicate that a filter change is required.

Remove the filter covers on the front panel of the unit by gripping the two circular tabs either end of the filter covers and pulling away from the unit. The filter can now be extracted by pulling the black removal loop on the front edge of the filter. Once the filters have been inspected return or replace them as necessary.



Filters should be replaced every 6 to 12 months or after a maximum of 3 cleaning cycles.

Replacement filters are available from Vectaire - call us on +44(0)1494 522333 or email sales@vectaire.co.uk.

There are extract grilles installed in the ceilings of your bathroom and kitchen. From the extract fan ductwork is routed to the external façade to discharge air to atmosphere. Please do not adjust the vents as they are all synchronized and balanced to maximize performance. If you feel that the MVHR is not working in the first 2 years please contact your Property Management Officer to discuss before reporting a defect.



Ceiling Vent - bedrooms and hallway



Cooker hood isolation switch – kitchen

LIGHTING

All fittings within your home are fitted with low energy lamps.

To change the light bulb you must turn the power off to the light via the light switch before you remove the light bulb to replace it.

Replacing a light bulb is not a defect.

Communal Lighting

The internal communal lighting is a combined 24hr and switched system controlled via a local infrared motion sensor which will automatically switch the staircase lights on when movement is detected, after a pre-set period the lights will automatically



switch off.

Remove Downlights

To remove downlights without damaging the ceiling, follow these steps:

- Turn off the power to the downlights at the circuit breaker or fuse box.
- Allow the bulb to cool.
- Use protective gear.
- Identify retention springs.
- Twist and remove the bulb.
- Lower the fixture down slowly.



LOOKING AFTER YOUR NEW HOME

LUBRICATION

There are many areas within your new property that will benefit from regular lubrication. In particular, we recommend that window hinges and door mechanisms are regularly lubricated, dusted, washed periodically with a soft and dried with a clean cloth to keep them in good working order.

To lubricate window hinges, start by cleaning them to remove any dirt or old lubricant. Use a silicone spray or light machine oil, applying it directly onto the hinge. After application, open and close the window a few times to distribute the lubricant evenly. Wipe away any excess to prevent drips. Regular maintenance, ideally once a year, helps keep the hinges functioning smoothly.



DOOR SEALS

The condition of all door seals should be examined at six-monthly intervals. If the seal is missing, in part or completely, it should be replaced immediately. It is necessary to replace like with like and the use of any seal, other than that originally installed, may jeopardise the performance of the door. Seals should be fitted in accordance with the manufacturer's instructions.

IRONMONGERY

Stainless steel and chrome finishes should be cleaned at least every six months with a dry cloth or duster and washed periodically with a soft cloth and soapy water and dried with a clean cloth, do not use abrasive materials for regular cleaning. Acetones or solvents can be used to remove grease marks or paint from stainless steel finishes if needed. There are also special products available for removing scratches or rust from stainless steel. Always follow the manufacturer's instructions when using cleaning products.



DIY

When hanging pictures or attaching anything to the wall, we recommend waiting 12 months before doing so. Care must be taken to not disturb or damage any pipes or electric cabling that may lie beneath the surface of the wall. It is strongly recommended that you use a cable/ pipe detector, which can be bought from most major DIY stores.

Plasterboard should be able to take a weight of approximately 10kg using appropriate plasterboard fixings.

Due to this weight limitation it is not advised that you fix heavy objects to plasterboard walls e.g. Home screen TV unless the relevant provisions have been allowed for.

We strongly advise against hanging wallpaper on taped and joined walls. Removing it can risk damaging the plasterboard, and NHG cannot be held responsible for any resulting damage.

REDECORATING

If you plan to redecorate your home, we recommend that you wait for the drying out process is complete, which usually takes between 12 and 18 months. Paint that is applied too soon may crack as the moisture in the construction materials evaporates. We strongly advise against hanging wallpaper on taped or jointed walls, as removing it may damage the plasterboard. Unfortunately, Notting Hill Genesis cannot be held responsible for damage to decorated areas due to paint or wall paper being done before the completion of the drying out period. We recommend using emulsion paint to assist in drying out process when decoration is completed.

WALLS

The internal walls are dry lined (plasterboard) finish on metal stud work and care needs to be taken when fixing to them.

Pictures, if not too large, and other small items may be hung off picture hooks, either single or double nail types. Heavy pictures and mirrors should not be hung on picture hooks – instead, use, special wall plugs, available from hardware and DIY stores.



You will need to be careful that the type of screws, pins, and nails that you use to fix to the walls, floors and ceilings are appropriate and do not drill, nail, or pin into any walls in an area about 9" (225mm) wide above or below any electrical switch, socket or other fitting or where there may be electric cables. It may be wise to purchase one of the proprietary cable/pipe detectors now available from hardware or DIY stores, to assist you in locating concealed services.

When fixing into tiled walls, ensure the end of the wall plug is level with the plaster face and not the tile surface or you may crack the tile when tightening up the fixing.

ALTERATIONS

Please note that structural or material alterations are not permitted. Please contact your Property Management Officer for further guidance.

REDUCING CONDENSATION

Condensation is caused by steam or water vapour when it comes into contact with cold surfaces (in the same way that steam in the bathroom condenses on the window).

Once materials have dried out, you should no longer experience significant condensation. However, normal daily activities produce a great deal of water vapour, which may cause condensation if allowed to spread around the home.

Measures you can take to control condensation:

- Cover pans when cooking and do not leave kettles boiling
- Put washing outdoors to dry if you can. If you use a tumble dryer, make sure that it is vented to the outside air (unless it is a self-condensing type). DIY vent kits are available.
- Use the cooker hood and/or extractor fans and keep the doors closed when cooking, washing and bathing.
- Do not switch off the main isolator switch to Mechanical Ventilation Heat Recovery System as this will mean steam and water vapor cannot be removed from the property.
- Regularly open windows to encourage air changes.



Ventilation is needed to get rid of the moisture that is naturally produced every day in your home. Your home will only maintain a healthy internal environment when ventilation systems are running. You risk damage to your health and home if you turn these off or block outlets.

Homes where the heating is off all day because the occupants are out, are more likely to suffer condensation problems than those heated more continuously. This is because, when normal activities such as washing and cooking are carried out in the evening, the home has been unheated for long periods and the surfaces are cold.

Make sure the heating timer is set so that your home is warm by the time you return home. During very cold weather it is better to leave the heating on during the day to maintain an even temperature. The temperature can be set a few degrees lower and turned up when you return.

Most heating systems operate inefficiently if turned completely on and off. Use your thermostat to control heating operation. This will be more efficient and help to reduce fuel bills.

Remember that condensation is not normally a building fault. Learning to control moisture levels is a vital part of living in modern, well insulated, home.

If you have followed all of the above and have any issues with condensation or mold, please contact your Property Manager to report.

CEILINGS

It is possible to fix items to the ceiling, but you should take care not to suspend heavy objects from it. Ceilings are constructed using plasterboard fixed to the underside of metal framing sections and cannot be fixed too.



BATHROOM & KITCHEN CARE

SANITARYWARE

To prevent a build-up of dirt and limescale on acrylic and ceramic sanitaryware it should be wiped down immediately after use with a soft cloth and thoroughly cleaned with warm soapy water, a cream cleaner or multi-purpose surface cleaner on a weekly basis.

Many household chemicals such as paint stripper, nail varnish remover, household bleach, abrasive cleaning agents, perfume, aftershave, or strong disinfectants can cause damage and should not be allowed to come into contact with your sanitaryware.



If such chemicals do accidentally come into contact with your sanitaryware then it is advised that you rinse the affected area with sufficient water to completely remove the chemical.

In hard water areas mild lime-scale remover may be used from time to time.

Never leave strong bleach or cleaners in the WC bowl for extended periods of time or overnight. Never mix different cleaners in the WC bowl as this may give off poisonous or volatile gases.

To avoid damaging internal fittings do not put bleach products in the cistern.

When cleaning your sanitaryware the manufacturer's instructions take precedent over the above recommendations and should be followed.

WATER CLOSETS

Never flush the following items down a toilet: disposable nappies, feminine hygiene products, medical dressings, baby wipes, face wipes, stockings, cooking oil, needles and used condoms. This can cause a serious blockage for which you will need the services of a drain cleaning company, to clear. If you live in a flat this could effect you and your neighbors and you may be liable for the cost of the investigation, damaged and repairs.

Advice to keep your drains clear from nasty blockages

To keep drains clear from blockages, it's essential to avoid pouring fats, oils, and grease down the drain, as these substances can solidify and cause obstructions. Using drain strainers is also helpful to catch food particles, hair, and other debris before they enter the drain. Regularly flushing drains with hot water can assist in breaking down any buildup inside the pipes. Additionally, it's important to dispose of sanitary products, wipes, and other non-degradable items in the trash rather than flushing them down the toilet.

What happens when the pipe blocks?

If a pipe does become blocked, it can result in water backing up in sinks, showers, or toilets, leading to slow drainage and unpleasant odors. In more severe cases, blockages can cause overflows and flooding, potentially damaging your property. Such issues can be costly to repair, especially if professional intervention is required to resolve the blockage.



KITCHEN SINK

Your stainless-steel sink should be washed with warm soapy water, wiped dry and then buffed with a soft cloth to restore the polished surface.

Undiluted disinfectant and bleaches spilled into your sink will leave a permanent stain if not removed immediately. Wash off immediately and clean the area with plenty of water containing a mild detergent. Do not use any harsh abrasives products or brushes, wire wool or powders. These may cause scratches to the surface or permanent discoloration.



DOORS & DRAWER FRONTS

- These should be wiped clean with a cloth dampened with water containing a mild detergent. Avoid over wetting.
- Do not use any abrasive cleaning agents, acids, bleaches, or solvents.
- Similarly, do not use scouring pads, wire wool or any similar cleaning tools

WORKTOPS

Most everyday stains may be removed by wiping with a cloth slightly dampened with water and a mild detergent.

Certain chemicals and strong dyes can cause damage and discoloration. Spillage of such things as beetroot juice, concentrated juice, dye, shoe polish and chemicals etc. should be mopped or wiped off and thorough cleaning commenced immediately.

Worktops may be permanently marked by excessive heat.

Hot pans and other such items should therefore not be placed directly on the surface of the worktops.

Irreparable damage can be caused to a worktop if a sealed joint are subjected to excessive heat or moisture. Do not place electric kettles, toasters or other steam/heat generating appliances over the joints in your worktop. Always wipe away spillages immediately, especially over worktop joints. Do not allow water to stand on the worktop or accumulate under the front edge of the worktop.

- **Do** wipe away any spillages immediately from worktops or within units.
- **Do** thoroughly clean all units regularly.
- **Don't** chop food, etc, directly on the worktop surface – use a chopping board.
- **Don't** place hot pans, cigarettes, etc on the worktop surface or sinks. Use protective Mats, ashtrays.
- **Don't** leave unit doors, oven doors, etc, open longer than necessary. They could cause injury to yourself or others.
- **Don't** overload shelves with double stacked sugar, cans, etc



FINISHES

LOCATION/ ROOM	TYPE/ FINISH	DESCRIPTION/ SUPPLIER
Hallway / Living / Dining / Kitchen / Utility	Floor	Vinyl Floor - Amtico, First, Colour Honey Oak
Hallway / Bedroom / Living / Dining / Utility	Wall	Dulux Trade Diamond Matt emulsion Off White
Hallway / Bedroom / Living / Dining / Kitchen / Utility	Ceiling	Dulux Trade Diamond Matt emulsion Off White
Hallway / Bedroom / Living / Dining / Kitchen / Utility	Door	Dulux Trade Diamond Matt emulsion Off White
Hallway / Bedroom / Living / Dining / Kitchen / Utility	Architrave (Door)	25 x 80mm square edge MDF Dulux Trade Satinwood Off White
Hallway / Bedroom / Living / Dining / Kitchen / Utility	Door Frame	Softwood Painted. Dulux Trade Satinwood Off White
Hallway / Bedroom / Living / Dining / Kitchen / Utility	Skirting	Square edge 100 x 25mm MDF, painted finish. Dulux Trade Satinwood Off White.
Bedroom	Floor	Carpet - Tarkett, SP – Parade Soft Sense II AC27 1318



LOCATION/ ROOM	TYPE/ FINISH	DESCRIPTION/ SUPPLIER
Kitchen	Wall	Dulux Trade Diamond Matt emulsion Off White. Tape and jointed MR Plaster-board.
	Tiling / Splashback	Porcelain Wall Tiles. Solus Colouration, Skintone. White Grout
	Units	Moore's - doors: Matt dark grey with matt black handle-less "J" trim Moore's Wall units - Vita Range Country Oak Open Shelf, Vita Range (50mm MFC thick shelf)
	Worktop	Moore's - Vinyl Concrete look
	Sink	Caple, Zero 45 Stainless Steel Sink
	Taps	The 1810 Company, CAS/01/CH Cascata, Square Spout, Chrome
Bathroom	Floor	Porcelain Floor Tiles. Solus Colouration, Skintone. White Grout
	Wall	Dulux Trade Diamond Matt emulsion Off White Moisture resistant plasterboard, skim finished.
	Tiling	Solus Porcelain tile 300x100mm, White glazed tile or porcelain wall tiles
	Ceiling	Dulux Trade Diamond Matt emulsion Off White. Moisture resistant plasterboard, skim finished.
	WC	Ideal Standard Tesi Assembly 01-White. Ref. T353501.
	Sink	Ideal Standard Extra 50cm Semi-Countertop WHB C/W 1 Taphole & Overflow, White, Ref. T373501.



LOCATION/ ROOM	TYPE/ FINISH	DESCRIPTION/ SUPPLIER
	Tap to Sink	Ideal Standard Ceraline Basin Mixer C/W Flexi Tails & Clicker Waste, Chrome, Ref. BC186AA.
	Bath	Ideal Standard Tesi ideal form bath - no tap holes 700x1700mm 01-White 139L, White, Ref. T000901.
	Bath / Shower Mixer	Ideal Standard Ceratherm T50 Exposed Thermostatic Wall Mounted Bath/Shower Mixer, Chrome, Ref. A7697AA
	Mirror	1200x800x200mm Bespoke Wall Cabinet Constructed From 18mm Thick Egger H1733 St9 Mainau Birch MFC With Ply Effect Edging
	Bath Screen	Ideal Standard Synergy Angle Shower Bath Screen, Clear Glass, Polished Silver, Ref. L6210AA
	Toilet Roll Holder	Ideal Standard Concept Toilet Roll Holder, N1381AA
	Toilet Rail	Thermosphere Electric heated towel rail Round Ladder 1120x530mm
	Coat Hook	Ideal Standard Concept Robe Hook, Chrome, Ref. N1380AA



Paintwork– Following the inspection after the first year.

Please note: no decoration works at all should be done in your new home within the first 6 months of you moving in. After the first year we will carry out a defects inspection with the developer who will repair any naturally occurring defects such as settlement cracks. However, if you choose to decorate within the first year the developer will not be able to make repairs to those defects.

The frequency of maintenance required, after the first year, will depend upon “wear and tear” caused and recommendations are as follows: -

- Repainting should ideally be carried out whilst the existing coating is still in a sound condition.
- Treat any mold with a water/bleach solution of fungicidal wash
- Loose and flaking paint should be removed by sanding or scraping (in the direct of the grain where wood is concerned). If on plaster board it should be sanded lightly until the flaking area is smooth. Please do not overly sand the area.
- Small loose areas should be dry scraped back to a firm edge, prime the bare part and bring back to level of surrounding surface.
- Wherever possible, remedial decoration should be to the nearest possible break line.
- Spot touch ups of light shades may be carried out well and avoid excessive thickness.
- Periodic washing down and rinsing will maintain pristine appearance if paint allows.
- Damaged or discolored areas of paintwork to be rubbed down and redecorated as necessary.



APPLIANCES

Appliance Instruction Manuals & Warranties

For further information on your appliance, please refer to your appliance manuals. Should you misplace any of your appliance instruction manuals over time, you can refer to the manufacturer website and download a pdf version of your appliance, by providing the model number.

You are responsible for registering your appliances for them to be covered under the manufacturer’s warranty. Should you experience a problem with any of the white goods installed in your property during the first two years following legal completion, you should contact the manufacturers directly. Please refer to each manufacturer’s leaflet provided in the Welcome pack.

PRODUCT DESCRIPTION	MANUFACTURER	MODEL
Single Oven	Indesit	IFW6340IXUK
Ceramic Electric Hob 60cm	Indesit	RI 161 C
Integrated Hood 60cm	Hotpoint	PCT 64 F L SS + carbon filter
Integrated 70/30 Fridge Freezer	Indesit	IB7030A1UK1
Integrated 60cm Dishwasher	Indesit	DIE2B19UK
Integrated 45cm Dishwasher	Indesit	DSIE2B10UKN
Free Standing Washer Dryer	Indesit	BDE861483XWUKN



Appliance Cleaning & Maintenance

To reduce the risk of damaging the finishes irreparably please follow these guidelines:

- Use a soft cloth, slightly dampened with water and a mild detergent solution.
- Buff dry with either a soft lint free cloth or paper towel ensuring all excess moisture is removed.

PRODUCT DESCRIPTION	CARE & MAINTENANCE
Hob	Always clean the hob after cooking to prevent a build-up of dirt. Clean the hob with a damp dish cloth and dry it with a cloth or towel to prevent limescale buildup. Only clean the hob once the heat indicator has gone out. For stubborn dirt is best removed with a glass scraper.
Electric Hood	Clean the metal filter after 8 to 10 weeks, this can be cleaned in a dishwasher, this can cause slight discoloration. Clean off any grease from all accessible parts of the housing, this reduces fire hazards. Clean the extractor hood with a hot detergent solution or a mild window cleaning agent.

Do not use the following on kitchen appliances, cupboards, and worktops:

- Scouring pads or similar products
- Abrasive or harsh cleaning agents
- High pressure cleaners



WINDOWS, DOORS & INTERNAL SECURITY



Most of your windows operate with a tilt-and-turn mechanism.

MAINTENANCE

Maintaining your windows couldn't be simpler. All you have to do is check them carefully at least once a year for the following signs:

Look for (and remove) any airborne debris that might be trapped in between the frame and sash. To do this, open the window in the cleaning position.

Wipe or brush clean all surfaces and check the weather seal is clean, dry, continuous and undamaged. Never get any paint on the weather seal as this will reduce the window's performance.

Check that the handle moves freely and smoothly. If they are stiff, carefully use a recommended lubricant on the locking tongues/bolts while in their extended position.

Check the glass does not have any water vapour inside the sealed unit or that the glass is damaged.

Check all timber surfaces for damage and note if the finishing (paint etc.) needs refreshing.

Check all handle are not loose. If they are loose, then tighten them with an appropriate screwdriver. Tighten enough so the handles and controls work freely without being too loose. Do not overtighten.

If in any doubt or you need help with anything to do with maintenance refer to the Operation Manual.

FRONT DOOR

When leaving your home ensure that your front entrance door is closed and locked. To lock the front door pull the door to lift the handle upwards to activate the shoot bolts, place the key in the lock and turn to lock. From the inside, you can lock using the thumb turn mechanism.



SECURITY

Security and access is via an external front door served from the communal entrance with an audio/visual control panel linked to your home. This will allow you to control who you let into your home and/or block.

Please ensure that you close all communal entrance doors to prevent others getting in. Do not allow people to 'tail gate' you through communal entrances.

This compromises the safety of your building. Do not block communal doors as this may cause a fire risk to you and others. Do not leave communal security doors wedged or propped open as this may present a security risk to you and others.

ACCESS CONTROL SYSTEM

The main entrance for your home is at ground floor level.

Entry to your home is via an audio-visual entry telephone system; this is a self-contained system which links each home within the blocks to the main entrance and lift. The system gives you two-way speech between the home and remote door release.

Visitors will initially arrive at the communal entrance and call the home they are visiting. The handset in your home will ring and the resident can answer the call, speak to, see the visitor and open the door by pressing the lock release button. The visitor will need to ring the property again from inside the lift to release the lift and allow access to the floor you are visiting.



When someone calls:

- Lift the handset to answer an incoming call. The video monitor will display for the length of the call.

While on a call:

- To let the caller gain access, press Unlock.
- Replace the handset to complete the call.

Silence a call:

- Press the Privacy button or adjust the ringer volume with the slider.

Keep it quiet:

- If you do not wish to be disturbed, press Privacy. The button will illuminate, and the ringer is silenced. Press the button again to turn the ringer back on.



FIRE SAFETY

Installed in your home is a mains operated Heat and Smoke Alarm / Detector complete with an integral electronic fire alarm sounder; this has a battery backup that will need changing from time to time.

Your home has at least two detectors installed; all detectors are interconnected so that detection of smoke by one unit operates the alarm in the other unit so that both units will sound an alarm. In the event of a fire within your home the detectors will activate the internal alarm.

If you are in your home, you should leave your home, calmly, close your front door securely behind you to stop the spread of fire from your property into communal areas following the fire exit signs to a place of safety away from the fire and the building.



Heat Alarm



Smoke Alarm

FIRE ALARM OPERATION

Do not paint your alarm, or allow water or dust to contaminate your alarm:

- Regularly check that the green mains indicator light on the cover is on.
- Test weekly – press and hold the Test/Hush button on the alarm for 10 seconds. The alarm will sound loudly and the red light on the cover should flash rapidly.
- If the alarm beeps and the red-light flashes at the same time the battery is depleted – ensure green mains power light is on.

- Check the red light on the cover flashes every 40 seconds, to ensure that the detector has performed an automatic self-test.
- The red indicator will flash rapidly to show an alarm condition for the smoke detector.
- In 'Test' mode the alarm will perform a self-test and emit the alarm sound.
- When in 'hush' mode the alarm enters a ten-minute period instead of the normal 40 seconds to indicate the sensitivity is reduced and will then automatically reset itself.
- When interconnected to other mains powered alarms, an alarm on one detector will trigger all other interconnected alarms within one second (only the triggered alarm will flash a red indicator).
- Aim to replace the batteries once a year to avoid them going flat.

EMERGENCIES

What to do in the event of fire/smoke in your home

If you are in your home, you should leave the block, calmly, close your front door securely behind you to stop the spread of fire from your property into communal areas and assemble in a place of safety away from the fire.

For example, If you open your home door and discover a fire in the communal area that you cannot safely pass to exit the building, return to your home, close the door, and call 999 immediately. Provide details of the fire, its location, your home number, how close you are to the fire, the number of people with you, and mention any vulnerabilities.

Emergency Tel: 999

What to do in the event of fire in common parts

If you discover a fire in the communal hallway blocking your exit return to your property, close the door and call the emergency services, you will be asked to state your name, address, location of the fire. The emergency services operator will advise you what you need to do in this event.



If you are returning home to the building and discover a fire do not enter the building or leave via the fire escape route. Please call the emergency services stating your name, address, and location of the fire within the building and wait in a safe place for the fire service to arrive. Do not go back to your home until advice safe.

The fire service should be notified of all instances of fire via 999.

Once this has been safely done, please contact your Property Manager to inform them that this has happened along with the Estates Operation Team. Notting Hill Genesis will be able to provide support where needed.

CONTENTS INSURANCE

NHG recommends and encourages all residents to purchase independent home and content insurance. For example, NHG are not responsible for any damage caused by a leak to another property. If you experience this, you will need to make a claim on your insurance against the property the leak originated from.

Please be advised that NHG will not be held responsible for any loss, damage, or theft of personal items. We strongly recommend that all individuals take appropriate measures to safeguard their belongings.



IMPORTANT CONTACTS & LOCAL AREA INFORMATION

Borough details

London Borough of Barnet
2 Bristol Avenue
Colindale
NW9 4EW
Tel: 0208 359 2000
Web: www.barnet.gov.uk

	PROVIDER NAMEE	CONTACT
Electricity	E.ON	Tel: 0808 501 5200 Emergency: 0800 111 999
Water	Affinity Water	Tel: 0345 357 2407
Telecom	British Telecom	Tel: 0800 800 150
	British Sky Broadcasting	Tel: 0333 7591 018
Medical Advice	NHS Direct	Tel: 111
Lifts	Kone	24-hour service Tel: 0800 652 0692
Building Insurance	LABC warranty	Tel: 0800 183 1755
Hospitals	Edgware Community Hospital	Tel: 02089522381 Emergencies 999
Police	ColindalePolice Station	Tel: 101 Emergencies 999

TRANSPORT SERVICES

The nearest road and public transport connections are as follows:

Underground Station

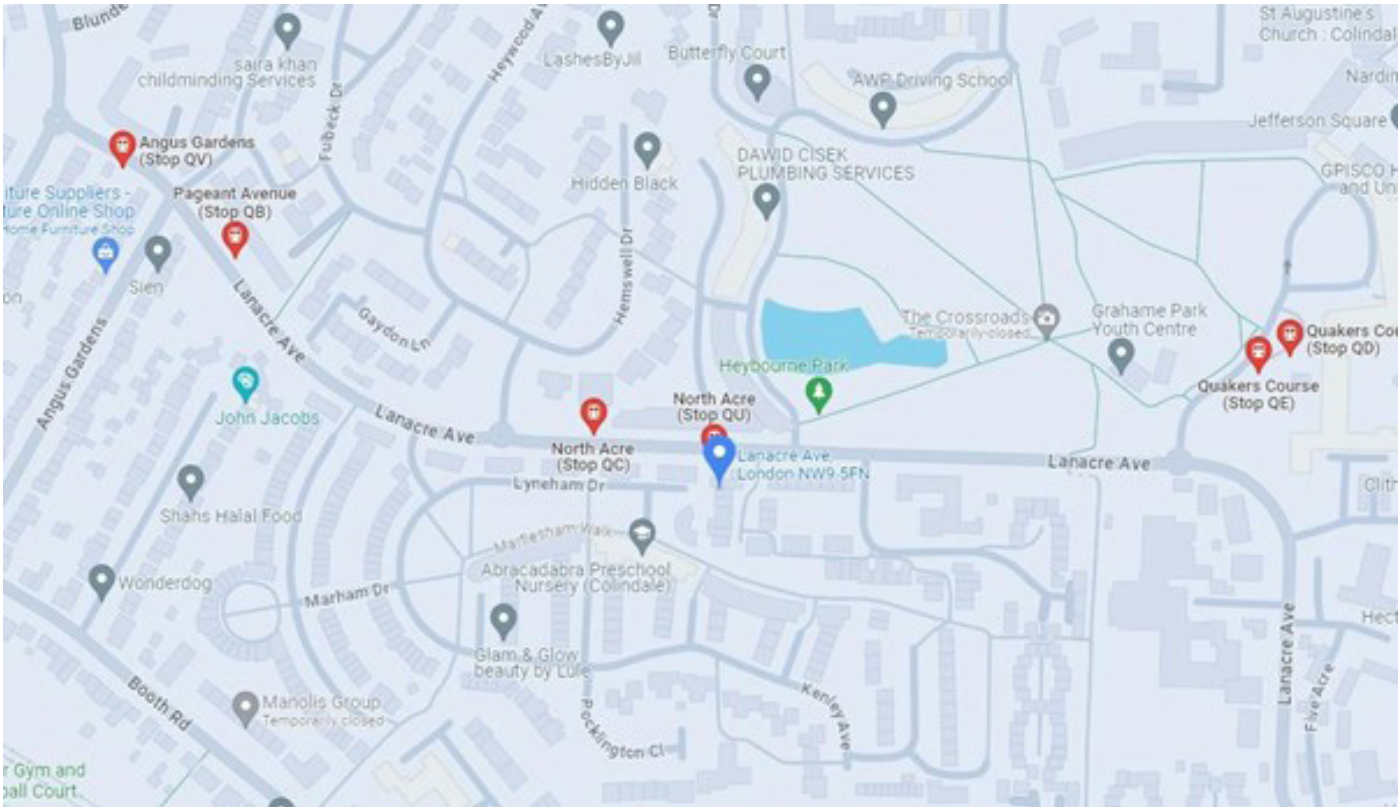
- Burnt Oak (0.8 miles/ 17-min walk)
- Towards Edgware, Kennington via Charing Cross, Modern via Bank, Modern via Charing Cross
- Colindale Station (0.8 miles/ 17 min walk)
- Towards Edgware via Bank, Morden via Bank, Kennington via CX



Train Station

- Mill Hill Broadway (1.1 miles/ 24-min walk)

Bus Routes



STOP	ROUTES	TOWARDS
North Acre (Stop QU)	186, 204	Edgware, Mill Hill
North Acre (Stop QC)	186,204	Brent Cross, Sudbury Town

ACCIDENT & EMERGENCY	
Edgware Community Hospital (1.4 miles)	Burnt Oak Broadway, Edgware HA8 0AD Tel: 02089522381
Mill Hill Fire Station (1.4 miles)	Fire station, Hartley Ave, London NW7 2HX Web: www.london-fire.gov.uk/
Colindale Police Station (0.6 mile)	Grahame Park Way, London NW9 5TW Tel: 02072301212 Web: www.met.police.uk/



GP

The Everglade Medical Practice (0.4 mile)	The Concourse, Grahame Park Health Centre, London NW9 5XT Tel: 02084328641 Web: www.everglademedicalpractice.nhs.uk/
Woodcroft Medical Centre (0.7 mile)	Gervase Rd, Burnt Oak, Edgware HA8 0EN Tel: 02089591868 Web: www.mulberrymedical.nhs.uk/

PHARMACY

McParland Pharmacy (0.5 mile)	2 Heath Parade, Lanacre Avenue, Hendon Village NW9 5ZN Tel: 02082007437 Web: http://www.hamcparland.co.uk/
Jade Pharmacy (Burnt Oak) (0.7 mile)	5-6 Silkstream Rd, Burnt Oak, Edgware HA8 0EJ Tel: 02089592376 Web: www.jadepharmacy.co.uk/jade-pharmacy-burnt-oak-

OPTICIANS

Boots Opticians (0.9 mile)	Edgware Rd, London NW9 5EB Tel: 02082059280
Oak Optometrists (1.0 mile)	61 Burnt Oak Broadway, Burnt Oak, Edgware HA8 5EP Tel: 02089514004

DENTISTS

COCO Dental (0.6 mile)	26 Charcot Rd, London NW9 5WU Tel: 02080014503 Web: www.cocodental.co.uk/
Colindale Dental (0.9 mile)	49-51 Colindale Ave, London NW9 5EP Tel: 02082055636 Web: www.colindaledental.co.uk/

In an emergency always call 999



POST BOXES (0.6 MILE)

185 Colindale Ave, London NW9 5HX

BANKS & ATM'S

Metro Bank (1.9 miles)	Unit 1 The Mall, Edgware HA8 7BD Tel: 03450808500 Web: www.metrobankonline.co.uk/
Sainsbury's Bank ATM (0.5 mile)	3 Grahame Park Way, Heath Parade, London NW9 5ZN

SCHOOLS

Goldbeaters Primary School (0.4 mile)	35 Thirleby Rd, Edgware HA8 0HF Tel: 02089596033 Web: https://www.goldbeaters.org.uk/
Abracadabra Preschool Nursery (Colindale) (120 ft)	100 Martlesham Walk, London NW9 5BF Tel: 07796960990 Web: www.abracadabrapreschool.co.uk/
Saracens High School (0.5 mile)	Corner Mead, London NW9 4AS Tel: 02081813180 Web: www.saracenshigh.org/

PARKS

Grahame Park (0.7 mile)	London NW9 5QR
Heybourne Park (300 ft)	Edgware NW9 5QD



PLACES OF WORSHIP

St Augustine's Church : Colindale (0.4 mile)	Great Fld, London NW9 5SY Web: www.saintaugustinecolindale.com/
GPISCO H.A.W.A. Peace and United Mosque (0.7 mile)	8 the concourse, London NW9 5XB Web: www.gpisco.com/
Mill Hill United Synagogue	Station Rd, London NW7 2JU Tel: 02089591137 Web: www.shul.co.uk/

LEISURE CENTRES

Barnet Burnt Oak Leisure Centre (0.5 mile)	Watling Ave, Edgware HA8 ONP Tel: 02082010982 Web: www.better.org.uk/
Barnet Copthall Leisure Centre (1.7 miles)	Champions Way, London NW4 1PX Tel: 02084579900 Web: www.better.org.uk/

RESTAURANTS

ITJL Colindale Bristol Ave (0.4 mile)	ITJL, 2 Bristol Ave, London NW9 4EW Tel: 02034414587 Web: www.itjl.co.uk/
Moe's Peri Peri Grill (0.6 mile)	11 Heritage Ave, London NW9 5FW Tel: 02037224192 Web: www.mymoes.co.uk/

PUB/CAFÉ

The Beaufort (0.6 mile)	2 Heritage Ave, Grahame Park Way, London NW9 5AA Tel: 02082056198 Web: www.thebeaufortpub.co.uk/
Costa Coffee (0.7 mile)	130 Colindale Ave, London NW9 4AX Tel: 03330035883



MANUFACTURER’S LITERATURE

MVHR	ECO3 (1-2 Bedroom Homes) / ECO4 (3-5 Bedroom Homes)
Intercom	Came, Introtec - EV-Plus
Heating Programmer	Full Home Heating - Danfoss ECtemp Next Plus
Heating Programmer	Bathroom Heating - ThermoSphere DC-W-01
Heating Interface Unit (HIU)	Residents Guide
HIU Meter	Kamstrup - MULTICAL 603
Consumer Unit	Data Sheet
BT Openreach	Start Guide
Virgin	Start Guide
Insite Energy (Billing)	Guru Hub II - Guide
Guru Hub II	User Guide



