



## HOME USER GUIDE

4, Castle Lane, SW1E 6BG

Shared Ownership

# Contents

Welcome to Castle Lane.....	3
Notting Hill Genesis .....	4
ICW Latent Defect Warranty .....	4
NHG online portal- My account.....	5
Estate management.....	6
Post and deliveries .....	6
Parking/Car Club .....	6
Cycle storage .....	6
Security/ Access/CCTV .....	7
Communal and Window cleaning .....	7
Lifts .....	7
Refuse disposal.....	7
Estate regulations .....	8
Service charge .....	10
Defects.....	10
Repairs .....	13
How long will I have to wait to have a repair carried out?.....	14
Preparing for the repair .....	14
Household pests.....	14
Utilities.....	15
Mains water/ drainage.....	15
Electricity .....	17
Heating and hot water .....	21
Television / Telephone / Internet .....	23
Radiators.....	24
Mechanical ventilation.....	25
Thermostats .....	27
Looking after your new home.....	28

Lubrication .....	28
Door seals .....	28
Ironmongery .....	28
DIY .....	28
Redecorating .....	28
Alterations .....	28
Reducing condensation .....	29
Bathroom & kitchen care .....	30
Sanitaryware .....	30
Kitchen sink.....	30
Units & doors .....	30
Worktops.....	30
Finishes .....	32
Appliances .....	37
Appliance instruction manuals & warranties .....	37
Registering your appliance warranty .....	37
Appliance cleaning & maintenance .....	38
Windows, Door & Internal Security .....	40
Maintenance .....	40
Doors Locks .....	40
Access Control System .....	41
Fire Safety.....	42
Fire alarm operation.....	42
Fire doors.....	43
Sprinkler system.....	43
Fire Safety Guide.....	44
Contents Insurance .....	45
Local Information.....	45
Manufacturer's Literature.....	51

# Welcome to Castle Lane

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 familiarize yourself with your home and Castle Lane. It is important that you review the contents of this manual to ensure that the features installed within your home are utilised fully.

Castle Lane is a development with 88 new homes in a variety of one, two and three – bedroom flats, with an allocation of 26 London affordable rent, 34 intermediate market rent and 28 shared ownerships. The development includes external amenity areas and cycle parking.





# Notting Hill Genesis

Notting Hill Genesis was formed in April 2018 from Notting Hill housing and Genesis housing association, but our roots reach back to the 1960s when our legacy organisations were established by local people who shared a similar vision – to provide the communities of West London with a home from which to build themselves and their families a secure future.

We have more than 2,000 colleagues, most of whom work at the heart of our communities, building relationships with residents that go beyond bricks and mortar. We 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 them best – whether that's online or face-to-face.

**Contact your local Office:** The first point of contact is your local office via the number below. If the local office is not able to answer the phone, the resident will be given an option to transfer the call to the customer call centre. Residents can also use NHG's self-service portal to raise repairs or for a contact request.

NHG Call Centre: 020 3815 0000

**Emergency Line:** For emergency defects that occur outside of normal office hours (evenings, weekends, and public holidays) please call 033 3000 3000.

**Lease details:** The lease will be provided as part of the purchasing process.

## Building Warranty

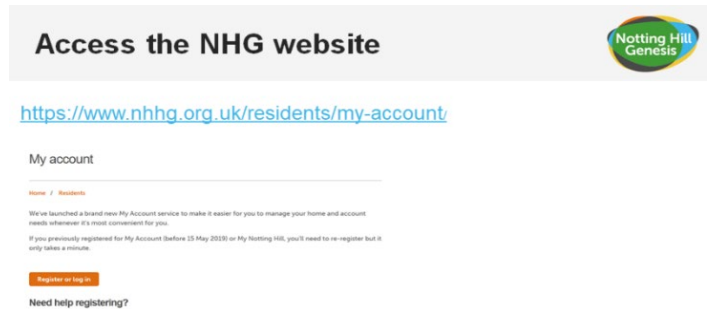
Your home benefits from coverage under the ICW warranty scheme. This includes a warranty from the developer during the first year and the ICW Warranty for up to 10 years following the property's practical completion. The developer is responsible for addressing defects in materials or workmanship in your new home.

Please note that the defect period begins from the date the development was practically completed and handed over to Notting Hill Genesis. Any defects occurring during the first year should be reported via My Account or to your Property Management Officer, who will liaise with our in-house specialist defect management team. This team will pass the defect on to the developer, who is responsible for resolving any issues in line with the ICW Latent Defects policy. The defect team will monitor and follow up until the issue is resolved.

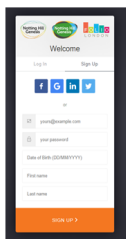
## NHG online portal- My account

We strongly recommend registering your account with NHG, this is where you can get information on your account. You can also raise your own home repairs, pay your rent and seek any extra support that you may need to manage your tenancy.

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



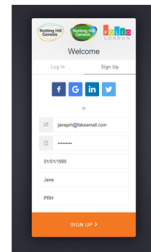
### Registration options



There are two options for registration.

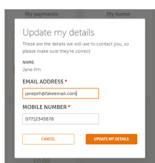
1. **Social sign-in** – This will minimise the number of new logins they create. The information (name, date of birth) in their social account must match their real world information
2. **Email/password combination** – If they previously registered with the old 'My Account' service they can use the same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

### Email and password option



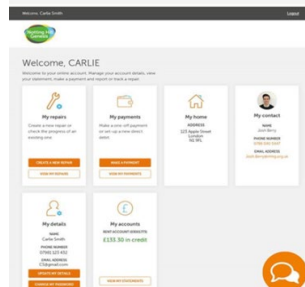
- Enter an email address and create a secure password
- Enter date of birth in the format requested
- Enter first name
- Enter surname - make sure they enter any names used by NHG in communication (it needs to match what we have in Northgate)
- Your resident will receive a confirmation email that an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

### Contact details



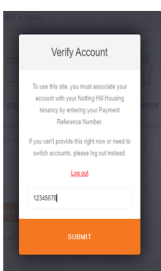
- Encourage your resident to check the contact information we hold for them under the 'My details' tab
- We use this to let them know about their account or any repairs to their home, so it's important they are up to date
- Once they update it here, it will correct the main record in Northgate

### Successful registration



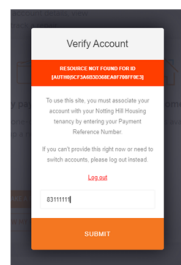
- Once your resident has successfully signed up they will see the home page dashboard

### 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](mailto: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](mailto:myaccounthelp@nhg.org.uk) with the new details

# Estate management

## Post and deliveries

Posts will mainly be delivered through the front door letter boxes, with the exception of a small number of properties where posts will be delivered to external post boxes.

Royal mail postal service delivers once a day, Monday to Saturday excluding bank holidays. Delivery drivers will attempt to deliver the parcel to the property address by calling your door number.

Please note that you should always be home to receive, deliveries, groceries and take away deliveries. Large deliveries such as washing machines or sofa should be delivered at a time when you are home. For large deliveries you will need to arrange directly to meet them outside your block and provide escorted access to your property to complete the delivery.

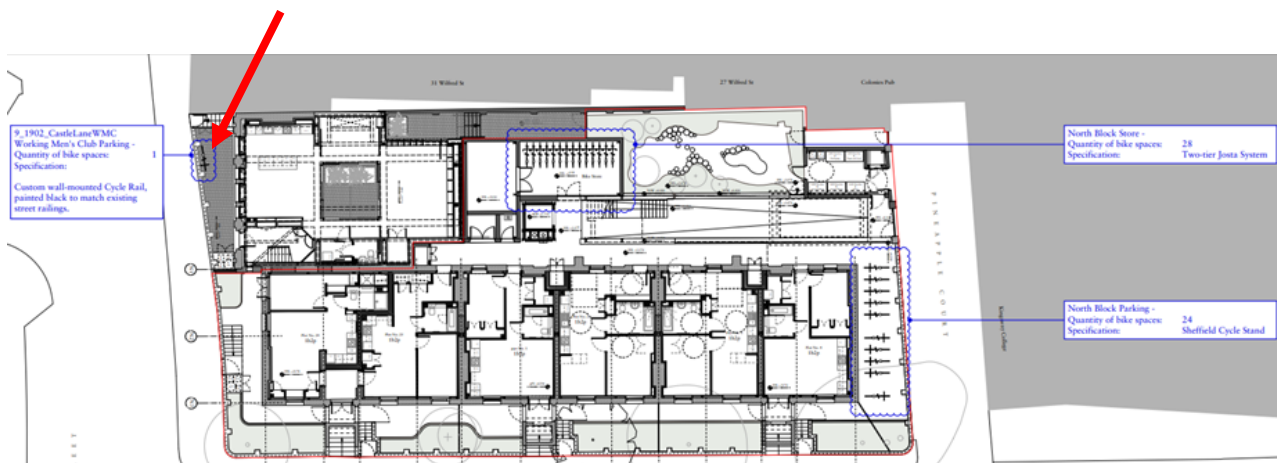
## Parking/Car Club

There is no car parking on site at Castle Lane. Car club membership is available for all residents who would like to join the car club scheme. There are two car club spaces available on Palace Street. Membership will be funded by NHHO/NHG for 25 years.

## Cycle storage

Cycle racks are available across the development. The cycle store can be accessed using the same fob that allows access to the gate of your apartment block. You can only access the cycle store for your apartment block. If you wish to store a bicycle, please refer to the location map below.

Please note that there is no cycle storage available in this area identified by the red arrow.



All cycles are stored at the owner's risk.

## Security/ Access/CCTV

Castle Lane has onsite security; our CCTV covers the external and internal areas for your safety. For any security matters please contact your PMO.

An access fob will permit you to enter the gate, bin store and cycle store doors. Access for the door to your flat is with a key.

## Communal and Window cleaning

Cleaners managed by the Castle Lane Estates Team will be responsible for the cleaning of the landscaped areas, shared surfaces and pedestrian routes as well as communal walkway, the lifts and all cores throughout normal working hours.

It is your responsibility to maintain all accessible windows in your apartment. Below are some useful tips for cleaning the windows in your apartment:

- The windows exposed to the exteriors may require a frequent cleaning regime.
- To clean the windows, use warm water and mild detergents, avoid harsh solvents as they may damage the finish.
- Avoid using glass cleaners that have an ammonia or alcohol base.
- No matter how stubborn certain stuck-on materials may be, never use a razor or any other kind of blade to scrape them off. This can cause permanent scratches and leave your windows more vulnerable to breaking in the future.
- Clean all the other parts of the window to maintain them.

If you have any queries regarding this, please contact the Property Management Officer (PMO).

## Lifts

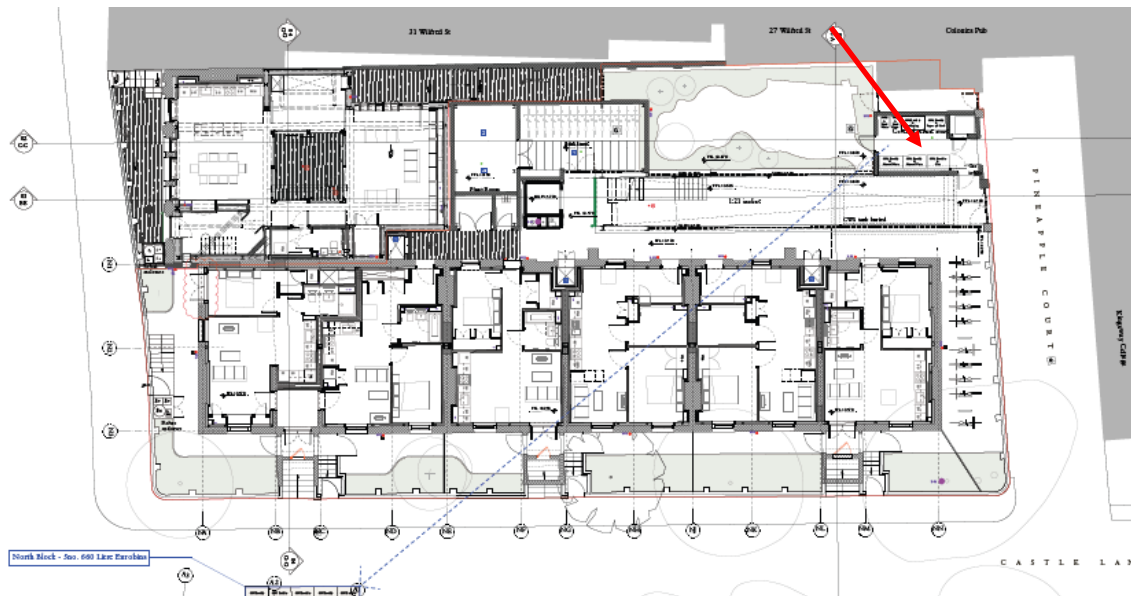
There is 1 lift in the external area of the North Block on the ground floor. If the lift goes out of service, please report to the Property Management Officer (PMO) or the Defects Reporting Team. An emergency is only considered when someone is trapped inside the lift, please note a lift being out of service is not considered as an emergency.

In the event of a fire, do not use the lifts. When the fire alarm is activated, the lifts will automatically return to the ground floor and anyone in the lifts can evacuate.

## Refuse disposal

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





Residents have direct access to the refuse store. The Refuse Store is fitted with Fob Access Controls.

Refuse is removed on a weekly basis from the communal bin stores, please contact Property Management Officer (PMO) if the bin stores are overflowing.  
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 and squashed
- Tins and cans - empty and rinsed

Do not put black sacks into the recycling bin as these cannot be recycled.

For further information please visit the Westminster Council website:

<https://www.westminster.gov.uk/recycling-and-rubbish>

## Estate regulations

It is essential that estate regulations are set, implemented and appropriately managed in the event of non-compliance by any occupier. A full copy of the proposed estate regulations will be provided separately however below are general principles intended to enhance the quiet enjoyment of the Development for the benefit and convenience of all. The full estate regulations will form part of the leases and tenancy agreements.

## CCTV

External and communal CCTV camera's are installed in a number of locations for your safety and security.

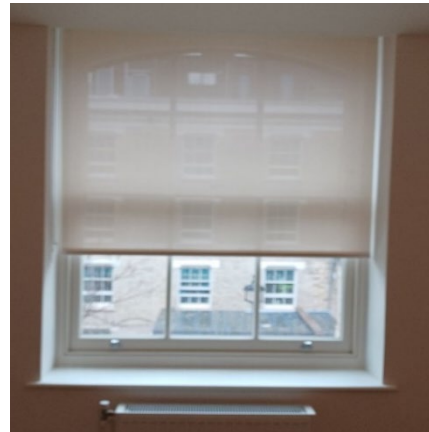
**Noise** - Noise levels are to be kept at a minimum as so not to disturb your neighbours. No loud noise is permitted between 11pm and 8am. Any noise allegations will be investigated by the management team.

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

**Window Dressings** - Windows should not be covered in any material other than the window dressings provided. Residents are not authorised to change the window dressings.

Black out Blinds have been installed on the bedroom windows and bedroom balcony doors.

Privacy Blinds have been installed on all other windows and balcony doors.



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

**Garden Amenity Space** - Only the residents of 4 Castle Lane shall use the amenity space at the rear of the building and only between the hours of 9.00am and 20.00pm daily between 1 April and 31 October and between 9.00am and 17.00pm daily between 1 November and 31 March each year.

**Satellite** - Communal satellite dishes have been installed. No resident will be permitted to have a satellite on display at any time. Any satellite located will be removed immediately.

**BT** – the telecommunications provider is BT.

**Podiums, gardens, shrubbery and Estate Areas** - These areas are provided for the enjoyment of all residents at the Development. No ball games are permitted within these areas. The interfering or removal of any plants is not permitted.

**Pets** - All pets are to be registered and authorised by the landlord. Authorisation requests can be obtained from your PMO.

**Bicycles** - All bicycles are parked at the owner's risk.

**Parking** - There is no parking within the Development and Street parking is restricted. For further information about parking please contact Westminster City Council. This Development is a car free scheme.

**Common parts** - Do not obstruct any of the access ways i.e. fire exits. Smoking is not permitted within any communal area or lifts.

**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 the Development. Window stickers, advertisements or notices will be removed immediately.

**Immoral use** - No apartment or area within the Development 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** - The landlord with the approval Local Authority is permitted at any time to authorise the closure of any road so that building work may be carried out.

## Service charge

You will be provided with your estimated service charges at point of Sale. For account set up issues or enquiries please see above section on NHG online portal- My account.

## Defects

### Defect liability period

Your home is covered under a 12-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. All you need to do is report any genuine defects you find via your online MyAccount.

A photo/video must be attached to the defect ticket (if possible) and a detailed description of the problem including the location within the property. Once completed you will receive a unique ID reference you can use to follow up with the defect team if required.

The Defect Team will review the information you have provided and will send it to the Developers aftercare team to arrange an appointment date and time to attend. The response time will vary depending on the urgency of the problem.

To report a defect please raise the repair through the customer portal or Property Management Officer PMO. A photo or a short video must be submitted at the point of raising the defect via the online portal to verify the defect.

### **Defect response times**

The repair line 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 property management office is correct. Incorrect information which results in the contractor attending your home will be charged to you.

### **Defects categories**

#### **Emergency (Priority 1) – 24 hours:**

- Gas leaks – to be telephoned immediately to the National Grid
- Dangerous electrical works.
- Total failure of electrical lighting or power.
- Failure of lighting to a communal staircase/walkways / lift to such degree as constitutes a health and safety risk.
- Burst water pipes or other ingress of water (including roof repairs) that are causing damage to property.
- No mains cold water supply to a property.
- Central heating or hot water failure between October / March
- Failure of front entrance doors to houses or flats
- Failure of communal gates or communal access doors
- Damaged flooring or stair tread in communal areas, where this presents a health and safety risk.
- Temporary glazing repairs (permanent replacement classified as “Priority 3”)
- Defects that may render a dwelling unsecure – e.g. windows or doors not closing properly.
- Defects that may cause injury or are a danger to any person.
- Defects that may cause significant damage to property if left unresolved.

#### **7 days (Priority 2):**

- Minor plumbing repairs – equipment failure
- General electrical repairs – defective items other than dangerous electrical works classified as “Priority 1”
- General repairs to heating and hot water systems
- Loose or detached banister or handrail
- Damaged flooring or stair tread in communal areas – other than a dangerous defect classified as “Priority 1”
- Individual door entry-phone not working
- Defective kitchen or bathroom fan
- Faults with television aerials and telephone connections
- Windows not closing properly – other than where this is classified as “Priority 1”

#### 4 Weeks (Priority 3):

- Minor roof repairs – unless there is ingress of water which will be classified as “Priority 1”
- Repairs to leaking gutters and rainwater pipes
- Re-glazing windows or doors – where there is no security issue
- Minor carpentry repairs to windows and doors
- Non-urgent plumbing repairs
- Repairs to wooden floors and floor coverings
- Repairs to external render and air vents
- Repairs to internal plaster
- Re-decoration after other repairs have been carried out
- Repairs to garden fencing

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, Notting hill Genesis’ employer’s agent, site inspector and HO/PMO. The purpose of the end of defects inspection is to check for any defects which need to be put right by the building contractor.

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 NHG/managing agents.

If a repair arises out of misuse of or damage to the property, then the cost of the repair will be borne by the resident.

**Don’t forget, the defects period starts from practical completion of the project, so will have already commenced at the date that you move in.**



# Repairs

Repairs are reported via MY ACCOUNT and or directly to your PMO.

## We are responsible for repairs to:

- ✓ The structure of your home including the roof and outside walls.
- ✓ Gutters, down pipes and drains.
- ✓ Communal garden walls, fences, and steps used to access and exit the property (except where they are the neighbouring property's responsibility).
- ✓ Existing central heating, water heaters and fires (where provided by us).
- ✓ Repairs to the gas installations such as boiler and pipework (not including appliances)
- ✓ Chimney stacks and flues.
- ✓ Pest control in communal areas.

Please refer to your lease for further details on repair responsibilities.

## We are not responsible for repairs to:

- ✗ Repairs to gas installations such as cookers or gas fires should be carried out by a certified Gas Safe engineer.
- ✗ Electrical repairs
- ✗ Kitchen units, wall tiling, air vents and extractor fans.
- ✗ Showers (where provided by us), sinks, toilets and baths. Sink/toilet blockages in the first instance. The resident should attempt to unblock these with drain unblocker/plunger where appropriate.
- ✗ Internal walls, floors and ceilings
- ✗ Bathroom flooring and wall tiles.
- ✗ Doors, door frames, door hinges, letter boxes and skirting boards, window catches, sash cords and window frames.

## What is an Emergency repair?

- ✓ Any repair that will threaten the health or safety of our residents or the wider public if it is not carried out immediately is an emergency.
- ✓ Any repair that will seriously damage the property if it is not carried out immediately is an emergency.

## We are responsible for emergency repairs to:

- A heavy leak in your property where it is not possible to contain the water, or it is leaking between floors or properties.
- An electrical fault in your property where it is not possible to contain the water, or it is leaking between floors or properties.
- An electrical fault in your property which endangers health or life.
- Complete electrical failure, or electrical failure in a kitchen/ bathroom

## How long will I have to wait to have a repair carried out?

- We aim to have someone attend your property within 4 hours if you report an emergency repair.
- We aim to complete non-emergency repairs within 20 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 repair

When waiting for a repair, it is important to clear space or move furniture so that the repair is accessible for the contractors. This will help them to carry out the works more quickly and minimise 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

You are responsible for dealing with household pests such as ants, bees, bedbugs, wasps, cockroaches, rats and mice within your property. Contact the environmental health department at your local council for advice. Go to [www.gov.uk/report-pest-problem](http://www.gov.uk/report-pest-problem) for more information.

If you cannot deal with the pest issue, or if you have a pest problem in a communal area then contact your Property Management Officer.

# Utilities

## Mains water/ drainage

Thames water supply the incoming mains water through an underground service pipe fitted with a stop valve at the boundary to the development for use by the water company in an emergency.

As water enters your home, its flow is controlled by the stopcock, which allows you to turn off the supply in an emergency or for maintenance.

**Mains water and drainage supplier: Thames water**

**Website: [www.thameswater.co.uk](http://www.thameswater.co.uk)**

**General Telephone: 0800 316 9800**

**Billing and account enquiries Telephone: 0800 980 8800**

## Water Meter

The water meters are located in the communal riser cupboards. Residents will be provided keys to the communal riser cupboard. For safety reasons and to ensure proper use of shared facilities, please do not store any items in the communal riser cupboard.

## Stopcock:

Your water meter is located within the communal riser cupboards. The dwelling stopcock is located in the riser cupboard just above the water meter. The stop cock is a brass looking tap.

There is an isolation valve in the utility cupboard. The water supply for the whole apartment can be closed off from there. The isolation valve is a blue handle as shown in the image below.



# 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: British Gas

Telephone: 0800 316 0617

**Location of meter:** Utility Cupboard

**Location of Consumer unit:** Utility Cupboard

Please note that you will be able to change to an Electricity provider of your choice.



## 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](http://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 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.

### 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 neighbour'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 phones you may not be able to make phone calls once the batteries are dead
- Keep important documents safe and handy
- If your neighbours 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.

For further information on electric safety in the home visit the electrical safety council website [www.esc.org.uk](http://www.esc.org.uk)

## Energy and water efficiency

Tips for saving energy and money around your home:

### Washing machines

- Wash at the lowest temperature that 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.

### Dishwashers

- Always wait until the machine is full before running it.

For lightly soiled items some dishwashers have economy programmes that reduce the washing temperature and /or shorten the washing time.

### Washer dryers

- Washer dryers save space and often cost less than two separate machines. 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.

### 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 phones

- Unplug 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 litres of water per minute.
- Taking a shower instead of a bath can save up to 40% of the water that you use.

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.

- 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 and hot water

Heating and hot water is distributed in your home via the heat interface unit (HIU), which is located in your Utility Cupboard. Image of the HIU below.



Hot water is produced by the HIU on demand.

Heating and hot water consumption is measured by a heat meter and is read during your handover appointment with your customer liaison. Please see image below



The Sycous has been chosen for your home. The Sycous Hub is a smart energy meter and heating and hot water controller, all in one. It is a popular metering solution which is linked to Insite's "PayPoint" payment system. Your Sycous enables you to easily monitor your use of heating and hot water and also the payments you make.

The Sycous Hub is connected to Insite's payment system via the internet, so it always knows how much credit you've purchased.



This is an image of the main screen display: This displays your balance, your emergency credit limit, your kWh (unit) charge, your daily standing charge, your kWh and Carbon Dioxide usage.

Any queries with regards to meters and billing for heating and hot water should be addressed to your metering and billing provider, please refer to the separate Insite Energy brochure for further details.



Heating Timer



## Television / Telephone / Internet

Your TV will have access to Sky (supporting Sky Q and also Sky Glass as long as there is internet), Virgin and Hyperpic.



## Radiators

Primary Heat is provided by communal boilers located in the plantroom; each apartment has a SAV HIU for transfer of this heat into Domestic Hot Water.



An electric thermostatically controlled towel radiator has been installed in the bathroom.



## Mechanical ventilation

Each apartment has a Nuaire MVHR system installed providing both Ventilation and Heat Recovery within the apartment. The Heat Exchanger within the unit is protected by filters on the fresh air and exhaust side of the exchanger, these filters are accessible through the front of the unit for routine inspection and cleaning if required.



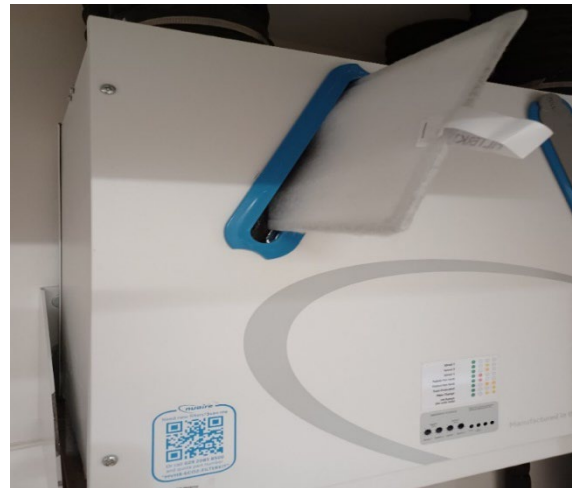
The ventilation system extracts warm, damp air from the home and draws in fresh air from the outside via ducted ceiling mounted terminals. The warm, extracted air is passed through a heat exchanger to recover the heat before being expelled outside. The cool, fresh air from outside is also passed through the heat exchanger, without coming into direct contact with the extracted air where it is pre-warmed before being pumped into your home. The unit also has a summer bypass mode. This ensures that in the summer, fresh air is not passed over the heat exchanger and as such reduces the risk of overheating.

The ventilation system to your kitchen and bathroom where excessive moisture can be generated while cooking or using the bathroom is boosted. This is done automatically when the lights are turned on in the bathrooms, and there is an MVHR Boost Switch for the kitchen above the worktop.

Item	Maintenance Task	Task Frequency
Nuaire MVHR	Filter Clean - Remove filter and clean using a vacuum cleaner.	As required.
Nuaire Noxfilter	Remove filter and clean using a vacuum cleaner.	As required.
HRU	Remove filter and clean using a vacuum cleaner.	Monthly.

Filters are to be inspected every 6 months and replaced every 12 months (or sooner if required). Failure to do so may impair the performance and energy efficiency of this unit. A flashing LED (Section 6.2) will indicate that a filter change is required. This indication repeats every 12 months and will turn off automatically after 5 Days.

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.

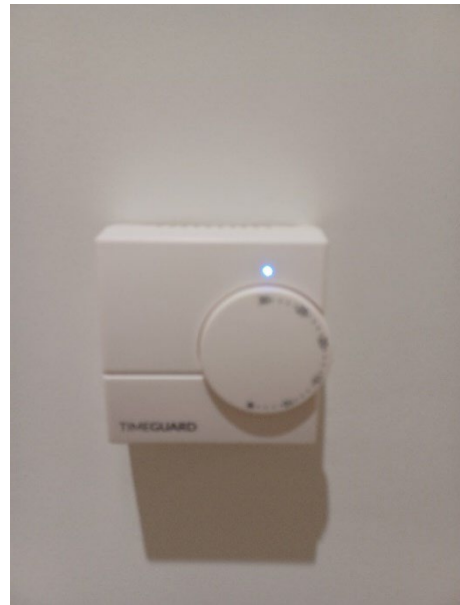


## Thermostats

Each room has its own thermostat.

There is a Timegaurd heating programmer in your utility cupboard, which provides timing control for your central heating system, letting you set ON and OFF periods to suit your own lifestyle.

For more information on this and how to set it up, please refer to the manufacturer's literature section of this manual.





# 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 to keep them in good working order.

## 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 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. Flat screen tv unless the relevant provisions have been allowed for.

## Redecorating

Please note that no DIY should be done within the defects period as it will mean that the defects period for that area is void. For example, if you change the sink tap and it breaks we will not fix it or put the old one back in place or if there were a leak from the new tap we would not fix it.

## Alterations

Please note that structural or material alterations are not permitted. Please contact your PMO 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 the extractors in the bathroom or kitchen at any time, as they are needed to ventilate these rooms.
- 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.

# Bathroom & kitchen care

## Sanitaryware

To prevent a build-up of dirt and limescale, acrylic and ceramic sanitaryware 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 at all times. The item should be rinsed and dried with a soft cloth after cleaning to provide the best finish.

## Kitchen sink

Your stainless-steel kitchen sink is generally resistant to most household items and is very hard wearing, however the following substances should not be allowed to come into contact with the stainless-steel surface, mortar, cement, plaster, concrete, tile cement, grout, undiluted bleach, acids, silver dip.

Daily cleaning of your sink should be carried out using cream-based cleaners on a soft cloth. This should be adequate to remove such marks as tea stains and grease. More abrasive cleaners such as scouring powders, should not be used. The everyday film of limescale, which in hard-water areas, can be quickly removed using a standard cream cleaner but, should a thicker limescale layer form, then this will require treatment with a proprietary limescale remover and a soft brush.

It is likely that during its use the stainless-steel surface will scratch, you can reduce the appearance of scratches by using a stainless-steel cleaner.

## Units & doors

It is important that you treat all cupboards with care in order maintain their appearance and functionality. Units and doors can be cleaned by using a soft damp cloth with warm water and a mild detergent, ensure to wipe excess water off immediately to ensure water is not left 'standing' on the surfaces.

## Worktops

Your kitchen worktop has a laminated finish.

Due to their resistant and hygienic, dense surface, Wilsonart work surfaces do not require any special form of care.

The surfaces are generally easy to clean. As a general rule, dirt and spilled substances such as tea, coffee, wine etc. should be cleaned immediately as the cleaning effort increases if they are left to dry. When necessary, cleaning should be done with non-aggressive agents.

Please refer to the manufacturer's recommendations for further information.

## Finishes

### Shared Ownership

Location/ room	Type/ finish	Description
Bathrooms & Shower Rooms	Light Fixings	Megaman, 5W TEGO Integrated Fire-Rated LED Downlight with tilt bezel Product Number: (519030)
Bathrooms & Shower Rooms Walls	Wall Tiling and Skirting	Solus, Smitten, 5LFC106 Range: Charmed Appearance: Mono Colour Material: Ceramic
Bathrooms & Shower Rooms Walls	Wall Tiling	Solus, Produce, 2HAC101 Range: Elaborate Appearance: Concrete Material: Porcelain
Bathrooms & Shower Rooms	Color Resin-Cement High Flexibility Rapid Wall & Floor Grout	Kerakoll Fugabella, Kerakoll Fugabella Colour: 19 Green
Bathrooms & Shower Rooms Flooring	Floor Grout	Mapei Ultracolor Plus, ULTRACOLOR PLUS Colour: 114 Anthracite
Bathrooms & Shower Rooms Flooring	Floor Covering	Domus, Flooring range Material: Ceramic tile Colour: DOHX 52 Finish: Natural
Bathrooms & Shower Rooms	WC	Duravit UK Ltd, ME by Starck Toilet floor standing, Model-No. 216909 Material: Ceramics Colour: Gloss white
Bathrooms & Shower Rooms	Flash Plate	Crosswater Ltd, FLUSHE 2.0 range, product no. FP121 Finish Brushed Brass
Shower Rooms	Concealed Cistern	SANEUX, FLUSHE 2.0 range, product no. HC2036 Material: Blow moulded plastic cistern
Bathrooms & Shower Rooms	Washbasin	Duravit Ltd, Washbasin, #236660, D-Neo Material: Ceramic Colour: 00 White Alpin

Shower Rooms	Shower Tray	Ideal Standard Ltd, Simplicity Low profile rectangular flat top shower tray, product no. L509501 Material: Acrylic capped ABS Lightweight Stone Resin Colour: White (01)
Shower Rooms	Shower Enclosure	Crosswater Limited, Optix 10 Single Sliding Door, OXSLFC1200 Finish: Brushed Brass Frame Finish: 10mm toughened safety glass Material: 304 Stainless steel and brass components
Bathrooms	Bath	Kaldewei, Eurowa 1700 x 700mm Steel Enamel Bath 652 Material: Steel Finish: Alpine White
Shower Rooms	Shower Waste	Crosswater Limited, Universal Basin Click Clack Waste, PRO0260F+ Finish: Brushed Brass Waste Type: Click clack waste Product Type: Basin Waste
Bathrooms	Bath Leg Set	Kaldewei, Eurowa Leg Set 5039 Steel Material: Steel
Bathrooms	Bath Front Panel	Aqua Cloak, Luxury Matt White 1 Piece Bath Panels Material: Aluminium Frame, Tile Faced Panelling Size: To fit Eurowa 1700 x 700mm Steel Enamel Bath 652 (item 1.30) min. 450 - max. 530 mm
Bathrooms & Shower Rooms	Basin Waste	Crosswater Ltd, Universal Basin Click Clack Waste, PRO0260F+ Finish: Brushed Brass
Bathrooms	Bath Mixer	Crosswater Ltd, Crosswater MPRO Wall Mounted 3 Hole Set Basin Mixer Finish: Brushed Brass
Bathrooms & Shower Rooms	Bath Chain Waste & Overflow	Crosswater Ltd, Bath Click Clack Waste, PRO0202F+ Finish: Brushed Brass



Bathrooms & Shower Rooms	Bath Shower Mixer	Crosswater Ltd, Crosswater Central Multifunction Thermostatic Shower Kit Finish: Brushed Brass Water Pressure: HP1
Bathrooms	Basin Taps	Crosswater Ltd, MPRO Basin Monobloc, PRO110DNF Finish: Brushed Brass Water Pressure: MP
Bathrooms	Bath Screen	Crosswater Ltd, Optix 10 Single with Inline Panel Bathscreen, OXBDFC0900 Finish: Brushed Brass
Bathrooms & Shower Rooms	Heated Towel Rail	Crosswater Ltd, Electric Towel Warmer Size: 480mmx1380mm
Bathrooms & Shower Rooms	Toilet Roll Holder	Crosswater Ltd, MPRO Toilet Roll Holder, product no. PRO029F Size: 190mm x 70mm x 20mm Finish: Brushed Brass
Bathrooms & Shower Rooms	Vanity Unit	ManoMano, Illuminated Bathroom Mirror Cabinet with Lights and Shaver Socket Wall Mounted LED Bathroom Mirror with Shelf 500mm Size: 500(w)mm x 700(h)mm x 130(d)mm Type: Mirror and light
Bathrooms & Shower Rooms	Stone Counter Top	Caesarstone, 5151 Empira White Thickness: 20 mm, 30 mm Finishes: Polished
Bathrooms & Shower Rooms	Tile Trim	10mm Brushed Gold L-Shape Metal Tile Trim Finish: Brushed Gold
Bathrooms & Shower Rooms	Basin Bottle Trap	Crosswater Ltd, Crosswater Millennium Tall Bottle Trap - PRO0402F+ Finish: Brushed Brass
Bathrooms & Shower Rooms	Clothes hook	Crosswater Ltd, MPRO Robe Hook, PRO021F Finish: Brushed Brass
Kitchens	Fitted Base Units, Wall Units, Worktop & Accessories	Dekko Interiors, Dekko kitchens PG5 Matt Lacquer cabinet Finish: Matt Colour: off white

Kitchens	Sink	Franke UK Ltd, FRANKE Kubus inset/flushmount sink, product no: KBK 110 50 Size: 545(l) x 445(w) mm Bowl size: 505(l) x 385(w) x 187(d) mm Material: Ceramic White
Kitchens	Kitchen Tap	Lusso Giro Single Lever Kitchen Mixer Tap Brushed Gold Product Type: Kitchen Tap Mount Type: Deck Mounted Height: 331mm Spout Projection: 220mm Finish: Brushed Gold
Kitchens	Wall Tiling and Skirtings	Solus, Solus Charmed 'Tempt' 5LFC101 65x200 Material: ceramic tile Colour: DVT 01 Finish: Gloss
Kitchen Walls	Paint	Dulux Trade, Mouldshield Fungicidal Eggshell RAL 9010
Kitchen Floor	Vinyl Flooring	Havwoods Limited, European Oak Venture plank, product no. HW950
Kitchen	Light Fittings	Megaman, 5W TEGO Integrated Fire-Rated LED Downlight with tilt bezel Product Number: (519030)
Kitchen	Task Lighting	iGuzzini illuminazione UK LTD, Ledstrip range, LED
Kitchens; Oven isolator switch	Isolator Switches	ML Accessories Limited, Brushed Brass range Face plate material: Premium grade steel with brushed brass face
Kitchens; above worktop	Sockets	ML Accessories Limited, Brushed Brass range Face plate material: Premium grade steel with brushed brass face
Throughout units except bathrooms and shower rooms	Vinyl Flooring	Havwoods Limited, European Oak Venture plank, product no. HW950
Wall (Throughout units except bathrooms and shower rooms)	Paint	Dulux Trade, Vinyl Matt RAL 9010

Throughout units except Shared Ownership units kitchen counter top sockets	Sockets, Switches and Sundry Electrical	ML Accessories Limited, Curved Edge range, White
Throughout units	Media Plate	ML Accessories Limited, Curved Edge range, White
Throughout units except bathrooms and shower rooms	Blinds	Swanmac Ltd, SunBloc, Aluminium, PVC, Polyester, White
All internal unit doors except Bathroom and Shower Rooms doors	Interior Doors	JELD-WEN, MDF primed for painting in RAL 9010
Bathrooms and Shower Rooms	Bathroom Doorsets	JELD-WEN, MDF primed for painting in RAL 9010, WC locks to have emergency turn and release function
All internal unit doors	Ironmongery - Lever Handles	Eurospec / Carlisle Brass, Velino Level Handle on Rose - EUL020 Finish: Brass
All internal unit door	Ironmongery - Hinges	Eurospec / Carlisle Brass, GRADE 13 CE BALL BEARING HINGE Finish: Brass
Throughout units except bathrooms and shower rooms	Skirting Boards	Contractors Choice, Square edge MDF, painted finish to match 4.1, Paint finish to match wall finish
Throughout units except bathrooms and shower rooms	Eggshell Paint to Skirtings, Linings And Joinery Generally	Dulux Trade, Eggshell RAL 9010

# 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 in order 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.

## Shared Ownership Units

Product description	Manufacturer	Model
Fridge Freezer	AEG	SCB718F3LS
Dishwasher	AEG	FSE62407P
Oven	AEG	BEK355020M
Hob	AEG	IKB64401FB
Cooker Hood	AEG	DPB3632S
Washing Machine / Dryer	AEG	L7WBG751R

## Registering your appliance warranty

It is your responsibility to register your appliances with the correct manufacturer in order to validate your guarantee for each individual appliance within your home.

Please register your warranty by phone or you can register online.

## 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

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

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

Product description	Care & maintenance
Washer – dryer	The outer parts and rubber components of the appliance can be cleaned using a soft cloth soaked in lukewarm soapy water. Do not use solvents or abrasives.
Detergent dispenser drawer	Remove the dispenser by raising it and pulling it out. Wash under it under running water, this operation should be repeated frequently.
Hob	<p>Clean the hob, when it is cool, after each use. This will prevent the build-up of dirt and make cleaning easier.</p> <p>Use a clean cloth, absorbent kitchen wipes and washing up liquid or a specific glass ceramic cleaner.</p> <p>Remove baked-on dirt with the special scraper tool (if provided) and specific cleaning products.</p> <p>Any food spills should be cleaned off before they dry.</p> <p>Do not use abrasive products, chlorine-based cleaners, oven-cleaner spray or pan scourers.</p>

Fridge/ freezer	<p>Open the freezer compartment door and remove the upper drawer.</p> <p>Unfasten the STOP FROST accessory and remove it, taking care not to drop it on the glass shelf below.</p> <p>Close the door of the freezer compartment. Remove the frost on the accessory by rinsing it under running (not hot) water</p> <p>Let the accessory drip dry and dry the plastic parts with a soft cloth.</p> <p>Reinsert the accessory by placing the back part on the projections shown in figure, then refasten the handle of the accessory to the clasps above.</p> <p>Reinsert the upper drawer and close the door of the freezer compartment.</p>
Extractor hood	<p>Clean using only a cloth dampened with neutral liquid detergent. Do not clean with tools or instruments. Do not use abrasive products. Do not use alcohol</p>
Dishwasher	<p>The dishwasher must not be used without filters or if the filter is loose. - Regularly clean the filter assembly so that the filters do not clog and that the wastewater flows away correctly.</p> <p>Using dishwasher with clogged filters or foreign objects inside filtration system or spray arms may cause unit malfunction resulting in lose of performance, noisy work or higher resources usage.</p> <p>The filter assembly consists of three filters which remove food residues from the washing water and then recirculate the water.</p>



# Windows, Door & Internal Security

Your home has been fitted with Sliding sash windows. The sash windows are fitted with restrictors and slide open from the bottom up for ventilation. The windows on the open walkways are fitted with restrictors and open from the top and slide down for ventilation. A hook is provided to enable you to open the top window.

## 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:

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

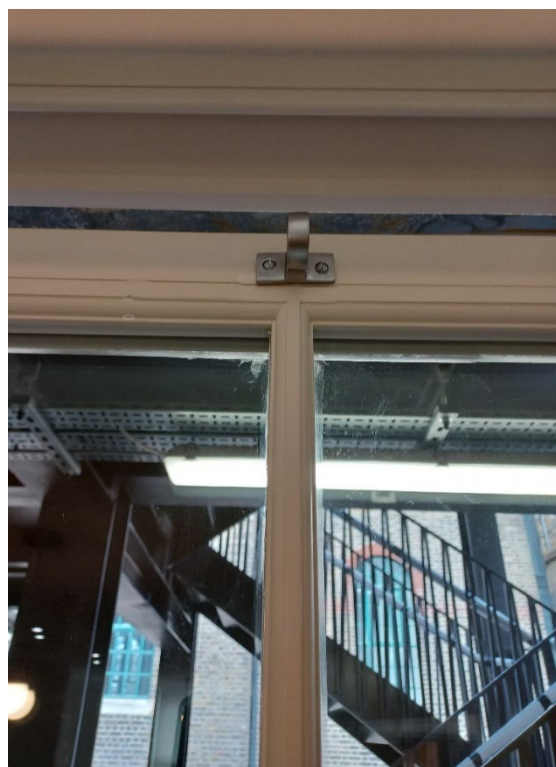
Look for (and remove) any airborne debris that might be trapped in between the frame and sash. To do this, open the window in the cleaning position.

Routine cleaning should be carried using water with soap or domestic detergent to maintain the appearance of façade.

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

## Doors Locks

Your doors are fitted with unique key locks. Entry into your home is gained by the use of this lock. The door and lock mechanism are constructed to resist unauthorised entry in line with Secured By Design guidelines and UK security regulations. When leaving your home, ensure that all windows and doors are locked.



## Access Control System

An Entrotec Audio / video Entry Systems has been installed in all buildings across the Development.



# Fire Safety

If there is a fire in your flat, the smoke alarm will operate and where appropriate so will the sprinklers. You are to leave your flat without delay and ensure the front door to your flat is closed behind you.

Once in a safe location, preferably outside your building, call the fire Service on 999 giving your address.

The fire strategy for your building has adopted a stay-put policy in order to minimise any inconvenience from false alarms and to keep you free from harm during a fire in another part of your building. There are additional fire safety precautions within your home to help keep you safe and therefore it is normally safer for you to remain in your flat if there is a fire in another part of the building.

The fire service has all the necessary information to undertake firefighting activities and respond swiftly and appropriately to ensure your safety.

You are free to leave your flat should you wish, but direction from the fire service should be followed for your own safety.

Your home has been provided with a fire alarm system, sprinklers, and fire-resistant walls, floors and fire doors and they are all very important components in keeping you safe if there is a fire in the building. Therefore, before any alterations or modifications are carried out to these parts of your home, we strongly advise that you seek professional advice and the permission of the landlord/freeholder via your Property management Officer.

Smoke Alarms shown in the photo.



## 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.

## Fire doors

The front doors throughout the development are fire rated. The stairs and external walkways are a protected area and internal doors onto the stairs are fire rated.

## Sprinkler system

A sprinkler system has been installed within each dwelling. When a sprinkler head is activated (by a high temperature) the sprinkler will activate, and water will begin to flow.

The sprinkler system is maintained by NHHO/NHG management team. Any damage to the sprinkler head must be immediately reported to NHHO/NHG immediately. Do not decorate over the sprinkler head or position tall furniture, such as wardrobes near the sprinkler heads.

# Fire Safety Guide

## Fire safety & prevention in the block

Good housekeeping and maintenance is essential in preventing fires. Remember to follow these steps:

- Fire doors are designed to withstand fire, and the spread of smoke in a fire, for a minimum of 30 minutes:
  - Keep all fire doors closed when not in use – do not prop these open or obstruct them in any way
  - Keep lockable communal cupboard doors locked when not in use
  - Report any damage to fire doors or door closers on them to your Housing Officer
- Keep corridors, hallways, stairwells, staircases, and meter & intake cupboards in communal areas clear of your possessions. NHG operates a zero tolerance policy and any items found in communal areas will be removed
- Only dispose of rubbish in designated bin areas and do not dump bulky items – these can present a fire risk
- Read the fire safety information displayed in your block, and familiarise yourself with the escape routes for your building and where the exits are

## Fire safety & prevention in the home

- Fire alarms: Please don't forget to test every month and change the battery if it starts to beep every few seconds. Don't disconnect or take it down, and report any faults to your housing officer.
- Do not leave candles or cigarettes unattended or smoke in bed. Make sure cigarettes are fully put out and do not throw from a window or balcony
- Electrical Safety: Do not overload electrical sockets and report any repairs to your Housing Officer. Do not use two prong plugs in UK sockets, always use an adaptor
- In the kitchen: If you have a cooking pan catch fire, do not throw water on it – turn off the heat if safe to do so, leave the room and call 999
- At night: Check cooker and other electrical appliance not designed to be left on are turned off. Close doors to rooms as this helps prevent the spread of fire and smoke
- Electrical appliance safety: If using older appliances, check with the manufacture for recalled products. If buying a second hand appliance check with the seller that it has been electrical safety tested

## Plan your escape

- Know the best way to escape your home and your block – make sure everyone in your household knows
- Count how many doors you need to go through to reach the exit and know where the fire exits are
- Keep escape routes clear and close fire doors
- If you need a key to unlock your front door or windows, make sure it is kept somewhere that everyone in your household can find
- If you need to stay put, plan to all stay in the same room, put towels or sheets at the bottom of the door and open/ break a window for air and to attract attention

## What to do in the event of a fire

### If there is a fire or smoke inside your home:

- Get everyone out, close the door and calmly leave the building – Do not use the lift
- Call 999, give your full address and where the fire is in the block and your home

### If there is a fire in another part of the block, but not in your home:

#### If there is a Stay Put Policy

- Your home is designed to give some protection from fire: floors, door and walls will hold back fire and smoke for a minimum of 30 minutes
- You are usually safer to stay in your home unless heat or smoke is affecting you; call 999 and tell the Fire Brigade where you are and how to get to you

#### If there is an Evacuate Policy

- Get everyone out, close the door and calmly leave the building – Do not use the lift
- Call 999, give your full address and where the fire is in the block and your home

# Contents Insurance

We recommend everyone gets content insurance to protect their belongings from damage in the event of a leak or fire. We cannot recommend a provider for this service.

## Local Information

### Borough details

Westminster City Council  
64 Victoria Street  
London  
SW1E 6QP

**Tel: 020 7641 6000**

**Web: [www.westminster.gov.uk](http://www.westminster.gov.uk)**

	Location	Details of Service
Mainline Train Station	Victoria	Southern railway towards Bognor Regis, Portsmouth & Southsea, West Croydon, Reigate, Dorking, London Bridge, Southampton Central
		Gatwick Express towards Brighton
		Southeastern railway towards Dartford, Ramsgate, Gillingham
Underground Station	Victoria	Circle towards High St Kensington, Liverpool Street
		District Line towards Barking, Ealing Broadway, Richmond, Tower Hill, Upminster, Wimbledon



		Victoria towards Brixton, Walthamstow Central
Bus Stops	Bressenden Place (Stop CN)	148 towards Camberwell
	Buckingham Palace Road Bressenden Place (Stop P)	6, 13, 38, 52, 390 towards Victoria Oxford tube towards Victoria
	Victoria Station (Stop G)	C10 towards Canada Water 44 towards Tooting 170 towards Roehampton
	Grosvenor Gardens (Stop Q)	2 towards Marylebone 6 towards Willesden 13 towards North Finchley 36 towards Queens Park 52 towards Willesden 148 towards White City 390 towards Archway
Hospitals	St Thomas' Hospital	Westminster Bridge Road London SE1 7EH Tel: 02071887188 Web: <a href="http://www.guysandstthomas.nhs.uk/">www.guysandstthomas.nhs.uk/</a>
	Chelsea and Westminster Hospital	369 Fulham Road London SW10 9NH Tel: 02033158000 Web: <a href="http://www.chelwest.nhs.uk/">www.chelwest.nhs.uk/</a>
Parks	St James's Park	London SW1A 2BJ Green space with a lake with daily pelican feeding, a grass-roofed cafe and ceremonial displays.
	The Green Park	London

		SW1A 1AA Spacious park with deckchair-scattered lawns, mature trees and views of regal local neighbours.
GP	MyHealthcare Clinic	27 Queen Anne's Gate London SW1H 9BU Tel: 02070995555 Web: <a href="http://www.myhealthcareclinic.com/">www.myhealthcareclinic.com/</a>
	London Doctors Clinic Private GP	Spaces Building London Doctors Clinic Suite 226 & 227, 25 Wilton Road London SW1V 1LW Tel: 02087129378 Web: <a href="http://www.londondoctorsclinic.co.uk">www.londondoctorsclinic.co.uk</a>
Pharmacy	Star Pharmacy	33 Strutton Ground London SW1P 2HY Tel: 02072221589 Web: <a href="http://www.star-pharmacy.co.uk/">www.star-pharmacy.co.uk/</a>
	Boots	Unit 42B Victoria Station London SW1V 1JT Tel: 02078340676 Web: <a href="https://www.boots.com/stores/1544-london-victoria-station-sw1v-1jt">https://www.boots.com/stores/1544-london-victoria-station-sw1v-1jt</a>
Opticians	Specsavers	1 Cathedral Walk Cardinal Walk London SW1E 5JH Tel: 02079764250 Web: <a href="http://www.specsavers.co.uk">www.specsavers.co.uk</a>
	Unia Opticians	9 Strutton Ground, London SW1P 2HY Tel: 02072220066

		Web: <a href="http://www.uniaopticians.co.uk">www.uniaopticians.co.uk</a>
Dentist	UK Smile	81 Buckingham Gate London SW1E 6PE Tel: 02077888495 Web: <a href="http://www.uksmile.com">www.uksmile.com</a>
	EGO Dental Clinic	13 Strutton Ground London SW1P 2HY Tel: 02072225902 Web: <a href="http://www.egodentalclinic.co.uk/">www.egodentalclinic.co.uk/</a>
Banks	Barclays Bank	24 Palace Street London SW1E 5JD Tel: 03457345345
	Lloyds Bank	98 Victoria Street London SW1E 5JL Tel: 03456021997
Nursery	Busy Bees at Westminster	84a Horseferry Road London SW1P 2AD Tel: 02072224459 Web: <a href="http://www.busybeeschildcare.co.uk">www.busybeeschildcare.co.uk</a>
	Miss Daisy's Nursery School, Belgravia	28 Eccleston Street London SW1W 9PY Tel: 02077305797 Web: <a href="http://www.missdaisynursery.com/our-schools/belgravia/">www.missdaisynursery.com/our-schools/belgravia/</a>
Schools	St Vincent De Paul Primary School	St Vincent De Paul Primary School, Morpeth Terrace London SW1P 1EP Tel: 02033515990 Web:

	St Matthew's CE Primary School	18 Old Pye Street London SW1P 2DG Tel: 02075040500 Web: <a href="http://www.stmwschool.org.uk/">http://www.stmwschool.org.uk/</a>
	Westminster City School	55 Palace Street London W1E 5HJ Tel: 02079636300 Web: <a href="http://www.wcsch.com/">http://www.wcsch.com/</a>
	Harris Westminster Sixth Form	Steel House 11 Tothill Street London SW1H 9LH Tel: 02037724555 Web: <a href="http://www.harriswestminstersixthform.org.uk">www.harriswestminstersixthform.org.uk</a>
Place of Worship	Westminster Chapel	Buckingham Gate London SW1E 6BS Tel: 02078341731 Web: <a href="http://www.westminsterchapel.org.uk/">www.westminsterchapel.org.uk/</a>
	WBWT Community & Prayer Centre	Sherbourne House Lower Ground Abbots Manor London SW1V 4LP Tel: 07483172129 Web: <a href="http://www.wbwt.org.uk">www.wbwt.org.uk</a>
Leisure Centre	Queen Mother Sports Centre	223 Vauxhall Bridge Road Pimlico London SW1V 1EL Tel: 02077982040 Web: <a href="http://www.everyoneactive.com/centre/queen-mother-sports-centre/">www.everyoneactive.com/centre/queen-mother-sports-centre/</a>

	Chaplin & Churchill's Ltd	Vincent Square London SW1P 4SA Tel: 02080014991 Web: <a href="http://www.chaplinandchurchills.com">www.chaplinandchurchills.com</a>
Restaurants	Quilon	41 Buckingham Gate London SW1E 6AF Tel: 02078211899 Web: <a href="http://www.quilon.co.uk">www.quilon.co.uk</a>
	Bon Gusto	75-77 Buckingham Gate London SW1E 6PD Tel: 02072227185 Web: <a href="http://www.bongustorestaurant.com">www.bongustorestaurant.com</a>
	Nando's Victoria - Cardinal Place	Cardinal Place 17 Cardinal Walk London SW1E 5JE Tel: 02078280158 Web: <a href="http://www.nandos.co.uk/restaurants">www.nandos.co.uk/restaurants</a>
Pubs & Bar	The Hamptons Bar	A Taj Hotel St. James' Court 54 Buckingham Gate London SW1E 6AF Tel: 02079638373 Web: <a href="http://www.stjamescourthotel.co.uk/dine/hamptons/">www.stjamescourthotel.co.uk/dine/hamptons/</a>
	Buckingham Arms	62 Petty France London SW1H 9EU Tel: 02072223386 Web: <a href="https://www.buckinghamarms.com/">https://www.buckinghamarms.com/</a>

# Manufacturer's Literature

- OFNL Welcome Letter
- MVHR Installation and Maintenance
- Intercom User Guide
- Heating Programmer
- Heating Interface Unit
- Consumer Unit
- Insite Energy
- Thermostat





move in .....

set up utilities .....

activate wheels .....



Your nearest Zipcar to

What's more, as a resident we're giving you:

Reserve Zipcars and Zipvans near you (and across the UK and North America) by the hour, day or week from just £6 an hour.

To claim your membership, make sure you use the website address below.

- ✓ Rates from £6/hour
- ✓ 60 miles per day included\*
- ✓ Airport one-way included
- ✓ Fuel & insurance included
- ✓ Book online or via our Android™ and iPhone® apps
- ✓ 3,000 Zipcars all over London

Shopping run, buying furniture, or weekend away, sometimes you just need a car, so it's useful to know there's one around the corner when you need it. Banish the boredom of garage waiting rooms and comparison sites, and get out there in Zipcars parked just around the corner, and in thousands of handy locations, all over London.

Activate your membership at  
and take one of your new cars  
for a spin today.