



LAMPTON PARKSIDE

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Your Home User Guide

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Welcome to Lampton Parkside

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 Lampton Parkside. It is important that you review the contents of this manual to ensure that the features installed within your home are utilised fully.

Lampton Parkside is a redevelopment of the former Hounslow Civic Centre site. It includes 3 mixed-use blocks, ranging in height from 2 - 9 storeys. The combined scheme comprises of 780 residential units, providing a flexible range of uses. The scheme provides 289 car parking spaces, 1,322 cycle spaces, amenity space, landscaping and associated public realm.



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 – providing them 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.

Estate Management Team (LPEMT)

Estate Management Team (LPEMT)

Lampton Parkside
Estate and Building Common areas



To contact the Estate Management Team (LPEMT):

Email: LamptonParkside@nhg.org.uk

Contact Number (Concierge): 07354173246

Contact Number (Head Office): 0203 815 0000

NHBC

Your home has the benefit of cover under the NHBC Buildmark warranty scheme. This is a warranty under which the developer, during the first year, and the NHBC during years 2-10 following legal completion, has defined responsibilities with regards to defects in materials or workmanship in your new home.

Please note the defect period begins from the date the development was completed and handed over to Notting Hill Genesis. Any defects occurring during the first year should be reported via My Account or to your Housing officer/Property management officer who will pass them on to the developer who is responsible for resolving any issues in line with Buildmark policy. Following this period, NHBC will provide cover for latent defects for the lifetime of the warranty policy, in accordance with the policy terms.

NHBC advice centre Tel: 0844 633 1000 / www.nhbc.co.uk

NHG online portal- My account

We strongly recommend registering your account with NHG, this is where you can get information to your tenancy and rent details. 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/>



Access the NHG website

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

My account

Home / Residents

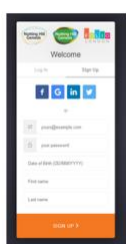
We've launched a brand new My Account service to make it easier for you to manage your home and account easily whenever it's most convenient for you.

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



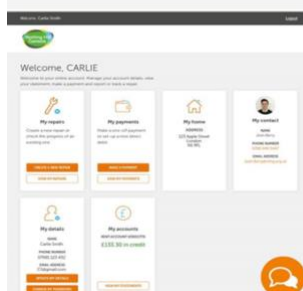
- Enter an email address and create a secure password
- Enter date of birth in the format requested
- Enter first name
- Enter surname - make sure they enter any names used by NHG in communication (it needs to match what we have in Northgate)
- Your resident will receive a confirmation email that an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

Contact details



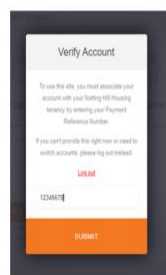
- Encourage your resident to check the contact information we hold for them under the 'My details' tab
- We use this to let them know about their account or any repairs to their home, so it's important they are up to date
- Once they update it here, it will correct the main record in Northgate

Successful registration



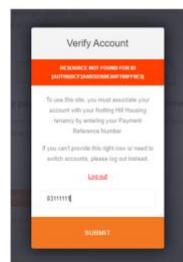
- Once your resident has successfully signed up they will see the home page dashboard

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

As a responsible landlord, we want to ensure we support and actively engage with all our residents from the moment they move in. We believe that we are a better landlord if we are challenged, and we will support residents if they wish to set up a Tenant and Residents Association (TRA), ensuring it is representative of all those living at Lampton Parkside and that they are independent of us, feel empowered and able to make strong decisions that are for the majority.

Estate management

The first point of contact for residents if you have any questions or queries regarding any aspects of site is the concierge's office in on the Ground Floor of Braunton Court. The concierge will work from 8am to 8pm, 7 days a week from this location.

We also have an Estate Management Team (LPEMT). The Estate Operations Manager will be based within the Management Office and if you have any questions regarding the site they will be able to point you in the right direction.

The Concierge will also be carrying out inspections of the communal areas from time to time.

Post and deliveries

If your property is accessed from the footpath with your own private entrance, the post box for your apartment is in your front door. If your property is accessed via a communal entrance, the post box for your apartment is in the communal lobby.

Royal mail postal service delivers once a day, Monday to Saturday excluding bank holidays.

Any parcels for residents will be taken at the Concierge desk if the courier is unable to deliver to your front door. The parcel will then be kept for your collection. We do not take any responsibility for any items in our storage.

Please note we do not hold grocery or take-away deliveries.

For grocery deliveries you will need to arrange directly to meet them outside your block. For take-aways you will need to meet them outside the entrance to site as they will not be permitted past the entrance until the site is fully open.

Parking

We would like to confirm the scheme does not have visitor parking facilities. With the introduction of a new parking management company and the ANPR cameras, we would like to emphasize that there are no visitors' parking facilities on site. This means unless you have a contractor visiting you (please contact us in advance or direct them to contact the Concierge when they arrive on site at lamptonparkside@nhg.org.uk or in exceptional circumstances (health or other emergencies), we will be unable to provide visitors parking on site.

1. Can visitors park on-site?

No, there are no visitor parking facilities on-site. Exceptions are made only for contractors (with prior notice) and in exceptional circumstances, such as health emergencies.

2. Who do I contact for more information?

For any further questions or concerns, please contact us at lamptonparkside@nhg.org.uk.

3. What if I need to park temporarily for loading or unloading?

You should contact the Concierge in advance to make arrangements for temporary parking for loading or unloading.

4. Are there any penalties for parking violations?

Yes, parking violations will result in penalty notices. It is important to follow the new signage and registration rules to avoid penalties.

5. How will the ANPR cameras be used?

The ANPR cameras will monitor and record vehicle movements in the monitored areas to ensure compliance with the new parking rules.

6. What if I have a contractor or service provider visiting?

Contractors or service providers should contact the Concierge upon arrival, or you can notify us in advance to make necessary arrangements.

Cycle storage

Cycle racks will be provided across the development for residents' use.

Security/ Access

Lampton Parkside has extensive CCTV coverage around site. For any security matters please contact your Estate Operations Manager.

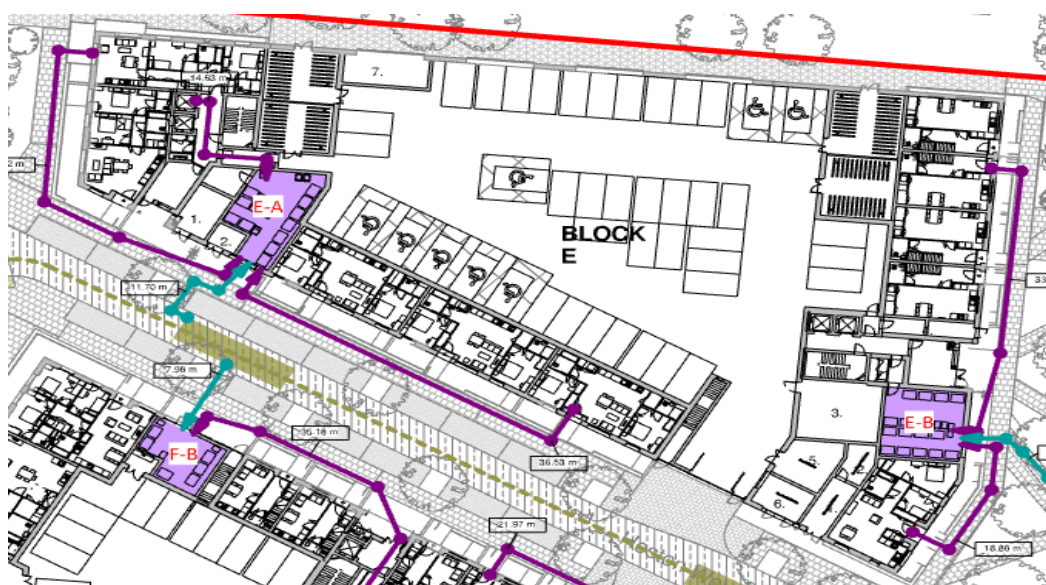
The access fob will permit you to enter the block bin store via the courtyard.

Communal and Window cleaning

LPEMT will be responsible for the cleaning of the landscaped areas, shared surfaces and pedestrian routes. As well as communal corridors/entrance lobbies and lifts throughout normal working hours.

Refuse disposal

We ask that residents kindly remove any household waste and dispose of it in their designated bin store. The refuse store for each apartment is located at ground floor level in your building, on your right-hand side as you exit the communal lobby. These stores will require fob access.



Bin Collection Days:

Your normal bin collection days are Monday and Tuesday. You can view your collection dates online with Hounslow Council. It is crucial to separate waste into the correct receptacles to ensure the Council collects your waste. Failure to do so will result in bins not being emptied.

Proper Waste Disposal:

Residents can assist by placing all refuse and recycling in the appropriate bins. Labels are attached to all bins to help identify what can and cannot be placed in each bin. If in doubt, please use the general waste bins.

Bulk Waste Removal:

Bulk waste removal costs thousands of pounds each year. Please do not leave any bulk waste in the bin store, as this will not be collected as part of the normal collections. You can use Hounslow Council's Bulky Waste collection services or your own contractor and notify us via email. To book a Bulky Waste collection, please call 020 8583 5555, selecting option 1, or visit Hounslow Council's Bulky Waste Collection Service.

CCTV Monitoring:

We have CCTV that covers the bin stores, and this, together with the door entry data, will be used to identify individuals dumping bulk waste in the bin store. Items left inside the bin store without notifying us of the collection arrangements will be removed, and associated costs will be charged to the relevant property.

Estate regulations

A summary of some of the main points are set out below. Regulations play a crucial role in ensuring that everyone can enjoy their property safely and please read these provisions and the further details in your lease carefully.

Please ask if you have any questions.

From time to time, you will be notified of new regulations, or updates to the regulations, these will not change the provisions of your lease.

Waste Disposal

No dirt, rubbish, rags, nappies or other refuse or other noxious substances should be thrown into the sinks, baths, lavatories, cisterns, waste or soil pipes in the property (except through a proper waste disposal unit) or out of the windows or doors. All rubbish should be bagged and placed in the bin(s) provided.

Noise

Any unreasonable noise is not permitted. It is important not to cause a nuisance to other residents and not to play a musical instrument, television or other sound producing instrument or make or permit to be made any undue noise to be audible outside the property in particular between 11pm and 8am. Any noisy work (except in the case of emergency) should not be carried out between the hours of 7pm and 8am or between 12noon on Saturday and 8am on Monday.

Use of the outside of your property

- Clothes and other items should not be hung or displayed outside the property or shaken out of the windows. Additionally, window boxes or any permanent fixtures should not be attached to the exterior window frames.
- The outside of your property should not be decorated otherwise than by us/any management company.
- You should not keep, store or place any articles on the outside of your property apart from the temporary placing of appropriate planters and balcony furniture where your property includes a balcony.

- You should not erect or fix any television and/or satellite aerial or any structure or material whatsoever on or to the exterior parts of the property or any other part of the development which includes any trellis, fences, windbreaks, sheeting, flags, laundry lines, bird feeders, bird boxes and other wildlife homes.
- You are not permitted to light fires or use any patio heater or barbecue equipment for outside cooking on any balcony or common areas.

Pets

Written consent is needed for any pets. It is important buyers understand that this consent can be withdrawn in the event of a complaint being received by us that the animal is causing a nuisance or fouling on the common areas.

Use of Common Areas

- Entrance doors of your property should be kept shut when not in use and you should not leave any boxes, parcels, refuse or rubbish in any part of the building or anywhere outside your property except in the bin store.
- All doors leading to any common areas shall be kept closed (and locked where appropriate) when not in use.
- No bicycle, pushchair or other articles should be left to cause an obstruction in the common areas.

Flooring

To ensure that noise levels do not cause disturbance, buyers must not remove the resilient foam layer which is bonded to the floor of the property and laminate flooring cannot be installed without our consent. Any consent will be dependent on you supplying evidence that the laminate flooring will be noise insulated.

Parking and cycle areas

You cannot park or allow to be parked any motor vehicle, bicycle, motorbike or other form of transport on any part of the development other than in accordance with the rights granted in your lease.

Leaving the property empty

To ensure your property is safe, if you are not living there for a period of time you are not to leave the property unoccupied for more than 60 days without isolating the services to the property, to prevent the possibility of accidental damage to other properties and the building.

Dangerous Items

You are not permitted to store any flammable, noxious or hazardous materials or substances at the property

Service charge

Please see your tenancy agreement for list of payable service charge details.

Communal and Landscaped areas

There are communal and landscaped areas at Lampton Park Side for resident's enjoyment.

Please note these areas are for all residents to share and therefore the following rules must be adhered to:

- **No unaccompanied children under the age of 10.**
- **No ball games.**
- **No shouting and screaming and other activities that might cause a nuisance to others.**
- **No digging or any activities other activities that might damage landscaping or the fabric of the building.**
- **No bicycles or scooters allowed - you can still transfer them to and from your property.**
- **No littering.**
- **CCTV images can and will be used to identify individuals causing damage and the cost of repairs will be charged to the relevant landlord(s).**

Please report any damage in this Area to the LPEMT.

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 at all possible) and a detailed description of the problem including the location within the property. Once raised this will be sent across to the contractor who will contact you to arrange an appointment.

Further information and contact details can be found in the accompanying guide, presented to you at handover.

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 – when raising your defect via your online MyAccount is correct. Incorrect information which results in the contractor attending your home will be charged to you.

Defects categories

Emergency- 24 Hours

- Gas leaks – to be reported immediately to Transco.
- Dangerous electrical works that are a risk to life or property.
- Failure of electric lighting.
- Burst water pipes or other ingress of water that causes/is causing damage.
- No water supply to a property
- Failure of front entrance doors
- Failure of lifts (where all residential lifts are affected)
- Loss of heating and hot water supply (Vulnerable residents)
- Defects that may cause injury or danger to any person if not immediately attended to.

7 days

- Defective Front Door Lock
- Ease & Adjust External Door
- Ease and Adjust windows to Open/Shut
- Re-Fix Loose Staircase Nosing/Tread
- Door Entry System Not Working
- Power Point not Working
- Cooker Point not Working

- Defect Heating Programmer
- Defective Thermostat
- Leaking Radiator
- Leaking Waste Pipe
- Leaking W/C
- Inoperative Radiator
- Discharging Overflow
- Poor Water Pressure
- Shower Inoperative
- W/S Will Not Flush
- CCTV System not Working
- Air Conditioning not Working
- Adjust Garage Door to Shut
- Adjust Gate to Shut
- Ease and Adjust Internal Door
- Leak to Window/Door Pane
- Re-Fix Loose Window Door/Furniture
- Leak to Door Threshold
- Re-Fix Loose Balustrade Re-Fix Newel Post
- Re-Fix Loose/Defective Floor Finishes
- Re-Fix Loose/Defective Floorboards
- Relay Defective Block Paving Slabs
- Extractor Fan not Working
- Poor Television Reception
- Leaking Gutter/Down Pipe
- Dripping Taps

28 days

- Defective Double-Glazed Units
- Draught to Front Entrance Door
- Draught to Window
- Re-Fix Loose Fence Panel
- Re-fix/Adjust Loose Kitchen Cupboard Door
- Make Good Holes in Wall

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 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.

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 or Contractor. Communal areas will be the responsibility of NHG.

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.

Communal Repairs

Communal repairs are reported via MY ACCOUNT and / or directly to:
LamptonParkside@nhg.org.uk

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 for more information.

If you cannot deal with the pest issue, or if you have a pest problem in a communal area then contact the LPEMT

Repairs

Repairs are reported via MY ACCOUNT and / or directly to your Housing Officer:

We are responsible for repairs to:

- ✓ The structure of your home including the roof, outside walls, doors, windows and windowsills.
- ✓ Gutters, down pipes and drains.
- ✓ 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).
- ✓ Electrical repairs (not including electrical appliances)
- ✓ Repairs to the gas installations such as boiler and pipework (not including appliances)
- ✓ Inside walls, floors and ceilings.
- ✓ Doors, door frames, door hinges, letter boxes and skirting boards, window catches, sash cords and window frames.
- ✓ Chimney stacks and flues.
- ✓ Banisters.
- ✓ Kitchen units, wall tiling, air vents and extractor fans.
- ✓ Showers (where provided by us), sinks, toilets and baths.
- ✓ Pest control in communal areas.
- ✓ Bathroom flooring and wall tiles.
- ✓ Persistent issues with drainage/removal of wastewater.

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 24 hours if you report an emergency repair.
- We aim to complete non-emergency repairs 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 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.

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**




www.thameswater.co.uk

Telephone 0800 316 9800/ Billing and account enquiries/ Telephone 0800 980 8800

Utility Cupboard and Stop Cocks

Your water meter is located within the communal riser cupboards.

	<p>The dwelling stopcock is located in the Utility Cupboard of your property.</p>
	<p>The dwelling stopcock is located in the Utility Cupboard of your property adjacent to the HIU.</p>

	<p>There is a stop cock within the Utility Cupboard and the water supply for the whole apartment can be closed off from there.</p>
	<p>Isolation valves within the bathrooms above the access hatch can shut off water supply for these rooms.</p>
	<p>Underfloor Heating Manifolds are located within the Utility Cupboard and should only be used by qualified professionals to make adjustments.</p>

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

Electricity

Electrical supplier details: **British Gas**

Telephone: 0333 202 9802



Location of meter: Utility Cupboard

	<p>Location of Consumer unit: Utility Cupboard</p>
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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.

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 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 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.

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.

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.
- 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 programmes 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 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.
- 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.

Hot water is produced by the HIU on demand.

Heating and hot water consumption is measured by a heat meter, which is visible on your HIU and is read during your handover appointment with your customer liaison.

The Kamstrup Metering System has been chosen for your home. This is a smart energy meter and heating and hot water controller, all in one.

Any queries with regards to meters and billing for heating and hot water should be addressed to your supplier, please refer to the separate EON information for further details.



Television / Telephone / Internet

The TV signal in your apartment is supplied via a communal satellite dish and aerial; also known as Fibre Integrated Reception System (FIRS), which is managed by OFNL. You do not need a dish or aerial installed to receive TV.

FIRS delivers entertainment services, including satellite and terrestrial TV to your apartment. There is a Gateway Terminal Unit (GTU) installed within your property which is connected via the installed aerial sockets to enable you to connect satellite (Sky or Freesat) or terrestrial (Freeview) set top boxes, TVs, or DAB radios.

For any questions or issues with your TV system, please contact OFNL on the contact details below.

When calling, please advise of the status of the lights on the GTU.

Call: 02921 678 550

Contact form: www.ofnl.co.uk/getintouch

Email: support@ofnl.co.uk


You will find an Optical Network Terminal (ONT) pre-installed within your home. This is the main fibre box where the fibre connects into your home.

To set up broadband, please refer to the OFNL Welcome Letter at the Literature section and contact one of the residential service providers which are available in your area. They will send you a router which will be plug and play.

Underfloor Heating and Thermostats

The pipework runs back to a manifold in your services cupboard which is connected to the heat interface unit (HIU).

Room thermostats sense the temperature in each room and open or close valves on the manifold to allow the hot water to run through the pipes until the room is warm enough. When the stat senses the room is warm enough it closes the valve to stop the flow of water.

	<p>HIU Control Unit</p>
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Each room has its own thermostat.

Mechanical ventilation

Ventilation in your home is supplied by mechanical ventilation with heat recovery unit (MVHR).

The ventilation unit installed in your home will not only ensure that your property has a good level of indoor air quality, it will protect the fabric of your home from condensation and remove odours and indoor pollutants, resulting in a healthier living environment for you.

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.

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

If you plan to redecorate your home, we recommend that you wait for the drying out process is complete, which usually takes between 6 and 18 months. Paint that is applied too soon may crack as the moisture in the construction evaporates. Unfortunately, NHG cannot be held responsible for damage to decorations that have been applied too soon. We recommend using emulsion paint to assist in drying out process.

Alterations

Please note that structural or material alterations are not permitted. Please contact your Housing 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 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

Surface Finishes	
Apartment Wall Finishes	Dulux Trade Super Matt - White
Ceiling Finishes	Dulux Painted in white matt emulsion
Woodwork Finishes	Dulux Trade Satinwood - Pure Brilliant White
Skirtings and Architraves	Square Edged - Skirtings MDF 15mm x 119 Architrave 15mm x 58
Window Boards	Square Edged - MDF 25mm
Apartment Entrance Doors	Concept Door Set with Vicaima leaf FD30 Painted Grey (87YR 12 005)
Apartment Internal Doors	Concept Door Set with Premdor leaf Primed for Site Finish
Floor Finishes	
Bathrooms & WCs	Tarkett Slip-resistant vinyl sheet flooring: Safetred Natural (4677 009 Steel), 2 mm thickness
Kitchen, Living, Dining Room, Hallway	IVC Timber Vinyl Flooring - Warm Elegant Oak
Staircases, Upper Landings, bedroom	JHS Carpet: contract range carpet: cut pile 1/8-gauge 80% wool mix: Elford Twist Standard 'Grey' by Joseph Hamilton & Seaton.
Recessed Entrance Matting to Communal Entrance Hall	Heckmondwicke Battleship Hippo - Anthracite - width of entrance hall x 750mm min

Windows, Door & Internal Security

Your home has been fitted with Nordan double glazed windows and balcony doors. Operating and maintenance instructions are included separately.

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 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.

If 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 using 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.

Burglar Alarm Wiring

There is a power supply for a future alarm within the Utility Cupboard if required, however installation of a wireless intruder alarm is recommended.

Fire Safety

The fire strategy in each residential block has been developed on the presumption that there will be a low probability of fire spread beyond the apartment of fire origin due to the high degree of compartmentation. This 'defend in place' approach is the conventional method used in the UK, and it means that you should not evacuate your apartment unless the fire alarm in your property is triggered or you are directed otherwise by attending Fire Rescue Service.

Alterations or modifications to any part of your home could affect its ability to stop a fire spreading. Therefore, before any such work is carried out, we strongly advise that you seek professional advice and the permission of the freeholder via the managing agent.

Smoke and Heat 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 Safety Guide

Please see Appendices

Contents Insurance

We recommend that residents purchase Contents Insurance but we are unable to provide an Insurer.

Local Information

Doctors		
Hounslow Family Practice 77 Lampton Park Side, Hounslow, TW3 4JX 020 8572 1497 240 yards	FirstCare Practice Blenheim Centre Prince Regent Road, Hounslow, TW3 1NL 020 8630 1111 480 yards	The Medical Centre 5 Cecil Road, Hounslow, TW3 1NU 020 8572 2536 0.5 miles

Dentists		
Vicarage Farm Dental Centre 238 Vicarage Farm Road, Heston, Hounslow, TW5 0DP 020 8570 2297 0.9 miles	Mrs K Sodhi - Family Dental Practice 61 Lampton Park Side, Hounslow, TW3 4JX 020 8572 2076 400 yards	B.S Panesar BDS (Wales) 61 Lampton Park Side, Hounslow, TW3 4JX 020 8572 2076 400 yards

Opticians		
Specsavers Hearing Centre 160 High Street, Hounslow, TW3 1LR 020 8577 9234 760 yards	Boots Opticians 193-199 High Street Hounslow, TW3 1BL 0345 125 3776 0.5 miles	The Opticians 134 High Street, Hounslow, TW3 020 8570 8476 760 yards

Pharmacies		
Asda Pharmacy Alexandra Road, Hounslow, TW3 1NL 020 8607 1020 520 yards	Hounslow Central Pharmacy 38 Lampton Park Side, Hounslow, TW3 1JH 020 8570 3178 600 yards	Bath Road Pharmacy 115-117 Bath Road, Hounslow, TW3 3BT 020 8570 6445 0.5 miles

Accident and Emergency Hospitals

West Middlesex University Hospital NEAREST A & E Twickenham Road Isleworth Middlesex TW7 6AF 020 8560 2121 1.8 miles	Ealing Hospital NEAREST WALK IN Uxbridge Road Southall Middlesex UB1 3HW 020 8967 5000 2.4 miles
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Library

Hounslow Library 24 Treaty Centre High Street, Hounslow, TW3 1ES 0845 456 2800 200 yards
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Places of Worship

St Philip & St James C Of E Church 205 Kneller Road, Twickenham, TW2 7DY 020 8898 2694 1.3 miles	St Vincent De Paul Roman Catholic Church 2 Witham Road, Osterley, Isleworth, TW7 4AJ 020 8560 4737 0.8 miles	Hounslow Methodist Church Bell Road, Hounslow, TW3 3PB 020 8570 0200 0.6 miles
Southall Baptist Church Western Road, Southall, UB2 5DS 020 8574 4456 2 miles	Ram Mandir Hindu Temple 27 Hogarth Gardens, Hounslow, Middlesex, TW5 0QS 0208574 5276 0.6 miles	Islamic Integration Community Centre Phoenix Court 531 Staines Road, Hounslow, TW4 5DP 020 8570 7978 0.5 miles
Richmond Synagogue Lichfield Gardens, Richmond, TW9 1AP 020 8940 3526 3 miles	Hounslow Evangelical Church 186 Hanworth Road, Hounslow, TW3 3TR 020 8572 9724 0.6 miles	Redeemed Christian Church of God 25 Spring Grove Road, Hounslow, Middlesex, TW3 4BE 020 8577 2111 360 yards

Post Office

Hounslow Post Office

201-205 High Street, Hounslow,
TW3 1BL
020 8570 3727
0.5 miles

Leisure Activities

Lampton Sports Centre

Lampton Avenue, Hounslow,
Middlesex,
TW3 4EP
0845 4566675
280 yards

Heston Pool

New Heston Road, Hounslow,
TW5 0LW
0845 456 6675
0.8 miles

Swift Road Outdoor Sports Centre

Swift Road,
Southall,
UB2 4RP
020 8843 5042
1.9 miles

Wycombe House Cricket & Tennis Club

Jersey Road,
Isleworth,
TW7 5PJ
020 8560 8124
1.3 miles

Hounslow Indoor Bowls Club

50 Sutton Lane,
Hounslow,
TW3 3BD
020 8570 2530
0.6 miles

Tenpin Bowling

Leisure West Complex,
Browells Lane,
Feltham,
TW13 7EQ
0871 222 3675
2.7 miles

Police Stations

Metropolitan Police Service

5 Montague Road, Hounslow,
TW3 1LB

In an Emergency

Call 999 if:

- a serious offence is in progress or has just been committed
- someone is in immediate danger or harm
- property is in danger of being damaged
- a serious disruption to the public is likely

Non-emergency call 101

Call 101 for non-emergency enquiries

Veterinary Surgeons

Young Veterinary Partnership

57 Lampton Park Side,
Hounslow,
TW3 4DH
020 8570 0489
320 yards

Alcombe Veterinary Surgery

154 Thornbury Road,
Isleworth,
TW7 4QE
020 8758 0400
0.9 miles

Medivet

1 Green Parade,
Whitton Road,
Hounslow,
TW3 2EN
020 8898 0008
1.9 miles

Schools		
Beavers Lodge Playgroup Beavers Lodge Salisbury Road, Hounslow, TW4 6BE 020 8577 3112 1.5 miles	Alexandra Primary School Denbigh Road, Hounslow, TW3 4DU 020 8570 6826 280 yards	Wellington Primary School Sutton Lane, Hounslow, TW3 4LB 020 8570 6130 0.5 miles
Kingsley Academy Prince Regent Road, Hounslow, TW3 1NE 020 8572 4461 760 yards	Adult Education Community Centre Bath Road, Hounslow, TW5 9TL 020 8583 6050 1.7 miles	

Banks		
NatWest 275-277 High Street, Hounslow, TW3 1ZA 0345 788 8444 0.5 miles	Barclays 210 High Street, Hounslow, TW3 1DL 0345 734 5345 720 yards	Lloyds Bank Units 8-9 Treaty Centre High Street, Hounslow, TW3 1ES 0345 602 1997 0.5 miles
HSBC 127 High Street, Hounslow, Middlesex, TW3 1QP 0345 740 4404 0.5 miles	Santander 223 High Street, Hounslow, TW3 1DJ 0800 912 3123 0.5 miles	Halifax 222-226 High Street, Hounslow, TW3 1HB 0345 720 3040 760 yards

Petrol Stations		
B P Service Station 481 Great West Road, Mytchett, Hounslow, TW5 0BT 020 8570 4852 560 yards	B P Connect Coronation Street, Hounslow, TW5 0BT 020 8570 4852 560 yards	Shell 270 Heston Road, Hounslow, TW5 0RG 020 8570 0928 1 mile

Supermarkets		
Tesco Osterley Park, Syon Lane, Isleworth, TW7 5NZ 0345 677 9070 1.7 miles	Sainsbury's Fulham Broadway Retail Centre, Fulham Broadway, SW6 1BW 020 7385 4712 7.4 miles	Morrison's King Street, Ealing, W3 9NX 020 8993 6566 4.6 miles
Asda Prince Regent Road, Hounslow, TW3 1NL 020 8607 1010 520 yards	Waitrose Sky Central (Osterley), Isleworth, TW7 5QD 020 8560 1963 1.9 miles	Lidl High Street, Uxbridge, UB8 1GA 01895 236633 6.8 miles
Aldi Hospital Road, Hounslow, TW3 3HY 0800 042 0800 06 miles	Costcutter 504 Great West Road, Hounslow, TW5 0TE 600 yards	Iceland 147-161 High Street Hounslow, Hounslow, TW3 1QL 020 8577 8685 0.5 miles

DIY Stores		
B & Q The Path, London, SW19 3BL 020 8540 9328 8.6 miles	Homebase Syon Lane, Isleworth, TW7 5QE 0345 640 7045 1.8 miles	Wickes 153-161 London Road, Kingston Upon Thames, KT2 6NU 020 8974 6349 5.4 miles

Cinemas		
Cineworld Cinemas Leisure West Air Park Way, Feltham, TW13 7LX 0330 333 4444 2.8 miles	Curzon Richmond 3 Water Lane, Richmond, Surrey, TW9 1TJ 03305 001331 2.8 miles	Vue Cinema Royale Leisure Park, Western Avenue, W3 0PA 0345 308 4620 5 miles

Dining		
Gardener's Retreat (English) Windmill Lane, Isleworth, TW7 5PR 020 8847 2468 1.7 miles	Brula Restaurant (French) 43 Crown Road, Twickenham, TW1 3EJ 020 8892 0602 2.5 miles	Il Bebo's (Italian) 62 Staines Road, Hounslow, TW3 3LZ 020 8577 1350 0.5 miles
Orpheus Taverna (Greek) 369 Richmond Road, East Twickenham, TW1 2EJ 020 8892 3103 27 miles	Domingos Restaurant (Spanish) 276 Northfield Avenue, W5 4UB 020 8567 7022 2.8 miles	Chiquito Mexican) Unit E, Leisure West, Airpark Way, Feltham, TW13 7LX 020 8844 4900 2.8 miles
Charisma Restaurant (Indian) 10a Spring Grove Road, Hounslow, TW3 4BJ 020 8572 6497 400 yards	Dragon Palace (Chinese) 476-478 Great West Road, Hounslow, TW5 0TA 020 8577 3817 600 yards	Smoky Boys (American) 226 Great West Road, Hounslow, TW5 9AW 020 8577 7778 0.9 miles

Area Information for Lampton Parkside, Hounslow, TW3 4EB

<https://www.streetcheck.co.uk/postcode/tw34eb>

Public Transport

For up-to-date travel information -

Bus Stop Finder - Stop Finder: TW3 4EB (traveluk.info)

Local Underground Stations

Hounslow Central Tube Station - 440 yards

Hounslow East Tube Station - 710 yards

Transport for London - <https://tfl.gov.uk/>

British Rail -

<https://www.thetrainline.com/?cm=0p2a&&msclkid=77b7e6f27e3514e8e7c585b74f3e1574&gclid=77b7e6f27e3514e8e7c585b74f3e1574&gclsrc=3p.ds>