



NINE

BRIXTON SW2



Regal Court
18 Brixton Hill
SW2 1ET

HOME USER GUIDE

WELCOME TO YOUR NEW HOME

Welcome to your new property. This manual has been produced by the Developer in conjunction with the Building Contractor to provide information on the day to day use of your property along with details of the facilities within the building and surrounding area.

It is suggested that this manual be used as an ongoing point of reference and is passed on to any future resident of your property.

Enjoy your new home!



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WELCOME

NHBC

Your home has the benefit of cover under the NHBC Buildmark Warranty. This is a warranty under which Notting Hill Genesis during the first two years, and NHBC during years three to ten following practical completion of your apartment, have defined responsibilities with regard to a wide range of structural defects that could occur during the first ten years after construction.

Your warranty policy details will be forwarded to you by your solicitor together with the NHBC 'Guide to Your New Home', which gives further details and clarification on what the policy does, and does not, cover. Please keep your certificate in the appendices of this file.

CONTACT DETAILS

NHBC House
Davy Avenue
Milton Keynes
Buckinghamshire MK5 8FP

T: 0800 035 6422
W: www.nhbc.co.uk

HOUSING ASSOCIATION

Notting Hill Genesis is the Housing Association for Regal Court.

Notting Hill Genesis
Bruce Kenrick House
2 Killick Street
Brixton
London NI 9FL

T: 020 3815 0000
W: www.nhgggroup.org.uk

Notting Hill Genesis will be available Monday to Friday, from 9.00am to 5.00pm for day-to-day enquiries. If you have a property management emergency outside of these hours, please contact their out of hours emergency service on 020 3815 0000.

Disclaimer

The Developer or Estate Management Agent may from time to time add, alter or omit information from this manual in order to conform to the policies. They may also make alterations to the building and services. Therefore, the information contained herein should be used as a guide only and occupiers should independently verify the details before acting upon them. All services should be traced and isolated by a competent person.

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QUICK REFERENCE

ADDRESS

1 Regal Court
18 Brixton Hill
Brixton
London SW2 1ET

SERVICE LOCATIONS

Electricity Meter	Utility cupboard
Water Meter	Communal riser cupboard
Consumer Unit	Utility cupboard
Water Stop-Cock	Utility cupboard

KEY CONTACTS

HOUSING ASSOCIATION

NOTTING HILL GENESIS

T: 020 3815 0000 (out of hours emergencies)

MANAGING AGENT

CRABTREE PROPERTY MANAGEMENT

T: 020 8371 7070 (9.00am to 5.15pm)
020 3370 9405 (out of hours emergencies)
E: Brixtonhill@crabtreeproperty.co.uk

LOCAL AUTHORITY

LONDON BOROUGH OF LAMBETH

T: 020 7926 1000
W: www.lambeth.gov.uk

UTILITY SUPPLIERS

ELECTRICITY

E.ON

T: 0345 052 0000
W: www.eonenergy.com

HEAT

Corona Energy

T: 0800 804 8589
W: www.coronaenergy.co.uk

WATER

Thames Water

T: 0800 980 8800 (billing)
W: www.thameswater.co.uk

EMERGENCY CONTACTS

POWER CUT

T: 105

THAMES WATER

T: 0800 316 9800 (water supply or waste water emergencies)

KING'S COLLEGE HOSPITAL

T: 020 3299 9000 / 999

LONDON FIRE BRIGADE

T: 020 8555 1200 / 999

METROPOLITAN POLICE

T: 101 / 999



LIVING AT REGAL COURT ON BRIXTON HILL

MANAGING AGENT

Your Managing Agent is Crabtree Property Management; they are responsible for the maintenance and upkeep of the following:

- Block insurance.
- Plant rooms.
- Communal areas.
- Bin stores, cycle stores, and landscaped areas.

Should you have any issues, you can get in touch with Crabtree Property Management using the contact details on page 5. They will also visit Regal Court regularly.

Crabtree will write to you shortly and provide a welcome pack setting out their services and telling you about their portal; this contains updates about the management of Regal Court.

YOUR LEASE

Your lease contains obligations that carry certain rights. It also contains certain obligations that benefit you and your neighbours at Regal Court. These rights and obligations ensure that the communal areas and the wider estate are maintained and that all residents pay a fair share of the upkeep based on the square footage of their home.

To help you, we have highlighted below some areas that you need to be aware of.

ALTERATIONS

You must not make any structural alterations to your home. Any other alterations must first be formally applied for through your Property Management Officer and agreed upon by Notting Hill Genesis under the terms of the lease. Alterations should not be made to your home during the defect period, as this could result in this period becoming invalid.

The walls provide fire, acoustic, vapour and security barriers, hence the need for all leaseholders to obtain permission. This ensures that the barriers remain intact for the safety of you and your neighbours.

As discussed at the time of your home demonstration, we recommend that care is taken when nailing and drilling into ceilings or walls as cables and pipes may run beneath the surface. If you need to know where pipes and cables run, you can purchase a quality cable and pipe detector, which will provide an indication of where these are in your home.



LIVING AT REGAL COURT ON BRIXTON HILL

BALCONIES/TERRACES/COMMUNAL AREAS

Items placed on your balcony or terrace affect the aesthetic appearance of the wider development. With this in mind, the following items are not permitted on your balcony or terrace, and must not be left within the communal areas:

- Laundry/clothes lines.
- Barbecue equipment, fire pits and chimineas.
- Bicycles and exercise equipment.
- Storage boxes/sheds, trellises and fences (or similar structures).
- Any hazardous or combustible materials.
- Hot tubs.
- Aerials/satellite dishes (a communal aerial and satellite dish have been installed).
- Planters that attach to your balcony handrail and heavy planter boxes that could cause load bearing issues.

Please note, any items that exceed the level of the railings are not permitted. Good quality garden furniture may be kept on balconies and terraces.

WINDOWS

Your lease states that curtains and blinds are the only items that can be hung from windows. Please ensure that any blinds or curtains fitted have a white or cream lining.

We recommend caution with blinds that require a fixing to be placed between the window frame and gasket, as this can sometimes cause thermal cracking of the window pane, which will not be covered under the warranty.

NOISE

Please avoid creating noise within your home or elsewhere on the estate that could cause annoyance to other residents. Televisions, music, etc., should not be audible by adjoining properties or outside your home.

PETS

Under the terms of the Headlease, no bird, dog, animal or reptile of any kind shall be kept in the demised premises.

SUBLETTING

You are unable to sublet your home unless you have staircased to 100% ownership.

REPAIRS

Responsibility remains with you, as the leaseholder to keep your home in good internal repair and decorative order. Works to your home must be conducted in a workmanlike manner, with the minimum of noise and disturbance and mess, using appropriate and safe materials and tools. Any faults should be reported to Notting Hill Genesis as soon as possible.

TELEVISION EQUIPMENT

You must not attach any aerial, satellite dish or other communications apparatus to any part of the building. Your home is pre-equipped with terrestrial and satellite television provision (subject to agreement and subscription).



LIVING AT REGAL COURT ON BRIXTON HILL

INSURANCE

The policy will cover reasonable additional costs and expenses with regard to removal, storage and alternative accommodation should your home become uninhabitable because of an event covered by the policy. This is subject to the detail of the policy, which may vary from time to time. For your home's contents, we recommend that you obtain insurance, as these items are not covered by the buildings insurance.

As part of your contents insurance, we also recommend it covers any bicycles stored in the communal bicycle store.

WINDOW CLEANING

Crabtree Property Management will be responsible for:

- Cleaning the communal windows

You are responsible for cleaning the internal and external windows in your home. Your windows have a tilt and turn function to allow you to clean the external side.

UTILITY ACCOUNTS

The local authority, electricity supplier, heating and hot water supplier and water supplier have been advised of your completion date and of your responsibility from this date for the accounts relating to these services. However, due to Data Protection requirements, you will need to contact these bodies directly to ensure your accounts are set up correctly. We are not able to do this on your behalf.

If you intend to let your home at any stage in the future, you should advise these authorities of the details of your Letting Agent and their responsibilities on your behalf. For further information relating to electricity, please see page 16, and for further information relating to your water supply, please see page 17.

FACILITIES

POST & DELIVERIES

Letters and small packages will be delivered to your individual post boxes in the communal lobby. You will need to use your key to gain entry.

There is a facility for parcels to be placed into a 'Bringme Box' which is adjacent to your post box. The Bringme Box scans every parcel and delivery, signs for receipt, and sends you a message once the item is received. Any courier is able to deliver to a Bringme box.

Access to the main outer door will be programmed for delivery personnel to access from 8am to 7pm daily.

CYCLE STORAGE

There is a cycle store in the basement. The cycle store can be accessed using your electronic key fob.

Please ensure that your bicycle is locked securely. If you intend to leave your bicycle in the cycle store, please ensure that it is covered by your contents insurance as it will not be covered by the buildings insurance.

REFUSE DISPOSAL

Household waste from your home should be bagged and tied in plastic sacks and disposed of in the designated communal bin store located on the ground floor.

You will be provided with an electronic key fob to gain entry. Please do not leave refuse in corridors or any other areas; this could present a potential health and fire hazard.

Recycling facilities are provided in the bin store. Please flatten all cardboard boxes, so there is space for other recycling in the bin.



LIVING AT REGAL COURT ON BRIXTON HILL

LIFTS

For your convenience, lifts have been provided at Regal Court. There are two lifts, one in each core of each building.

Please do not use the lifts in the event of fire.

Please do not jam the lift doors open, as this will prevent the lift from operating and attract a charge to place the lift back into service, which will be borne through your service charge.

If you have large items to put into the lift, please be mindful of the lift's weight capacity, and always ask Crabtree Property Management for use of the lift curtains to prevent damage to the lift's interiors. In addition, they can, on request, provide a lift lock off key to enable you to hold the lift while you are putting items into the lift and removing them.

RESIDENTS' GARDEN

There is a communal landscaped garden and children's play area. Please note that barbecues and alcohol are not allowed, children should be supervised by an adult at all times and noise should be kept to a reasonable level.

GAINING ENTRY

You will have been provided with an electronic fob, which allows access to the building. You will also be provided with a set of keys for your apartment's front door.

Notting Hill Genesis can cancel a lost or stolen fob, which will prevent any unauthorised access to the building.

There will be a charge for replacement fobs, which are obtainable from the Housing Association.

VIDEO ENTRY SYSTEM

You are able to allow your visitors access using the video intercom panel inside your apartment, which is linked to a panel at the building's entrance. When a visitor presses the call button for your home on the entrance panel, a call tone is activated on the panel in your home. You can hold a two-way conversation with the visitor, view a live image and open the entrance door by pressing the lock release button.



REPAIRS & EMERGENCIES

DEFECTS

Notting Hill Genesis has put checks in place to ensure that your home is finished to a high standard and while we hope you will not experience any issues in your home or within the development's communal areas, the following section details who you should contact if any genuine defects should arise.

You have a post-handover two year warranty for defects in materials and workmanship with Notting Hill Genesis. For large issues arising between years three to ten, you have an NHBC Buildmark Warranty. NHBC's contact details can be found on page 4 of this manual.

COMMUNAL AREAS

General and management issues within communal areas, including corridors, lifts and concerns relating to the immediate outside area of your home, should be reported to Crabtree Property Management, using the contact details on page 5 of this manual.

WITHIN YOUR HOME

For issues relating to building defects, please contact Notting Hill Genesis, using the details on page 5. Any works to your home will be undertaken by our tradespeople from Monday to Friday, between the hours of 8.00am and 5.00pm.

REPORTING EMERGENCIES

For out of hours emergency defects in your property, please contact Notting Hill Genesis. For emergencies in the communal areas, please contact Crabtree Property Management. Both telephone numbers are included on page 5 of this manual.

This cover only applies to emergencies. Non-emergency defects should be reported during office hours, so please only call out of hours in a genuine emergency.

Before reporting a defect, please consult the table on this page to confirm that the issue is covered by your two year warranty and to determine whether it constitutes an emergency.

	NOT COVERED	EMERGENCY	NON-EMERGENCY
PLUMBING & HEATING ISSUES			
Uncontrollable water leaks that will cause damage if left unattended.		✓	
No heating (between October and March).		✓	
No hot water.		✓	
Dripping taps.			✓
Running overflow pipes.			✓
Low water pressure.			✓
DRAINAGE ISSUES			
Internal or external drain blockages that could affect health and safety if left unattended.		✓	
Blockages caused by inappropriate items being flushed down toilets (including sanitary products, kitchen paper, non-flushable wipes, nappies, toilet rolls and plastic bags).	✓		
ELECTRICAL ISSUES			
Total loss of power and lighting. Before calling, please: <ul style="list-style-type: none"> Follow the guidance on page 16. Contact your electricity supplier to confirm whether there is a power cut. 		✓	
Light bulbs requiring replacement.	✓		
A problem caused by DIY or third party works.	✓		
SECURITY ISSUES			
Failure of front door lock.		✓	
Loss of front door keys.	✓		
Window defects, including defective locks, that compromise security. Please note, if a tilt and turn window has been placed in a 'confused' state by improper operation, this is not classed as an emergency.		✓	
STORM DAMAGE ISSUES			
Loss or misplaced roofing materials in wind speeds exceeding gale force 8.	✓		



RUNNING-IN YOUR NEW HOME

DRYING OUT

Your home needs a period of running-in to allow the materials used in construction to stabilise to their new environment.

As explained during your home demonstration, during the first year, water from construction materials is being drawn out and some movement of these materials is likely. It is very important to allow your home to dry out as naturally as possible, to minimise cracking and movement of finishes (referred to as shrinkage). You can aid this 'drying out' process through temperature control and adequate ventilation.

WHAT YOU CAN DO TO MINIMISE SHRINKAGE

There are a number of simple steps you can take on a day-to-day basis, which will help to prevent any shrinkage:

- Built-in wardrobe doors should be kept slightly ajar during the drying out period, especially if the wardrobe is on an external wall.
- If you are producing a lot of moisture, try to ensure that a window is open.
- Leave the mechanical ventilation with heat recovery (MVHR) system running at all times.
- Use the 'Boost' switch in the kitchen and in wet rooms, where excess steam is being produced.
- Cover your pans when you are cooking and use the extractor hood.
- When taking a bath or shower, close the bathroom door to stop steam escaping. Ventilate thoroughly after you have finished.
- If excess condensation occurs on window glass, simply wipe it away.
- Try to keep a reasonably even temperature in your home so the structure warms up and dries out gradually.

- Use central heating sparingly at first, especially if you move in during winter, and make sure you do not have the heating on too high.
- We recommend that heating thermostats should be set no higher than 20°C. When you leave your home for a prolonged period of time, we recommend that your central heating thermostat's settings are set to 16°C to allow a low heat in your home.
- Leave doors ajar when you are able to.
- We have finished the walls with paint that lets moisture work itself out during the drying out period. Further coats of emulsion and oil-based paints or wallpaper can be used for later redecoration, after the walls have dried out.
- Minor shrinkage cracks are a natural result of your home drying out and as such are not classed as a defect for the purposes of your warranty, unless you are able to fit a £1 coin into the gap.
- We recommend that you do not redecorate for 12–18 months to allow your home to dry out sufficiently. When you do redecorate, use a flexible filler to make good the shrinkage cracks.

Drying and movement of the timber components used in the construction of your new home may result in the need for the following adjustments:

- Shower trays and baths may drop slightly and require resealing around the edges with a good quality silicone sealant.
- Fixings may start to show in the plastered surfaces. These should be screwed tight to the surface, the hole filled and made good with paint.
- Internal doors may drop and will require simple adjusting.

Please note, these adjustments are your responsibility as they are maintenance issues rather than defects.



ROUTINE MAINTENANCE

INTERNAL

LUBRICATION

There are many areas within your new home that will benefit from regular lubrication. In particular, we recommend that window hinges and door mechanisms are regularly lubricated (following the manufacturer's instructions) to help keep them in good working condition.

DIY

FIXINGS

The internal walls have been constructed using metal framed partitions. Advice should be taken when fixing to the metal studs, based on the item to be fitted.

When hanging pictures, care must be taken not to disturb or penetrate any pipes or electrical cabling that may lie on or beneath the surface of the wall. Electrical sockets, switches and fittings indicate the presence of electrical cables directly above and/or below, as discussed during your home demonstration. We strongly recommend that you use a cable detector to confirm the location of electrical cabling before hanging pictures. The correct fixing should be used according to the weight of the fitting. Please ensure you follow the manufacturer's advice closely. Mounting heavy objects on the walls should be avoided.

REDECORATING

If you plan to redecorate your home, we recommend that you wait between 12 and 18 months until the drying out process is complete. Paint that is applied too soon may crack as the moisture in the construction evaporates and drying out continues.

WINDOWS & DOORS

You are responsible for maintaining the internal window frames and glazing, as well as the window's moving parts.

- When cleaning the balcony door glass, you should use a squeegee with a wrist strap and extended handle.
- Your window frames and balcony door should be kept clean using soapy water and dried thoroughly. Avoid ammonia and abrasive cleaning agents.

- Regularly vacuum the tracks of your balcony sliding doors to ensure they operate smoothly.
- Keep moving parts, such as hinges, locks, handles, etc., clean and free of grit, dirt or mortar. Use hot water, detergent and a soft bristle brush or synthetic sponge for cleaning. Never use scouring pads or steel brushes, as these may cause damage.

The windows in your home open sideways with a key lockable handle. Each unit has two opening modes where each mode is engaged by turning the handle:

- Mode 1: For safety reasons, this should be the normal operating mode. To engage this mode, the handle should be turned by 90 degrees which will open the window to a restricted amount.
- Mode 2: To engage this mode, the handle should be turned 180 degrees, which will allow the window to open fully.

Window restrictors should be used at all times and if removed are done so at your own risk. Removing restrictors can potentially damage hinges; resultant damage will not be classed as a defect and, therefore, will not be covered by your home's warranty.

To keep your internal wooden doors in top condition, wipe them occasionally with a damp cloth to remove any dust or dirt and refer to the manufacturer's cleaning instructions.

To prevent thermal cracking of the glazing, window blinds should be light in colour and a ventilation gap should be left around the edges of the blind to avoid a build-up of heat between the blind and glazing. We recommend caution with blinds that require a fixing to be placed between the frame and rubber gasket, as this can, on occasion, cause thermal cracking of the window pane, and will not be covered by your home's warranty.

Should you wish to fit blinds, we recommend that these are fitted directly onto the wall above the window where there is a support bar. Please be aware if you do fit your blinds within the reveal it will prevent the window from opening.



ROUTINE MAINTENANCE

DOOR FURNITURE

Ironmongery should be wiped regularly with a dry cloth/duster and washed periodically with soapy water, then dried with a clean cloth. Do not use abrasive materials or acid-based cleaning products as these will etch the finish.

FLOOR FINISHES

CARPETS

To prolong the new look of your carpet, we recommend regular vacuuming to remove potentially damaging dirt and grit, which is a major cause of premature ageing and wear.

Small spot stains should be treated as soon as possible, blotting the area, not rubbing. For large or persistent stains, we advise you to consult a professional carpet cleaner.

All carpets, regardless of yarn content and quality type, may develop dark patches caused by uneven crushing of the pile in wear. This shading cannot be prevented, and cannot be classed as a manufacturing defect.

AMTICO

You will be provisioned with an Amtico Care Kit to assist in the maintenance and cleaning of your flooring.

Your Amtico flooring should be cleaned regularly using dry cleaning methods such as a gentle vacuum cleaner or soft broom. When necessary, the Amtico Flooring Anti-Bacterial Spillage Remover can be used to clean up any spillages and the Non Abrasive Nylon Pad can be used on any stubborn marks. The amount of moisture used should be kept to a minimum by ensuring that cloths and mops are only lightly dampened.

You can protect your flooring by using the felt feet included in your care kit under furniture, and by not dragging heavy objects over the floor.

FLOOR TILES

Floor tiles should be cleaned with a soft cloth and a mild detergent solution. Cream cleaners and abrasive agents should be avoided as they will etch the tile.

KITCHEN

KITCHEN CABINETS

Your kitchen cabinets have a wood/veneer finish. Regular cleaning is recommended using a solution of washing-up liquid and warm water, applied with a clean, soft cloth and wiped dry afterwards with another clean, soft cloth to avoid scratching and etching the surface.

Avoid placing steam producing items, e.g., kettles, underneath your cabinets and do not let water run down and soak into the joints.

WORKTOPS

KITCHEN WORKTOP - SILESTONE

Silestone is non-porous and therefore very resistant to stains. It is also highly resistant to heat and scratches, but we still recommend the use of a chopping board and pan stands.

On a day-to-day basis, Silestone simply requires a wipe down with warm, soapy water.

It is not advisable to place pans directly onto the surface, so use heat mats or trivets to protect the worktop from becoming scorched or damaged.

BATHROOM LEDGE - CORIAN

Corian is simple to maintain. Although liquids cannot penetrate Corian, it is best to wipe up spills as they occur. Clean with a damp cloth and detergent, wiping it well and rinsing to get rid of any oils and fat, or spray with a hard surface cleaner and leave a few minutes before rinsing/wiping clean with a damp cloth and finishing with a dry cloth.

If any stains need more attention, sprinkle a gentle abrasive powder bleach on the damp surface and leave for a few minutes before using a soft cloth to rub with a circular motion and rinsing/wiping, then drying.



ROUTINE MAINTENANCE

WHITE GOODS

Each appliance within your home carries a manufacturer's warranty, which you will need to register with the manufacturer to enable you to make a future claim. Should you wish to extend this guarantee period or if you experience a problem with any of these appliances, you should contact the manufacturer directly.

When booking a service call for an appliance, please ensure that you have the following information at hand as they will need this to identify your appliance:

- Model and serial number.
- A clear description of the problem.

TROUBLESHOOTING

If an appliance is not working, consult the instruction manual and check whether:

- The power and/or appliance is switched on.
- The plug is firmly attached in the socket in the case of your washing machine.
- The fuse in the spur is intact.
- An MCB on the consumer unit has tripped.
- You have set the correct programme.
- The oven clock is set (without this your oven will not operate).

SANITARYWARE

It is important when cleaning your sanitaryware that the correct product is used to avoid any damage.

Ceramic and acrylic sanitaryware should be cleaned frequently using warm, soapy water or a mild detergent, (a little disinfectant may be added). Rinse with clean water then dry with a soft cloth. Prompt and thorough cleaning immediately after use will prevent tidemarks and the build-up of insoluble lime salts in hard water areas.

You should clean your steel bath directly after use to prevent the build-up of deposits. Always use a VEA (Vitreous Enamel Association) approved cleaner to prevent damage and wipe the surface of your bath dry with a soft cloth after cleaning. To remove stubborn stains and marks, apply the approved cleaner to the area you want to clean, then use the end of a clean white wine bottle cork to rub the area in a rotary motion.

W: www.vea.org.uk

WC bowls should be cleaned regularly using a soft brush. Always clean under the rim and flush the toilet when you have finished.

For more information, please refer to the care instructions given to you at handover.



ROUTINE MAINTENANCE

SHOWERS & SCREENS

It is important that these items are cleaned with an appropriate cleaner regularly to keep them in pristine condition and to prevent the build-up of limescale. For your safety, avoid any products that may result in a slippery surface underfoot.

Showerheads and screens should be descaled on a regular basis to remove any limescale build-up, which, if left, can cause damage. A build-up of limescale may allow water to escape through the shower screen seal and affect the flow rate of water from the showerhead.

Using a squeegee to clean down glass following a shower is a good way to help prevent limescale build-up.

You should also periodically check that sealants around the bath and shower area are not broken, and wipe away any moisture.

TAPS

Taps should be kept clean using a non-abrasive cleaning product and a soft, clean cloth. The use of abrasive cleaners and neat bleach should be avoided, as the surface material is likely to be scratched, eventually leading to the full removal of the surface material and subsequent corrosion.

EXTERNAL

COMPOSITE DECKING

If you have composite decking on your balcony or terrace, it will benefit from occasional sweeping. Water or a mild detergent solution should be used to clean off spills and marks. Don't use solvents, chemicals or abrasive cleaners on the surface.

PORCELAIN TILES

If your home has porcelain tiles, they are easily kept clean by sweeping and then mopping with warm water to which a neutral or nearly neutral detergent has been added. The cleaning solution should remain on the floor for 5 to 15 minutes to allow it to penetrate the dirt, after which it should be removed by rinsing thoroughly with clean water. Cream cleaners and abrasive agents should be avoided.



SERVICES TO YOUR HOME

SERVICE SUPPLIERS

Your services are currently supplied by the following companies; any queries regarding supply, tariffs and alternative options should be addressed directly with them. The meter readings, taken on the day you completed the purchase of your new home, are the base readings from which your consumption will be measured and your bills calculated.

ELECTRICITY

E.ON

T: 0345 052 0000

W: www.eonenergy.com

MPAN: 2600002779125

Your meter reading will be on your Handover Form, which was e-mailed to you following completion of your home.

The electrical supply enters your home through the electricity meter, which is located in the utility cupboard. This smart meter communicates readings automatically to your supplier. The meter belongs to the supplier. The cable leading to it is maintained by Crabtree Property Management, and neither the meter, nor the cable leading to it should be tampered with. All cables and equipment on the home side of the meter are your own responsibility as the homeowner.

The wires leading from the meter go to the consumer unit, which is located in your utility cupboard. This is the main distribution point to the circuits in your home. The consumer unit contains a residual current device (RCD), which provides protection by immediately cutting off the electricity supply when a fault originates from a power socket.

A number of miniature circuit breaker (MCB) trip switches protect individual circuits. Written alongside each MCB is a description of the circuit it protects – power, lighting, etc.

TO RESTORE POWER WHEN AN MCB TRIPS

- Disconnect any appliances you think may be the cause.
- Investigate the MCB switches on the consumer unit.
- Look for the circuit that has been affected – the relevant MCB will be in the off (down) position.
- Reset the MCB.
- Reconnect each appliance one by one, switching them on as you do so, until you identify the faulty appliance.

The MCBs within a consumer unit are very sensitive and a loose wire, or even a light bulb blowing, can cause them to trip. If you cannot identify a fault or it is an intermittent one, do not keep switching the MCB; instead, contact a suitably qualified electrician.

ELECTRICAL INSTALLATION CERTIFICATE

The Electrical Installation Certificate for your new home was given to you at the time of handover, and a copy can be found in the Additional Information section.

Please keep the original certificate safe, as we are not able to provide further copies.

The original electrical installation of your property should be inspected every five years.

REPLACING LAMPS

Many of the downlighters can be replaced. Please follow the manufacturer's instructions that accompany this file.



SERVICES TO YOUR HOME

WATER

THAMES WATER

T: 0800 980 8800 (billing)

0800 316 9800 (queries and emergencies)

W: www.thameswater.co.uk

Your home is provided with its own mains supply, fed directly from a smart water meter, in the communal riser cupboard, to a stop-cock, located in your utility cupboard. This stop-cock will shut off all water to your home if required.

WASTE PLUMBING

Waste water from your kitchen and bathroom fittings is drained, via plastic pipework, directly into the underground drainage system. You are responsible for the maintenance of all your fittings and waste plumbing.

In the event of a localised blockage, try using a flexible rod or suction cup to remove it. Failing this, empty the sink or basin by hand and pour in a drain cleaner. If this still doesn't work, put on some gloves, carefully unscrew the plastic trap underneath the sink or basin (remembering to place a container beneath it to catch any waste water), remove the obstructing material and screw the trap firmly back in place.

TELEPHONE

A line connection can be made to your preferred supplier.

A master telephone point has been provided in your living room for connection of a router and wireless telephone system. This point should be live when you move in; however, you will need to contact your chosen service provider to arrange connection. There is an additional telephone and data point to allow for future office provision.

Telephone service supply is your own responsibility as the homeowner.

TELEVISION

Your home is connected to a communal satellite television dish. If you wish to receive satellite television services, please contact your chosen satellite television provider to arrange connection and subscription.

A communal digital aerial has also been installed to the building, giving you the option to receive terrestrial channels via Freeview.

In addition, your home is pre-wired ready for fibreoptic television services from Virgin Media. In order to receive fibre optic television, you will need to contact your chosen supplier to check availability in your area and arrange connection and subscription to one of their packages.

You must not attach any aerial, satellite dish or other communications apparatus to any part of the building.

TV LICENCE

To watch or record television as it is being broadcast, or watch BBC iPlayer, you will need a valid TV Licence. Please be aware that your TV Licence does not automatically move with you, and it is important that you notify TV Licensing so they can transfer your existing TV Licence to your new address. You can do this by calling 0300 790 6131 or by visiting the website www.tvlicensing.co.uk



SERVICES TO YOUR HOME

HEATING & HOT WATER

The communal heating scheme, which provides heat from a central source to all of the apartments within the development, consists of a central heat source (gas boilers with combined heat and power units), a heat distribution network and installations within dwellings (underfloor heating and controls).

The heat interface unit includes the central heating and hot water control valves. The controls include a wall-mounted programmable thermostat to provide time and temperature control of the space heating and individual room thermostats. No time control is required for the domestic hot water as this is heated on demand in a similar manner to a combination boiler.

A separate metering and billing company will invoice you directly for your energy usage. You will shortly receive a welcome letter from the company and can choose how to pay the charges, either by direct debit or on receipt of a bill.

Further information on your heating system controls can be found in the user instructions given to you at handover. Additionally, there is a user guide in the appendices section of this file.

The heat interface unit should be serviced annually and this will be arranged by your managing agent. They will contact you for access when the servicing is due.

You must not tamper with the heat interface unit, as the system has been commissioned and balanced. Please do not switch off your HIU.

UNDERFLOOR HEATING

The underfloor heating system operates by circulating hot water through a series of continuous pipes for each room or zone. The special reinforced flexible pipe is embedded into the floor screed on top of an insulation layer. For each room or zone circuit, the pipe is continuous with the only joints being at the valves situated at the distribution manifold.

You can control the underfloor heating with your Evinox ViewSmart time clock.

HEATED TOWEL RAILS

Your towel rails are dual fuel and work electrically in the summer months, when your heating is not in use, and with your heating system in the winter months. The switch to turn the rail on/off is located outside the room.

If the rails are constantly covered by towels, then they won't be able to heat the room as effectively. They are designed to warm towels just before you use them.

Further information relating to the towel rail can be found in the additional information at the back of this manual.

HEAT RECOVERY

The mechanical ventilation with heat recovery (MVHR) system will keep your home fully ventilated. By recovering the heat already inside your home, it will help to reduce energy consumption. It brings fresh air from the outside and recycles the otherwise wasted heat from the extracted air.

Please note that this system is purely for ventilation purposes and is not a comfort cooling/air conditioning system that can provide cool air to your home.

You will need to clean the integrated MVHR filters regularly and replace filters once a year to ensure that the system continues to operate at optimum levels.

Please do not alter the settings on the system or switch it off. If you switch the system off, you will encounter moisture and dampness in your home.



SMART INTERIOR

THROUGHOUT

Walls	Johnstones Supermatt Brilliant White Emulsion
Ceilings	Leyland Trade Super Leytex Matt Brilliant White
Woodwork	Dulux Trade Eggshell Pure Brilliant White
Internal Doors	David Smith Doors solid core flush veneered oak
Wardrobe Doors	Mobiform matt white laquered soft closing sliding doors, plasterboard sides with rail and shelf
Front Door	David Smith Doors solid core timber veneered oak to PAS 24 standards

KITCHEN

Supplier	Commodore Kitchens
Range	Moon
Base and Wall Units	Cashmere matt lacquer
Worktop	Silestone White Storm
Splashback	Glass Cashmere
Sink	Franke stainless steel undercounter with single bowl UKXH045
Tap	Hansgrohe Focus single level mixer M4I

APPLIANCES

Oven	Bosch HBS534BS0B
Induction Hob	Bosch PUE6IIBB5E
Fridge	Undercounter Zanussi ZXAE82FR
Freezer	Undercounter Zanussi ZYAE82FR
Dishwasher	Zanussi ZDLN653I or ZDLNI2II
Microwave	Bosch BFL523MS0B
Washer/Dryer	Bosch WNAI4490GB
Extractor Hood	Bosch DFM063W56B

TILING

Supplier	Porcelanosa
Walls	Rodana Caliza 330 x 590mm
Floor	Smart Minnesota Ash 220 x 900mm

FLOORING

Vinyl	Amtico Designer's Choice Parisian Pine
Carpet	JHS Callisto Berber 003 Wheat



SMART INTERIOR

SANITARYWARE

WC	Duravit Starck 2 with soft close seat
Family Bathroom Basin	Duravit ME Starck semi-recessed with one tap hole 550 x 455
Ensuite Basin	Essential Jasmine 40 semi-recessed with one tap hole 500 x 400
Mirror Cabinet	Mobiform with LED lighting and Click Definity shaver socket
Counter Top	Corian Bisque
Basin Tap	Hansgrohe Focus mixer 100 low flow
Bath	Ocean Low-Line steel with central waste with Hansgrohe Exafill S complete overflow
Hand Shower	Hansgrohe Raindance EcoSmart E 120
Bath/Shower Mixer	Hansgrohe Ecostat E thermostatic two way control
Bath Screen	Simpson Ten hinged
Shower	Raindance S Overhead 300 ljet EcoSmart with shower arm
Shower Tray	Crosswater Minima low profile
Shower Screen	Simpson Design view walk in easy access



BEING SAFE

FIRE SAFETY

Your home has been designed as a series of fire compartments. The integrity of the plasterboard walls, doors and door frames is crucial to maintaining these fire compartments. Alterations or modifications to any part of your home could affect the ability to retain a fire; therefore, please refer to the terms of your lease and then seek your landlord's (in this case - Notting Hill Genesis) approval and professional advice before undertaking any works. You can contact your landlord through Crabtree Property Management, and you should make contact through them in the first instance.

The building is divided into fire protected compartments in accordance with current British Standards.

Your front entrance door is a fire door and designed to withstand both heat and fire for a specified period of time. If additional locks or fixing holes are made to the door, the fire integrity will be compromised. Should you wish to make any changes to your door, please contact Crabtree Property Management.

CEILING MODIFICATIONS

The MF ceiling in your home has a number of mechanical and electrical items contained within it. In addition, it affords fire safety and acoustic benefits.

Should you need to cut into or remove sections of your ceiling in the future; please ensure you seek professional advice before doing so and ensure any work is carried out by a competent tradesperson.

SMOKE & HEAT DETECTORS

Your home is fitted with one or more interconnected, mains-powered smoke and heat detectors. These detectors are fitted with battery back-up to ensure safe operation in the event of a power failure. An alarm will beep if the battery is running low or removed.

You should check the operation of these alarms once a month. You can do this by pushing and holding the test button for one to ten seconds; the alarm should sound and the LED should flash rapidly. The alarm will stop when you release the button.

The units require very little maintenance apart from an occasional vacuum near the sensing areas to remove any household dust that may build-up.

Do not open the alarm or attempt to replace the battery when the power is still connected.

Never paint or disconnect a smoke or heat detector.

Please refer to the manufacturer's instructions.

AUTOMATIC OPENING VENTS

In the event of a fire, the AOVs in the corridors will open, utilising the natural thermal lift created by hot smoke to channel it externally to the atmosphere. AOVs have been positioned throughout the building and should not be opened or have the glass window removed.

FIRE ESCAPES

Ensure you and all other occupants of your home are familiar with the fire escape routes. Please refer to the Fire Evacuation Strategy and Fire Plan issued by Crabtree Property Management.



BEING SAFE

FIRE PREVENTION

By observing the following precautions, you can greatly reduce the risk of causing or being injured in a fire:

- Make sure that the detectors in your home are working and are regularly tested.
- Take care when cooking with hot oil.
- Do not overload electrical sockets.
- Ensure cigarettes and candles are safely extinguished.
- Use the heating system installed in your home. Do not use portable radiant heaters with a flame, such as gas or paraffin, or electric bar heaters. If additional heating is required, use a convector heater.
- Avoid storing items around your consumer unit as doing so could cause an obstruction and potentially a fire.

ELECTRICAL SAFETY

To reduce the risk of death, injury or fire caused by faulty electrical installations, there are restrictions upon making electrical alterations to your home as prescribed by government legislation. Further information about Building Regulations Part P – Electrical Safety is available online at:

W: www.planningportal.gov.uk

Please also consider the following safety guidelines:

- Check that plugs have the correct fuse for the appliance and are properly earthed.
- Regularly check leads and replace if damaged – do not repair with adhesive tape.
- Do not overload power sockets.
- Carefully place extension leads and power cables where they will not be damaged or be a danger, e.g., through over-stretching.

DIY SAFETY

The following information provides safety advice for do-it-yourself maintenance work to your home. If you are in any doubt about your ability to carry out the work properly and to your own satisfaction, please seek professional advice.

EXERCISE CARE WHEN...

- Drilling or nailing into walls – a cable detector should always be used as hidden services may be present.
- Using anything involving heat – e.g., a paint stripping gun. Be aware that these tools can cause highly flammable items to catch fire.
- Using power tools – a circuit breaker will give you even greater protection against the risk of shock should you cut through a live conductor.

DO NOT...

- Make any alterations to internal walls, doors or door frames, without prior consent from the landlord.
- Make any structural alterations to your home without the prior consent of the landlord under the terms of your lease.
- Undertake a project unless you have all the required skills to carry it out safely and competently. If not, seek help from experts.

SECURITY MEASURES

A security rated entrance door has also been fitted with a spyhole.

CCTV has also been installed in the lobby at Regal Court, and will be managed by Crabtree Property Management.

A Paxton Entry Standard monitor has been installed in your apartment linked to the main entrance. This is a two way audio and one way video entry monitor.



SUSTAINABILITY

ENERGY PERFORMANCE

An Energy Performance Certificate (EPC) has been produced for your new home and can be found in the Additional Information section. This certificate provides a numerical and alphabetical rating, which shows how environmentally friendly your home is. In addition, two potential ratings estimate what your home could achieve after energy saving improvements are made.

SAVING ENERGY

One way to lessen your environmental impact is to reduce your heat and power consumption, which should also lead to lower energy bills. Below are some suggestions of ways to save energy:

- Avoid setting your heating higher than necessary and only program your heating to turn on at the times you require.
- Only fill your kettle with the water you need. Full kettles take longer to boil, wasting energy and water. Descaling your kettle regularly helps maintain its efficiency.
- Make use of economy settings on appliances.
- Only purchase energy efficient appliances.
- Use energy saving bulbs.
- Turn off electronic items that are not in use and unplug devices once they are charged.
- Only use your washer/dryer with a full load and wash items at 30°C using detergent designed to work at low temperatures.
- Match pan size to ring size and cover pans when cooking to retain heat.
- Let food cool down before putting it in the fridge/freezer, otherwise more energy will be required to maintain the appliance's temperature.

SAVING WATER

You can help to reduce your water consumption by following the advice below:

- Have a shower rather than a bath.
- Don't leave taps running while brushing your teeth or shaving.
- Fix any dripping taps.
- Keep a jug of water in the fridge, instead of running a tap until the water is cold.

USEFUL WEBSITES

Energy Saving Trust (EST) provides information about saving energy.

W: www.energysavingtrust.org.uk

The Waterwise website includes practical advice on saving water both inside and outside the home.

W: www.waterwise.org.uk



ON YOUR DOORSTEP

LOCAL BUSINESSES & FACILITIES

HOSPITAL

King's College Hospital
Denmark Hill
London SE5 9RS

T: 020 3299 9000

W: www.kch.nhs.uk

DOCTORS' SURGERIES

Pavilion Medical Centre
9 Brighton Terrace
Brixton
London SW9 8DJ

T: 020 7274 9252

W: www.pavilionmedicalcentre.co.uk

Hetherington Group Practice
18 Hetherington Road
Brixton
London SW4 7NU

T: 020 7274 4220

W: www.hetheringtongp.co.uk

DENTAL SURGERIES

Shah Dental Practice
24 Acre Lane
Brixton
London SW2 5SG

T: 020 7274 5989

Pavilion Dental Centre
9 Brighton Terrace
Brixton
London SW9 8DJ

T: 020 7787 7047

W: www.paviliondentalcentre.brixton.wordpress.com

CHEMIST

Pavilion Pharmacy
9 Brighton Terrace
Brixton
London SW9 8DJ

T: 020 7787 7040

W: www.pavilionpharmacy.co.uk

SCHOOLS

Sudbourne Primary School
21 Mandrell Road
Brixton
London SW2 5EF

T: 020 7274 7631

W: www.sudbourne.com

Trinity Academy
56 Brixton Hill
Brixton
London SW2 1QS

T: 020 3126 4993

W: www.trinity.futureacademies.org

LIBRARY

Brixton Tate Library
Brixton Oval
Brixton
London SW2 1JQ

T: 020 7926 1056

W: www.lambeth.gov.uk

POST OFFICE

Brixton Hill
104-106 Brixton Hill
Brixton
London SW2 1AH

T: 0345 722 3344

W: www.postoffice.co.uk

These listings are for information only and do not constitute recommendations by Notting Hill Genesis. Should you use any of the listed services, you do so at your own risk. All details are correct at the time of printing (May 2023).

