



## Your new home

18-29, 45-56, 64-66 Foxgrove Path,  
South Oxhey Watford WD19 6YL



**watford**  
community  
housing

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## WELCOME

Welcome to your new home at Foxgrove Path, South Oxhey.

This new development has been constructed for Watford Community Housing using up-to-date construction methods and materials.

On the following pages of **Your New Home**, you will find information about your home and the surrounding area. This booklet has been prepared to help you become familiar with your new home quickly and easily.

It contains information on how to look after your new home, how to report certain types of problems, your home's specifications, and your utility suppliers – as well as advice on safety and security. We have also included technical help and practical tips.

Watford Community Housing is committed to a process of continuous improvement, and we welcome your comments (both good and bad) about your home and the design of the development. It is our usual practice to send residents a survey after you have been in your home for approximately 6 months, which gives you an opportunity to offer us your feedback. You can contact us at any time should you have any questions.

The Watford Community Housing Team hope you enjoy living in your new home at Foxgrove Path.

## How to Contact Watford Community Housing:

**Telephone** – 0800 218 2247 (this line is open 24/7 including Bank and Public holidays)

**Email:**

repairs@wcht.org.uk - Repairs/Defects only

enquiries@wcht.org.uk - All non-repair related queries

Please call 0800 218 2247 to report an emergency.

## Other Useful Contact Numbers

### **Electricity supplier**

British Gas

0333 003 5784

[www.britishgas.co.uk](http://www.britishgas.co.uk)

### **Water supplier**

Thames Water

0800 316 9800

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

### **Your local authority**

Three Rivers District Council

Three Rivers House

Northway

Rickmansworth

Herts WD3 1RL

<http://www.threerivers.gov.uk/>

## Defects/repairs – Definition and Reporting

Your home is new and there will be a ‘settling in’ period, during which time you may experience minor defects that require attention.

A defect is different from a repair. It usually means there is an installation or premature component fault. This could be related to items such as heating controls, light switches, or doors etc.

New build houses will have slight variations from each other but are built in line with allowed tolerances set down by UK building regulations and the building warranty provider.

Defects do not include everyday maintenance, accidental damage, wear and tear or misuse of equipment it must relate to a premature fault either through installation or the component.

If you experience any defects, please report them to Watford Community Housing on **0800 218 2247** or email **repairs@wcht.org.uk**.

If an issue reported is found not to be a defect, or has been caused by inappropriate use, the cost of repair may be passed on to you by Watford Community Housing. If in doubt, please get in touch with us.

### Condensation

Condensation frequently causes problems in new build properties. Remember that condensation is not normally a building defect. Learning to control moisture levels is a vital part of the way we live in modern, well insulated, homes.

### Drying out

During its first year your home will be ‘drying out’ and shrinkage cracks may appear. This is perfectly normal and should not cause any concern, as it will not be structural.

*If you notice any cracks that are larger than the width of a one-pound coin (on its edge) please report this through the defect reporting procedure given above and below.*

### 12-month inspection

At the end of the first year, we will arrange an End of Defect period inspection of your home. If any defects are identified, we will make sure they are rectified. Do note, that this inspection will take place one year after Watford Community Housing took handover of the property, **not one year after you move in.**

### Maintenance

Following the repair of any defects identified during the End of Defect period inspection, you should continue to contact Watford Community Housing for any repair-related matters or any other queries.

### Estate amenity areas

The amenity areas are managed by Watford Community Housing. Our maintenance team will carry out regular scheduled services, and the cost of these services will be included in your service charge (where applicable).

### Reporting Repairs/Defects during defect period

All repairs (also known as Defects) will fall into one of the following three categories.

#### Emergency Defects – 1 day (24hrs)

Any defect which puts health, safety, or security of the tenant or third party at immediate risk, or which affects the structure of the building adversely.

- Total loss of mains water
- Burst Water Main
- Flooding
- Gas leak
- Total loss of electricity (not caused by a power cut)
- Unsafe electrical supply
- Unsafe electrical fittings
- Fire damage
- Blocked main drain, soil pipe or sole W.C.

- Loss of heating or hot water for any tenant during the period 1<sup>st</sup> of October – 30<sup>th</sup> of April (**This period is weather dependent and subject to change**)
- Breaches of security to external doors & windows
- Security of internal doors/windows

### Urgent Repairs – 5 days

Defects causing discomfort, inconvenience, or nuisance to a tenant or third party or likely to lead to further deterioration of the building if problem persists.

- Loss of Hot Water for any tenant during period 1<sup>st</sup> May and the 30<sup>th</sup> of September (**this period is weather dependent and subject to change**)

### Routine Repairs - 28 days

Defects that can be deferred, without serious discomfort, inconvenience, or nuisance to the tenant or third party or long-term deterioration of the building and can wait until the next convenient visit.

- General joinery repairs
- Defective flooring
- Minor Plumbing leaks
- Severe Dampness
- Minor electrical faults
- Blocked drains, sinks, basins, and baths
- Roof leaks
- Defective cistern or overflow
- Repairs to plaster work
- Other minor plumbing repairs
- Easing doors/windows

- Repairs to kitchen fittings
- Repairs to doors/windows
- Dripping leaking taps/shower units
- Repairs to external walls and paths
- Repairs to walls, brickwork, and slates/tiles
- Repairs/cleaning of gutters and downpipes
- Other minor day to day repairs/replacements

**If you need to report an emergency defect outside of our office hours, please call 0800 218 2247. This number is manned 24 hours a day, 7 days a week.**

## **AFTERCARE INFORMATION**

Further information about the aftercare process, can be found on our website and do familiarise yourself with our most frequently asked questions.

Please view here -

<https://www.wcht.org.uk/your-home/looking-after-your-home/aftercare/>

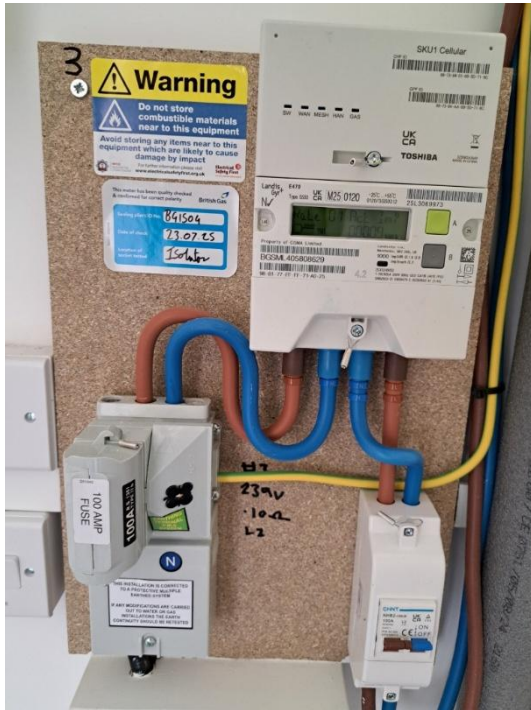
## MOVING IN CHECKLIST

1. Set up an account with your water and electricity providers.  
Please note that your address may not be on the utility provider's system for up to six weeks. Please ensure you give the supplier a meter reading when your tenancy starts. You are free to choose any electricity provider.
2. If you wish to have your telephone connected contact your preferred supplier
3. You should consider arranging contents insurance for your possessions (you will not be able to claim for damages on possessions caused by any defect without this insurance)
4. Test your smoke/heat detectors.
5. Take a few minutes to read the Fire Action Notice displayed in the building.
6. Register the move into your new home with Three Rivers District Council (for things like council tax.)

## METERS AND SERVICES

### Electricity meter

Your electricity meter is in the cupboard under the stairs.



The meter and the cable leading to it belong to the electricity company and should not be tampered with in.

Any queries regarding supply, tariffs and alternative options should be addressed to your utility provider.

Please make sure you keep records of the meter readings taken on the day you moved into your home; your bills will be calculated from these readings, and you must give them to the utility companies.

## Water meter

Any queries regarding supply, tariffs and alternative options should be addressed to your utility provider.

Please make sure you keep records of the meter readings taken on the day you moved into your home; your bills will be calculated from these readings, and you must give them to the utility companies.

Your water meter is located outside of your property and is individually labelled to each property.



Please contact Watford Community Housing if you require access to the water meter to check your reading.

**Please ensure the first reading is taken as soon as possible after you move in.**

## Air Source Heat Pump



Your air source heat pump is already installed and connected to the heating and hot water system. This is situated in the garden of the property. It is designed to run efficiently at a steady, low temperature. For best results, keep your thermostat at a consistent setting rather than frequently turning it on and off.

Please do not reduce the hot water temperature below 55°C. Lowering the temperature will not save money on your energy bills and may prevent your system from running efficiently. Your Air Source Heat Pump (ASHP) is programmed to follow a 14-day legionella prevention cycle, which automatically heats the water to 55°C to maintain hygiene and safety standards. For best performance and safety, always keep the hot water temperature set to 55°C or higher.

### Common Mitsubishi Ecodan Fault Codes Explained

Here are some of the most frequently encountered Mitsubishi Ecodan fault codes, their meanings, and suggested actions:

**F3 - Low Pressure Switch Failure:** Check the connection on the board and verify the continuity of the switch.

**F5 - High Pressure Switch Failure:** Inspect the connection on the board and ensure proper switch operation.

**L3 - Circulation Water Temperature Overheat Protection:** Check for water leakage, strainer blockage, and ensure the circulation pump is functioning correctly.

**L9 - Low Primary Circuit Flow Rate Detected:** Inspect for water leakage, strainer blockage, and replace the flow switch if necessary.

**U1 - High Pressure Fault:** Check water flow rates and ensure no blockages.

**U6 - Inverter/Compressor Overcurrent:** Perform diagnostic tests on the inverter and compressor.

**E0 - Transmitting Error (PAR-W21):** Verify and correct refrigerant address settings on SW1.

**E6 - Indoor/Outdoor Communication Error:** Ensure proper power-up sequence and inspect communication lines.

Please call **0800 218 2247** to report an error code.

## UFH Man Hold - Under Floor Heating

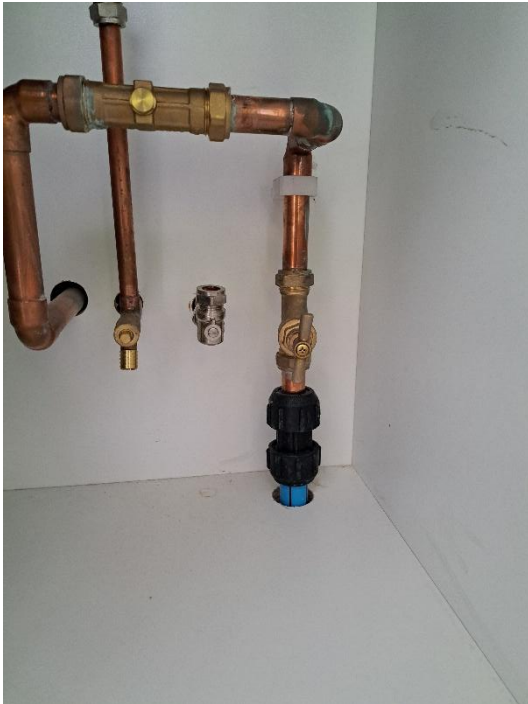
Underfloor heating (UFH) operates by gently warming the floor surface, which then radiates heat evenly throughout the room. This is controlled by the Luna Touch thermostat. The LunaTouch WiFi is a multi-function thermostat/timer for any part of your heating or hot water system where thermostatic or programmable control is required. The LunaTouch WiFi can be controlled by your smartphone over WiFi using the 'Tuya smart' application. Please refer to manual for instructions.



## Domestic cold water

Your home is provided with its own mains supply.

The water shut off point (stopcock) will shut off all water to your home if required. The water shut off point (stopcock) is under the Kitchen sink in your home.



Please familiarise yourself and test whether you can turn off the water or not.

### IN AN EMERGENCY

If you have problems relating to your cold-water supply, please isolate the supply via the water shut off point (stopcock) located in the cupboard in the living area in your home and contact Watford Community Housing.

## Broadband

BT Open reach broadband is accessible from all habitable rooms in the property. "Open reach" means that the fibre network is not limited to a single internet provider. Instead, multiple providers can offer their services over the same network, giving you the freedom to choose the best deal for your **needs**. In this case, BT and Virgin are the broadband providers that you have to choose from.

*Technical Advice - You must tell your supplier about the extension sockets, when you order your connection, so that these are also turned on otherwise you may be charged twice.*

You will be responsible for any connection charges including any applicable for bedroom extensions, however, please check with your provider for a full breakdown of any connection fees.

## TV and satellite

There are sockets for TV aerials in the Living area and bedroom(s) as not available in bathroom.

This is what your TV media socket look like:



Please ensure you tune your TV in first; this will enable you to receive all channels.

If you wish to have satellite / cable TV installed, you will need to contact your provider to arrange connection.

If you would like to set up Sky services, please contact Sky directly to arrange your installation.

## SERVICES WITHIN YOUR HOME

### Water

General water savings systems installed in your home for example toilets/taps are flow restricted and have dual flush cisterns, as appropriate.

All taps (except the bath taps) and showers are fitted with flow restrictors which together with the choice of sanitary ware reduces water usage.

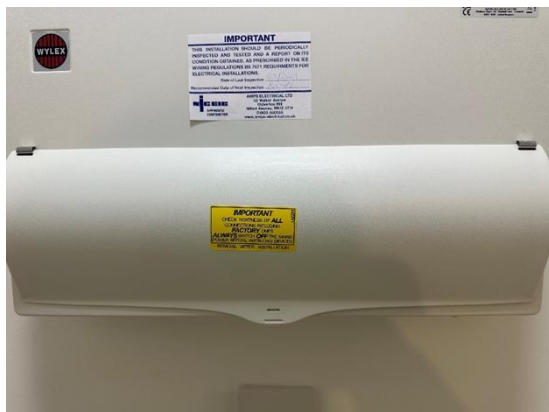
Regarding the taps, appliances have been connected to these in accordance with the manufacturer's instructions. It is a good idea to re-check the connections once the appliances have been in use for a day or two – dripping connections can cause serious damage.

### Electrical mains

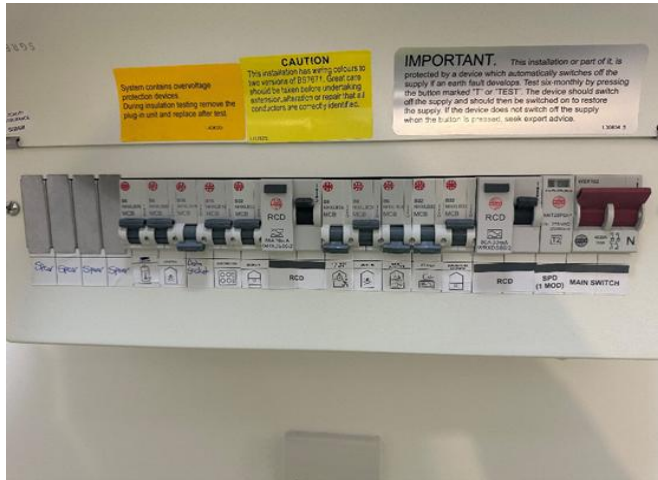
#### Consumer Unit (CCU) & MCBs

Your electrical customer consumer unit (CCU) will be under the stairs.

See below to see what the consumer unit (CCU) looks like.



Flip up the cover and underneath you will find several circuit breakers. These are labelled to show which electrical circuit or unit it supplies.



Some circuit switches may be switched in the off position. This is because it is a spare circuit and does not need to be switched on.

To isolate the electricity to the property, switch off red Main Switch (two red switches) on the consumer unit.

### If an electrical power circuit goes off

The power circuit(s) may fail for one of the following reasons:

- Overload of the circuit - which will cause the association circuit to trip 'OFF'
- Connection of a faulty appliance to the power circuit which will cause the CCU to trip 'OFF' and may also cause the associated circuit breaker to trip 'OFF'.

To reinstate the circuit, unplug the faulty appliance and switch CCU and circuit breaker to 'ON' position as necessary.

If you have any further difficulties, please contact Watford Community Housing. The lighting can fail if a bulb blows. If this happens:

- Check with the aid of a torch whether the circuit breaker is in the 'OFF' position
- Switch circuit breaker to 'ON' position
- Identify faulty bulb
- Switch 'OFF' circuit breaker

- Replace bulb
- Switch circuit breaker to 'ON' position

If no faulty bulb is apparent and the circuit breaker will not hold in the 'ON' position, please contact Watford Community Housing

If you discover that a bulb has gone it is your responsibility to replace it.

### **Consumer Unit (CCU)**

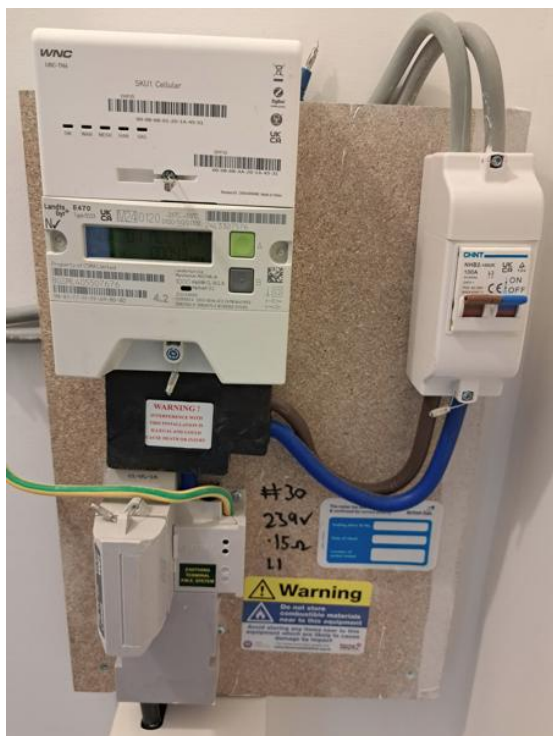
The wires leading from the meter go to the consumer unit which is in the service cupboard in the hallway in your home. This unit contains the main on/off switches and several MCB (milliamp circuit breaker) trip switches which protect individual circuits.

They are like small fuses that do not need rewiring, MCBs automatically switch off the electricity supply, should there be a fault, for example due to loose wiring or faulty appliances being connected to it. Written alongside each MCB is a description of the circuit it protects – power, lighting etc.

### **What to do if a circuit fails**

If a circuit fails, you should disconnect (rather than just switch off) all appliances that you think may have caused the problem. It will be obvious which circuit has been affected by checking the consumer unit, where the switch on the relevant MCB will be in the "off" position. Switching the MCB back on should restore the circuit. To be sure that you have identified the faulty appliance reconnect all other appliances and see if the MCB fuses again. If it does, it means there is still a faulty appliance somewhere, which you should try to locate by disconnecting all appliances and reconnecting them in turn, switching them on as you do so.

## MCB's showing on position:



*Technical Advice:* To isolate the electricity, switch off red Main Switch (two red switches) on the consumer unit located in the service cupboard in the hallway in your home.

If the circuit breaker will not hold in the 'ON' position, contact [Watford Community Housing](#)

## General plugs & amps advice

There are electrical socket outlets in all rooms, except the bathroom and toilet areas. All electrical appliances you intend to use must be fitted with a three-pin square 13-amp plug with cartridge fuse of the correct rating.

### **General plugs & amps advice**

There are electrical socket outlets in all rooms, except the bathroom and toilet areas. All electrical appliances you intend to use must be fitted with a three-pin square 13-amp plug with cartridge fuse of the correct rating.

### **Electricity**

The property has been provided with an individual metered supply, which can be found in the service cupboard of your property.

### **Plugs and amps**

There are electric socket outlets in all rooms, except the bathroom and toilet. All electrical appliances you intend to use must be fitted with the plug supplied by the manufacturer or one which is certified to be used with that appliance.

## **WATER AND HEATING**

### **Heating**

The thermostat is run on batteries (Batteries are a consumable and not a defect, it would be appreciated for you to change batteries before raising any defect with the thermostat)

## Radiators



Radiators are provided in each habitable room i.e., Living room bedroom & kitchen.

## Heating controls

To set the on/off times and temperature setting for the heating system, refer to the thermostat manual supplied with the handover folder.



It is advised that the control is set in the range 18 - 21°C for comfortable room temperatures. Heating can be changed manually throughout the seasons for your personal comfort.

**Precautions:**

- Do not use to dry clothes on the radiators
- Do not cover or restrict airflow to the inlet or exhaust grilles as the appliance may overheat and become a fire risk.

Should you have any problems in how to operate these, please contact Watford Community Housing.

## Ventilation

### Mechanical Ventilation with Heat Recovery

Your home has a Mechanical Extract Ventilation (MEV) is a system designed to extract damp, stale air from rooms where moisture is generated, such as kitchens and bathrooms. It ventilates a room continuously at a low rate, with a 'boost' function when higher moisture is detected. There are extract grills in the bathroom and the kitchen.

Your property is fitted with individual extraction fans. The air is expelled externally – via a duct in your ceiling to a vent in the external wall – to remove condensation from the wet areas.

The extract system is running on a “trickle” permanently. The extract system will “boost” to a higher output automatically when the bathroom light switch is turned on. When the bathroom light switch is turned off the extract will automatically drop back to “trickle”.

#### **DO NOT TURN OFF / DISABLE**

**If you switch them off, it will result in the build-up of moisture within the home, which could lead to black mould forming on surfaces.**

## Fire, heat, and CO2 detection.

Installed within the property are 230V 50Hz mains-operated smoke and heat detectors complete with integral electronic fire alarm sounder.

These have tamper-proof batteries, and the unit will require replacement in accordance with manufacturer's instructions. These should be tested each month by use of the test button. This battery-powered alarm contains sealed-in, tamper-proof lithium battery that will last for the full 10-year life of the alarm.

A carbon monoxide detector is installed within your home. This should be tested each month by use of the test button. If the alarm sounds you should open all windows or move to fresh open air, either outside or near an open window or door. You should also turn off all gas-fired appliances.

**Immediately contact Watford Community Housing on 0800 218 2247 to report any incidents.**

Having identified the cause of the alarm activation, after your home has been fully ventilated, the carbon monoxide detector will need to be reset.

Smoke detectors are installed in habitable rooms and hallways.

If the alarm keeps beeping after replacing the batteries, you may have carbon monoxide present. Raise an emergency defect with Watford Community Housing.

If anyone is experiencing symptoms of carbon monoxide poisoning such as headaches, dizziness, or vomiting, immediately move to a location that has fresh air – ensuring that everyone in your home is accounted for – and then call 999.

In the event of a fire in your home, the detectors will activate the internal alarm. If your home is in a flat block which has communal areas, fire safety instructions will be displayed in the entrance hall.

If a fire is detected in your home, the smoke detectors will automatically trigger the internal alarm system to alert you.

In this situation, the recommended safety procedure is to follow the **”Stay Put” strategy**—remain inside your home unless it is unsafe to do so or you are instructed to evacuate by the emergency services.

Examples of what your Smoke Detectors look like are below:



These should be tested each week by use of the test buttons on each detector.

**If your Smoke Detectors do not appear to be working, contact Watford Community Housing immediately**

### **In the event of a fire within your home**

The detectors will activate the internal alarm.

If you are in the room where the fire is, leave straight away, together with anybody else, then close the door.

**Do not stay behind to try to put the fire out.**

Tell everyone else in your home about the fire and get everybody to leave the apartment.

Close the front door and leave the building.

**CALL THE FIRE SERVICE**

## Attenuation Basin

The attenuation basin which is positioned on the development is designed to manage and control excess rainwater and help prevent flooding. This is strategically positioned to collect and temporarily detain water runoff.

This is not like a traditional pond and the attenuation basins aren't designed for permanent water storage.

*At the attenuation pond, safety equipment includes life rings, throw lines, life jackets, and knee-high safety rails around the water's edge to prevent accidental falls.*

*Emergency access points and signage are clearly marked to guide individuals to safety in case of an emergency. Buoys are placed to demarcate hazardous areas and ensure safe navigation around the pond.*



## USEFUL INFORMATION

### Windows and Doors

You have been issued with window keys (and patio door keys if applicable).

All windows are double glazed.

Windows and patio/balcony doors within your property are UPVC. The windows and some of the patio/balcony doors installed (property dependent) are both tilt and turn allowing for ease of cleaning.

If you do find that you are in need of a key replacement, you will need to contact Watford Community Housing who will then order this for you. **Do note that there will be an additional charge for this.**

Windows and patio/balcony doors within your property are UPVC. The windows open outwards and have been installed with restrictors.

### Trickle vents

Trickle vents are incorporated into the window and patio door frame which if left opened will allow air to circulate and moisture to escape. It is recommended that these are kept open.

Closed



Open



### Window restrictors

Window restrictors are fitted to the window frames. Restrictors can be released by pulling the window slightly towards you and then pushing the 'PRESS' button to release the restrictor. The restrictor will re-engage when the window is closed.



### Walls

Please Note: During the first 12 months of occupation, we advise against wallpapering, redecorating, or installing new fixtures and fittings such as shelves, just in case there are any defects that need repairing. This is because new properties take at least 12 months to settle, and you may find minor hairline cracks in the walls as a result of this. After the first year we will carry out an end defects inspection with Bugler Development who will repair any naturally occurring defects. However, if you choose to decorate within the first year Bugler Development will not be able to make remedy to those defects. If you were to redecorate or wallpaper during this period, then the builder would not be responsible for any damage that may be caused to these decorated areas during any defect repairs. If the cracks are large enough to be able to slide a pound coin in (on its edge), then you should notify us immediately.

The 12-month defects liability period starts from when the property is handed over to Watford Community Housing from the builder. This is regardless of the date you moved in. This means that if you moved in two months after the building was handed over, the defect liability period has 10 months to run.

The internal walls are a plasterboard finish on metal stud work and care needs to be taken when fixing anything to them. Pictures and other small items may be hung on picture hooks, either single or double nail types. Heavy pictures and mirrors should not be hung on picture hooks – instead, use special wall plugs, available from hardware and DIY stores.

You will need to be careful that the type of screws, pins, and nails that you use to fix to the walls, floors and ceilings are appropriate and do not drill, nail or pin into any walls in an area roughly 9” (225mm) wide above or below any electrical switch, socket or other fitting, or where there may be electrical cables. It may be wise to purchase a cable/pipe detector to assist you.

When fixing into tiled walls, ensure the end of the wall plug is level with the plaster face and not the tile surface or you may crack the tile when tightening up the fixing. You will need to check with Watford Community Housing before drilling or nailing/fixing anything onto the walls.

## Ceilings

Ceilings are constructed using plasterboard fixed to the underside of the metal framing sections. It is possible to fix items to the ceiling, but you should take care not to suspend heavy objects from it and ensure that this is done after the 12 months defect liability period.

You will need to check with Watford Community Housing before drilling or nailing/fixing anything onto the ceiling.

## Shrinking and cracking

During the first year drying out and shrinkage cracks may appear. This is perfectly normal and should not cause any concern, as it will not be structural.

Shrinkage cracks, for example, are typical in a new build property. These cracks are caused by the moisture in the plaster drying out. You should take care not to overheat your property, as this will only increase the possibility of shrinkage cracks occurring as the building and plaster dry out quicker than they should.

If you notice any cracks that are larger than the width of a one-pound coin (on its side) please report this through the defect reporting procedure given above and below. Bugler Development will be requested to investigate the potential defect.

### **External cleaning and maintenance**

Your windows are UPVC and require minimal maintenance. If the UPVC frames of your windows need cleaning, you can do this with warm soapy water.

Glass should be cleaned a minimum of four times a year with a soft brush, a squeegee, and some mild soapy water. Add some rinse aid to prevent chalky marks.

If you are unsure of how to safely clean the windows using the tilt and turn function, please request a demonstration from Watford Community Housing. You are responsible for windows which are part of your home.

### **Vinyl flooring and carpets**

Hard floors can be lightly mopped using a cleaner recommended by the manufacturer, following the instructions for use. Under no circumstances should the floor be soaked for cleaning.

To keep your carpet looking clean for longer, vacuum regularly, and spot clean spills immediately to avoid staining.

### **Maintenance**

The frequency of maintenance required after the first year will depend on the amount of 'wear and tear' caused. Redecoration should ideally be carried out whilst the existing finish is still in a good condition.

Loose and flaking emulsion/paint should be removed by sanding or scraping.

## Damp and Mould in your home

**If you start to experience Damp or Mould in your home, please do report this to Watford Community Housing immediately for guidance and necessary inspections.**

## Kitchen units

These should be cleaned with warm, soapy water. Do not use any abrasive cleaning agents, acids, bleaches, solvents, scouring pads, wire wool or any similar cleaning aids. Certain chemicals and strong dyes can cause damage and discoloration, so these should be cleaned immediately. Worktops may be permanently marked by excessive heat. Hot pans and other such items should not be placed directly onto worktops. Irreparable damage can be caused to a worktop if a sealed joint is subjected to excessive heat or moisture. Do not place electric kettles, toasters, or other steam/heat generating appliances over the joints in your worktop. Always wipe away spillages immediately, especially over worktop joints. Do not allow water to stand on the worktop or accumulate under the front edge of the worktop.

## Stainless steel sinks

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

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

## BATHROOM

### Towel radiator

This is connected to the central heating system and can be controlled by adjusting the thermostatic valve.

### Cleaning

Clean with recommended liquid cleaner. Do not use scourers on work tops, cupboards, tiles or sanitaryware.

### W. C's

Never flush the following items down a toilet: disposable nappies, feminine hygiene products, medical dressings, baby wipes, face wipes, stockings, cooking oil, needles and used condoms. This can cause a serious blockage for which you will need the services of a drain cleaning company to clear. You may be liable for the cost of such works.

## SECURITY

### Front door

When leaving the property please ensure that your front entrance door is closed securely.

### Lighting

All fittings within your home are fitted with low-energy lamps, which can be purchased from hardware stores and most supermarkets. Where fitted, pendant lamps are Deta V1278 pendant with LED BC lamp Warm White. All light fittings can be changed by yourself.

## Energy-efficiency

Your new home has been designed to meet the building regulation's standard of thermal insulation. This helps to reduce the amount of fuel you need to keep comfortably warm. Nevertheless, there are several additional things you can do to help keep heating bills down. Vary temperature settings according to the time of year. Use the heating only when necessary. Turning the thermostat down by 1 degree can cut as much as 10% off your heating costs. Keep doors closed to keep heat within rooms Draw curtains in winter to stop heat escaping through windows. Don't leave appliances such as TVs or stereos on stand-by, switch off the light when you leave a room, wait until you have a full load before running the washing machine or dishwasher, take showers rather than baths, as you will use a lot less water, Defrost fridges and freezers regularly. When ice builds up you waste energy. Do not let hot taps drips, as this will use more hot water and increase heating costs. Avoid putting furniture etc. in front of heaters, this will severely restrict their operation and ability to heat the room.

### What is the EU energy label?

The EU energy label gives information about the energy efficiency of a product. The label rates products from dark green (most efficient) to red (least efficient). The label also shows total energy consumption and provides other information relevant to that product, such as water consumption and noise levels for washing machines, and screen size for televisions.

Products in the darkest green category are the most energy efficient. Dark green rated products use less energy and help you to lower your energy bills and CO<sub>2</sub>. In the past, the top label was always an 'A' but now it might sometimes be an A+, A++ or A+++.

This tells you how much electricity the product uses in kilowatt hours (kWh) and allows you to compare different models. The lower the figure the less energy it will use, and the cheaper it will be to run. Actual savings will depend on how you use the product and individual energy tariffs.

The icons on the bottom of the EU energy label will be different depending on the

product type and will give you additional information about the product such as its water consumption and noise levels.

### **What if there is no label?**

If you can't find the energy label on the product you should ask the retailer as they must provide this information by law.

For more information, tips and advice visit [www.direct.gov.uk/energylabel](http://www.direct.gov.uk/energylabel)

### **Condensation**

Condensation frequently causes problems in new build properties but is not normally considered a defect. Learning to control moisture levels is a vital part of the way we live in modern, well insulated, properties.

Warm air holds more moisture than cold air. When warm air meets with a cold surface this cools the air down and it can no longer hold all the moisture. The moisture is then deposited as tiny drops on the surface.

Moisture in your home is generated in several ways. It can come from cooking, bathing, washing and drying clothes, and from people.

Controlling condensation is a balance between heating and ventilation, together with taking simple steps to produce less moisture. Heating is important to warm the room surfaces, and warm air will hold the moisture. The moisture in the air can then be removed by ventilation. If your home is unoccupied during the day, it is best to keep the heating on low. If the heating is switched off during the day, condensation may occur as your home cools down and will be made worse when you return and generate moisture. You should ensure that trickle vents within windows and walls are always kept open.

### **Controlling condensation**

Make use of extractor fans – do not turn them off permanently.

Keep the kitchen door shut and the window open during cooking. Cover pans and do not leave kettles boiling.

Keep the bathroom door shut when bathing and, if you have a window in the

bathroom, open it for 20 minutes or so afterwards, again with the door shut.

Try to make sure that all rooms are heated, even if you don't normally use the room.

Keep kitchen doors closed when cooking.

Regularly open windows to their ventilation position or leave the trickle vent open to encourage air changes.

If drying clothes within your home, leave windows open in their ventilation position.

## **YOUR HOME**

### **In an emergency**

If you have problems with your cold-water supply, please isolate the supply via the main incoming stopcock located in your cupboard under the kitchen sink.

## **Operation**

### **Window opening/closing:**

1. To open – place the key in the lock and turn to unlock.
2. Turn the handle 90 degrees – allows the windows to be opened.
3. Try not to force the windows or patio doors – take care when opening.

### **Casement windows & restrictors**

All windows open inwards for ease of cleaning.

All windows above ground floor are designed to allow the window to be opened by means of a restrictor and these are fitted to the window frames.

### **Windows with locking handles (ground floor flats only)**

Your windows have locking handles and are key operated.

### **External doors**

Doors are PAS 24 Secure by Design & have a 3-point locking mechanism.

### **Operation**

1. When you leave your home, close your door until it latches using the handle.
2. To lock your door, you must lift the handle and then turn the key. This will engage all the side locking mechanism into the door frame.
3. To open your door, turn the key and press the handle down.

Flat entrance doors are fire doors & should not be tampered with. Should they not operate correctly or become damaged, please contact Watford Community Housing.

### **Waste**

Refuse and recycling wheelie bins are provided in the bin stores for your property.

Hertfordshire County Council operate several household waste and recycling centres in the area. The closest centre is:

Rickmansworth Recycling Centre, Riverside Drive, Rickmansworth WD3 1FS

### **Bulk waste**

If you have bulky waste that needs collecting, please contact the Council. Three Rivers District Council will charge for bulk collections.

Please visit the web link below for further information:

**[Book a home collection of bulky items | Three Rivers District Council](http://www.threerivers.gov.uk/services/waste-and-recycling/book-home-collection-bulky-items)**

**[www.threerivers.gov.uk/services/waste-and-recycling/book-home-collection-bulky-items](http://www.threerivers.gov.uk/services/waste-and-recycling/book-home-collection-bulky-items)**

**Brands/specifications used in your home:****Flooring – Vinyl tiles & Carpet**

Bathroom & Cloakroom floor tiles are Fabrica Polvo range – Niebla.

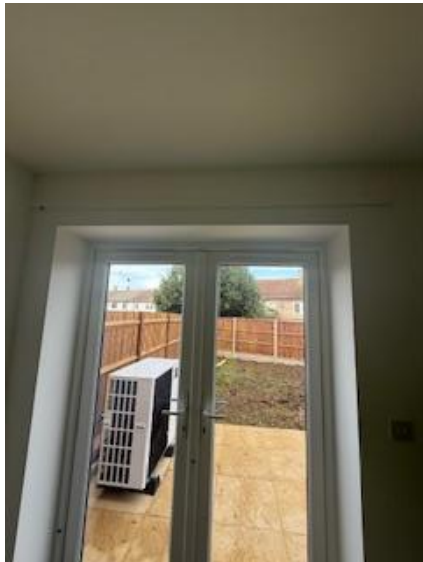
Kitchen is Giuliano (595) (Comfytex PU) Vinyl

Hall Mattwell is New Drever – Grey 0901

Hallway & Lounge is Giuliano (595) (Comfytex PU) Vinyl this is not included in store cupboards.

Bedroom Flooring (Carpet) - Astute Cloud 2 – Not included in store cupboards

Stairs & Landing - Astute – Cloud 2 – Not included in store cupboards

**Everyday cleaning**

You can clean most Vinyl tiles flooring with plain water or a solution of vinegar and water (made up of one cup of vinegar to one gallon of warm water). This can help to maintain the floor's shine.

Vinyl tile floors cannot be exposed to excess liquid so ensure that the mop is only slightly damp at best. Never pour excess liquid over the floor to clean.

For spot cleaning pour a mixture of water and vinegar on a damp cloth and heavily rub the required areas.

To combat wear and tear and keep your laminate floor looking its best, use a floor shiner or two coats of floor polish.

For a more intensive clean, use a slightly damp microfiber mop or floor cloth with specialist laminate floor cleaning fluid. This should then be dried with a clean cloth.

*Helpful tip:* **removal of shoe scuffs**

Rub at the scuff mark with a damp sponge. This should remove most scuffing. To remove heavier scuff marks, use a smooth rubber eraser to rub over the markings. Repeat the process until the scuff is gone.

Scuff erasers can be purchased at a hardware shop.

Most laminate flooring is very hard-wearing and stands up well to everyday life, but the floor surface can still be subject to scratches. Hardware shops may stock laminate repair kits.

Never use a scouring pad or other abrasive implements to clean laminate flooring.

**Floor finishes are gifted items, and any repairs associated to floor finishes will not be funded by Watford Community Housing**

**Paintwork (following the inspection after the first year)**

The brand of paint used is Dulux.

### Paint Finish

Ceilings – Dulux Trade Contract Matt, White.

Walls – Dulux Trade Contract Matt, White

Window boards/Skirting – Dulux quick dry Satin Wood.

Bathrooms – Dulux anti mould Matt

Kitchens – Dulux mouldsheild fungicidal eggshell

We advise that no decoration works are conducted in your new home until after we have conducted the End of Defect period inspection. However, if you choose to decorate within the first year, please note it may not be possible to match the paint colour in any areas that may require re decoration.

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

- Repainting should ideally be carried out whilst the existing finish is still in a sound condition **Report any concerns with damp or mould to Watford**

### **Community Housing**

- Treat any mould with a water / bleach solution of fungicidal wash.
  - Loose and flaking paint should be removed by sanding or scraping (in the direction of the grain where wood is concerned) Small loose areas should be dry scraped back to a firm edge, prime the bare part, and bring back to the level of surrounding surface.
  - Wherever possible, remedial decoration should be to the nearest possible break line.
  - Spot touch ups of light shades may be carried out well and avoid excessive thickness.
  - Periodic washing down and rinsing will maintain pristine appearance.
- Damaged or dis-coloured areas of paintwork to be rubbed down and redecorated as necessary.

## Kitchen Sink

Your new stainless-steel sink is a high-quality product and has an impervious surface that is resistant to most household cleaning products and chemicals.

Please use a damp clean cloth for general cleaning.

Should you need to remove grease, soap and water marks, a proprietary cleaner should be used. Please be sure that the products are nonabrasive, as they will dull the gloss surface of the product if used. Using a diluted bleach solution twice weekly applied with a sponge or soft cloth, then rinsed thoroughly with lots of water, will maintain the surface shine and keep your sink hygienically clean.

(NB: Care should always be taken when using bleach, please read manufacturer's instructions for use). Tougher limescale deposits can usually be removed using household vinegar or similar vinegar solutions.

## Operation and care

Your new sink has a satin finish surface, which although very strong, can be damaged by sharp metallic objects such as cutlery. Special care must be taken not to drop metal objects onto the surface of your sink.

Use rubber mats or liners to protect the sink from utensils and crockery. Use a cutting board for chopping food instead of the sink surface.

Use a soft cloth and a mild cleaner to wipe the sink after each use. Avoid abrasive cleaners and scrubbers that can damage the material.

## Lighting

Lighting to Kitchens are GU10 LED individual downlighters on chrome bar. Bathroom, Cloakroom, and En-suite are with an LED 2D steam proof light fitting. Lounge and Dining areas are pendant lighting. All light fittings are designed to accommodate

replaceable bulbs.

## **Bathroom**

Clean with recommended liquid cleaner. Do not use scourers on work tops, cupboards, tiles, or sanitary ware.

## **Care and maintenance**

Clean with a soft cloth moistened with warm, mild soapy water. Dry with a soft cloth. Do not use strong cleaners or abrasives as they can damage the finish.

## **Security**

Access to the building is via an electronically controlled door. You can allow visitors access by use of the video handset in your apartment.

Flat entrance and building front entrance doors are PAS 24 and are fitted with a multi-point locking system and laminated glass.

## **Shrinking and cracking**

Cracking may occur through the natural settlement of the building, normally there is no cause for concern, and this can be easily repaired with any common multipurpose filler. Shrinkage cracks, for example, are typical in new build properties, cracks are caused by the moisture in the plaster drying out. You should take careful not to overheat your property as this will only increase the possibility of shrinkage cracks occurring as the building, or plaster dry's quicker than it should.

## Window coverings

If you wish to install a track or pole for window coverings, we encourage you to have this done professionally to ensure that this is done safely and that there are no hidden cables or pipes where drilling is intended. If you require any guidance, please contact Watford Community Housing

## OTHER POINTS:

### Fire doors

- Fire doors should be kept shut when not in use
- Residents or their guests should not tamper with self-closing devices
- Residents should report any fault or damage to fire doors immediately to Watford Community Housing

### Balconies, patios, and shared communal spaces

- Residents must not light fires or use any barbecue equipment on balconies or communal spaces
- Drying washing on balconies or communal spaces is not permitted

### Fire exits

- No items should be stored at the bottom of any staircase, in corridors or any communal area that could obstruct any fire exit.

### Aerials and cameras

- No external wireless or citizen band or television aerial or TV satellite receiving dish shall be erected without the written consent of the Watford Community Housing first
- No video surveillance equipment, including cameras fitted to a doorbell shall be used or installed

### Pedal bikes, e-Bikes, e-Scooters, mobility scooters and baby buggies

- Mobility Scooters and Baby Buggies must be stored within your own property and not in any communal areas or block any fire exits
- e-Bikes, e-Scooters and Mobility Scooters should be charged within your own property, in accordance with the manufacturer's instructions and monitored closely while charging.

### PV Panels

Your home has been fitted with PV panels to help reduce carbon emissions and make your energy use more sustainable. The panels work by converting sunlight into electricity, which can be used to power your home. This helps lower your carbon footprint and can reduce the amount of electricity you need to buy from the grid. By using appliances during daylight hours where possible, you can make the most of the free, renewable energy your PV panels produce. The PV main isolator switch is shown in picture below, this is in the storeroom. To startup the inverter, the Grid Supply Main Switch (AC) must be switched on, before the PV panel's DC isolator shall be switched on. To stop the inverter, the Grid Supply Main Switch (AC) must be switched off before the PV panel's DC isolator shall be switched off.



## PARKING & EV CHARGING POINTS

Electric vehicle charging is available. EV Charging points are located outside of your property. Visitor parking is available in the un-marked bays. Picture of the EV Charging point is below. Please refer to the manual for instructions



## Shed

Your home comes with a garden shed, which has been gifted for your use. You can use the shed to store bicycles, garden tools, and other outdoor equipment. Keeping items in the shed will help free up space around your home and protect them from the weather.



## GROUNDS MAINTENANCE

The external amenity areas are maintained by Watford Community Housing.



**watford**  
community  
housing

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59 Clarendon Road  
Watford  
Hertfordshire  
WD17 1LA

**T** 0800 218 2247

**E** [enquiries@wcht.org.uk](mailto:enquiries@wcht.org.uk)

**W** [www.wcht.org.uk](http://www.wcht.org.uk)