chime housing

Your new home

Donne House



Contents

Welcome 5

How to contact Chime housing 6

Other Useful Contact Numbers 6

Moving in Checklist 7

Equipment in Your Home 8

Reporting Defects and Repairs 11

- What is not a defect? 11
- Items outside of the Checkmate Catle10 Property Warranty 12
- Damage caused by resident/household misuse 13
- End of Defects period 13
- New homes take time to settle in 14
- Reducing condensation 15
- Reporting defects during the defect period 17

Services Inside Your Home 19

- Electricity 19
- Gas 19
- Programmable thermostat 20
- Water 20
- Broadband 21
- Security 22
- Ventilation 22

Keeping Your New Home in Good Condition 22

- Walls 22
- Ceilings 23
- Floors 23

Doors and Windows 25

- Window restrictors 25
- Trickle vents 25
- External doors 25

Bathroom 26

Kitchen 26

Painting and Decorating 26

Lighting and Light Bulbs 27

Maintenance 28

- Smoke alarms and carbon monoxide alarms 28
- Damp and mould in your home 28
- Shower curtains 28
- External cleaning and maintenance 28

Waste and Recycling 29

- Bulk Waste 29

Fire, Heat and CO2 Detection 29

Energy Efficiency 30

General Information **32**

- Fire doors 32
- Balconies, patios and shared communal spaces 32
- Fire exits 32
- Window coverings 32
- Internal doors 32
- Gifted items 32
- Aerials and cameras 33
- Pedal bikes, e-bikes, e-scooters, mobility scooters and baby buggies 33
- Grounds maintenance 33

WELCOME

Welcome to your new home at Donne House in Borehamwood

This new development has been constructed for Chime housing using up-to-date construction methods and materials.

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.

Chime 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 six months, which gives you an opportunity to offer us your feedback.

You can contact us at any time should you have any questions.

We hope you enjoy living in your new home.

GETTING IN TOUCH

You can get in touch with Chime housing by calling our freephone number on 0800 218 2247 or emailing enquiries@wcht.org.uk.

You can also use your online account through our website at www.wcht.org.uk.

Who do I need to speak to?

Customer Services

Our Customer Service team can help with general enquiries or can redirect to you the right team for more specific queries. They can be contacted using the details above.

Repairs

To report or request a repair you can call us on 0800 218 2247, email repairs@wcht.org.uk or use your online account at www.wcht.org.uk.

Defects

Please report any defects to Chime Housing's Customer Service team, either by calling us on 0800 218 2247 or emailing enquries@wcht.org.uk. If you email us, please include as much detail as possible and photos if you can.

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/

Useful contact numbers

Local authority – Hertsmere Borough Council Meeting place Civic Offices, Elstree Way, Borehamwood, WD6 1WA 020 8207 2277, www.hertsmere.gov.uk/

Electricity & Gas supplier – British Gas 0333 003 5784, www.britishgas.co.uk

Water supplier – Thames Water 0800 316 9800, www.thameswater.co.uk

Phone and broadband supplier(s) – Openreach 0800 800 150 , www.openreach.com

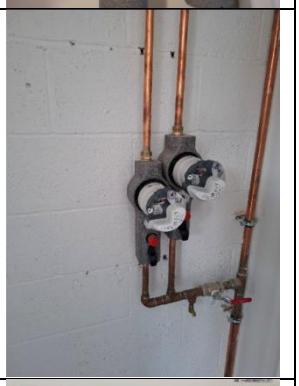
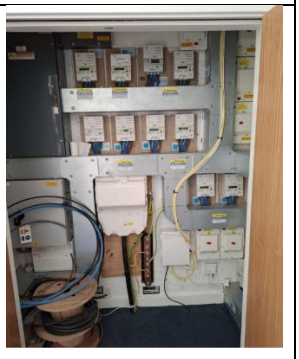
Moving in Checklist

1. Take your current water, gas and electric meter readings when you move in and set up an account with your energy providers. You are free to choose any electricity provider.
2. You should consider arranging contents insurance for your possessions – you will not be able to claim for damages to possessions caused by any defect without this insurance.
3. Test your smoke/heat detectors.
4. Take a few minutes to read the Fire Action Notice displayed in the building (if applicable).
5. Register the move into your new home with your local authority (for things like council tax.)
6. Inform your bank/building society, credit card companies, etc. of your change of address.
7. Inform your phone/mobile phone company, internet service provider, TV licensing department etc.

Please note – The developer should have registered your address but if your suppliers are not able to trace it, please check the postcode on Royal Mail's address checker - **www.royalmail.com/find-a-postcode**.

Equipment in Your Home

Please ensure you familiarise yourself with the location of your meters, stopcocks and other equipment within your home:

No:	Item:	Location:	
1.01	Water Main Stopcock	The utility cupboard within the entrance hallway of your home	
1.02	Water Meter	Within a riser cupboard on the landing of your respective floor	
1.03	Electrical Consumer Unit	The utility cupboard within the entrance hallway of your home	 
1.04	Electricity Meter	Ground Floor Riser Cupboard	

No:	Item:	Location:	
1.05	Gas Meter	Externally to the perimeter of your block	
1.06	Central Heating Boiler	Within a cupboard in the kitchen area	
1.07	Boiler Programmer and Thermostat	Within the entrance hallway	
1.08	Radiator thermostat	Fixed to radiators	

No:	Item:	Location:	
1.09	Heat Detector	Within the entrance hallway	
1.10	Smoke Alarm	Living area and bedroom (s) only	
1.11	Mechanical Ventilation (MEV)	The utility cupboard within the entrance hallway of your home	
1.12	TV and Satellite Sockets	Living area and bedroom (s) only	

Reporting Defects and Repairs

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

A defect is different from a repair. A defect is a fault or malfunction in the workmanship or design of a product or system (such as an electrical socket, a door handle, the central heating system etc.) that fails to function or reach its specified standard and may require repair.

Examples are:

- Non-functioning heating and boilers
- Faulty windows & doors (including locks)
- Plumbing leaks
- Rain penetration leaks
- Electrical – missing sockets or exposed wires
- Faulty door entry phones/systems
- Faulty lighting – internal or external security lighting specific to your home.

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.

What is not a defect?

Anything damaged by you or your household/visitors, anything which is the responsibility of Chime housing or you as the lead tenant, which has not been maintained correctly or anything that is a design fault where the contractor did not design it.

Examples are:

- Any damage caused after occupation.
- General wear and tear on fittings & fixtures
- Deterioration caused by neglect or failure to carry out normal maintenance
- Dampness, condensation or shrinkage not caused by a defect
- Anything caused by alterations or extensions to the property
- Blown light bulbs (if this keeps happening, please report it)

- Blocked toilets (unless blocked by builders' debris). Please plunge the toilet before calling the customer contact centre. Please do not put nappies, wipes, grease, fats or food down the toilet as this can ultimately block drains and may result in you being charged for the call out
- Blocked kitchen sinks, if caused by fat, grease or food being put down the sink
- Accidentally broken windows
- Heaters/radiators that have not been switched on or used correctly. Please see section on how to bleed a radiator
- Malfunctioning appliances – these should be referred to the manufacturer
- Leaks due to overflowing sinks or baths

Items outside of the Checkmate Castle10 Property Warranty such as:

- Minor cracks to exterior brickwork and mortar
- Colour and variation of wood, other materials etc.
- Condensation (and resulting dampness). Keep trickle vents open on all windows, move furniture away from walls and where possible don't dry clothes on radiators
- Minor cracks up to 2mm to dry lined/plaster walls, concrete, interior paint, grouting – stair strings up to 4mm.
- Minor warping to doors and trim which does not affect the function
- Deterioration of turf, grass and landscaping resulting from inadequate maintenance. See the garden maintenance guide included within this pack for guidance and tips on how to maintain your new lawn
- Roof damage resulting from severe weather conditions
- Fencing damage other than due to inadequate initial installation.
- Cracks and chips to sanitaryware
- Any fault covered by a product guarantee or warranty regardless of whether the occupancy has registered such guarantee or warranty and it is still valid and subsisting.

Damage caused by resident/household misuse.

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. If in doubt, please get in touch with us.

Please pay close attention to the categories below and make sure the information you provide is correct. If you provide incorrect information which results in the building contractor attending your home to rectify an invalid defect, you will be charged for the call out and service.

Although we try to make sure all defects are resolved before you moved in, some minor defects may still be outstanding. If there are any, a defect list will be provided, and the developer will contact you to arrange rectification works within a reasonable timeframe.

End of defects period

At the end of the defect liability period, we will arrange an 'end-of-defect period inspection' of your home. If any defects are identified, we will make sure they are rectified.

Please note – the defect period started when chime housing took handover of the property, not when you move in.

Important things to note

1. You are responsible for all damage caused by yourself.
2. Chime housing will ensure a defect is put right but it is not obliged to compensate or make goodwill payments in the event of any inconvenience due to a defect occurring within your home or to the common area, or for a contractor's negligence or damage to other property.
3. Chime housing may pass on information such as your contact details to our Employers Agent and contractor solely for the purpose of rectifying defects in your home.
4. For any problem that arises with a fitting under warranty, you should contact the manufacturer or supplier directly.
5. Redecoration of your home before the end-of-defect period inspection will limit your right to have the contractor undertake work. For example, if you wallpaper, the contractor will not be obliged to fix shrinkage cracks or replace any wallpaper damaged by the shrinkage cracks.

6. You should familiarise yourself with a fire safety plan if applicable. You are responsible for smoke alarms and carbon dioxide detectors within your property, and these should be tested regularly for your own safety.

New homes take time to settle in

Concrete, bricks, timber, plaster and other materials absorb water during construction and will evaporate slowly and be ventilated away.

Drying out

As your home is lived in and heated, timber and other materials will shrink, and this can cause small cracks on wall and ceiling finishes. Small cracks or gaps may also appear at joints and corners of skirting boards and other interior joinery. These cracks are not structurally significant and can be put right in the normal process of redecoration. Because such minor cracks are inevitable, the builder is not required to rectify them.

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 are typical in a new build property and 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 on page 6

To minimise cracking, try to keep a reasonably even temperature throughout your home, even in rooms which are not occupied. If you move in during winter months try to use the central heating sparingly at first, so that the structure of your home warms up and dries out gradually. Depending on how your home has been built and the weather conditions, this may take several months.

Your home must be kept well-ventilated to allow moisture to evaporate as the structure dries out.

Please leave windows open whenever possible to help with ventilation. We also recommend leaving built in cupboards and wardrobe-doors slightly ajar for the first 6 months to allow the circulation of air and to prevent moisture building up.

Efflorescence

You may notice the appearance of a white deposit on external walls. This is a normal result of the property drying out and is called “efflorescence”. It is caused by natural salts coming out of the wall materials and is quite normal. It is not harmful and usually disappears over time.

However, if efflorescence occurs on internal walls, you should report this to us.

Reducing Condensation

Condensation is caused by steam or water vapour coming into contact with cold surfaces.
You may experience condensation when you first move in. Once materials have dried out, you should no longer experience this.

However, there are some normal daily activities which produce a great deal of water vapour and can cause condensation. Ventilation is needed to get rid of this moisture that is naturally produced.

The following advice should help reduce condensation in your home:

Tips to produce less moisture

- Cover pans when cooking to reduce steam.
- Avoid drying clothes indoors over radiators. Put washing outdoors to dry if you can. If you use a tumble dryer, make sure that it is vented to the outside air (unless it is a self-condensing type).

Tips to stop moisture spreading through your home

- Use the cooker hood and/or extractor fans when cooking.
- Keep the doors closed when cooking, washing, bathing, and drying clothes indoors.
- Make sure you don’t turn off the main isolator switch to the extractors in the bathroom or kitchen at any time as they are needed to ventilate these rooms.

Tips on ventilating your home

- Make sure you don't block your wall or ceiling vent which is installed in the bedrooms.
- Make sure you open your windows.

Tips on providing even heating

- When the heating is off all day, homes are more likely to suffer from condensation problems. This is because, when normal activities such as washing and cooking are carried out in the evening, the home surfaces are cold due to being unheated for long periods. Therefore, try to heat your home more consistently and not leave it unheated for long periods.
- During very cold weather, it is better to leave the heating on during the day to maintain an even temperature, however, the temperature can be set a few degrees lower and turned up when you return.
- Most heating systems operate inefficiently if turned completely on and off. Using your thermostat to control heating operation will be more efficient and help to reduce your energy bills.

Reporting Defects During Defect Period

All defects will fall into one of the following three categories.

Emergency defects – within 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 toilet
- Loss of heating or hot water for any tenant during the period 1 October – 30 April **(this is weather dependent and subject to change)**
- Breaches of security to external doors/windows
- Breaches of security to internal doors/windows

Urgent repairs – up to 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 the period 1 May and 30 September **(this is weather dependent and subject to change)**

Routine repairs – up to 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
- 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.

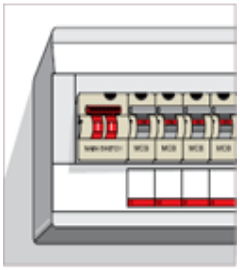
This number is manned 24 hours a day, 7 days a week.

Services Inside Your Home:

Electricity

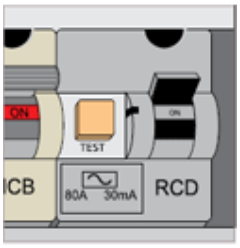
Most of your electricity is supplied from the mains through an underground cable, which is connected to your electricity meter. Cables leading from the meter are connected to your consumer unit.

Consumer unit



The consumer unit contains the main on/off switch and a number of miniature circuit breakers (MCBs), which protect individual circuits. MCBs are provided to automatically disconnect the supply of electricity if one of the circuits is overloaded or if there is a fault. They can be reset by returning the switch to the 'on' position.

Residual current device



In addition, there may be a residual current device (RCD) which provides additional shock protection. An RCD which has 'tripped' can be reset by returning the switch to the 'on' position. The correct operation of the RCD should be checked from time to time by pressing the 'test' button.

Keeping safe

If a miniature circuit breaker or residual current device trips repeatedly this may indicate a fault with an appliance or the installation. If this happens, unplug all appliances from sockets, then push up the trip swich, and plug them back in one by one. This is to check if any of your appliances such as chargers, toasters, hairdryers etc are tripping the fuse box.

If the switches keep tripping, please call our Customer Services team on 0800 218 2247.

Gas

Your home includes gas powered hot water and central heating. The gas meter is installed externally, within a meter box that can be located to the perimeter of the building. Meters are marked with the postal number of your property.

TPOne- B, Battery, Programmable Thermostat

The TPOne- B, Battery, Programmable thermostat is a multi-function and controls any part of your heating or hot water system where thermostatic or programmable control is required. TPOne- B, Battery, Programmable thermostat | TPOne | Programmable thermostats | Electronic room thermostats | Climate Solutions for heating | Danfoss Great Britain Product Store

Water

Your home is provided with its own mains supply. Water is supplied by the water company through an underground service pipe. This is fitted with a stop valve at the boundary to your property for use by the water company in an emergency.

As it enters your home, its flow is controlled by the main stop valve, which allows you to turn off the supply in an emergency or for maintenance. From your stop valve water enters the 'rising main' and is distributed around the home via an indirect or direct feed system.

It is important for you to know where the main stop valve is. Please see page 7 to see where your stop valve is located.

Indirect feed system

The rising main supplies water to a storage cistern, usually in the loft. From there, it goes to the taps, WC cisterns and the hot water cylinder. Only the kitchen tap is connected directly to the rising main, meaning drinking water should only be taken from the kitchen taps.

A close-fitting cover and insulation should be provided to the water storage system – these should not be removed.

Direct feed system

All cold water taps, and WC are fed from the rising main. Hot water is provided at mains pressure by an unvented hot water storage system or a combination boiler.

Never attempt to service or alter an unvented system yourself as this could cause an explosion. To check whether your system is direct or indirect, close the main stop valve. If the system is direct, the flow will be cut off to all cold water taps and WCs. If it is indirect, only the kitchen sink should be affected.

The main water stop valve within your home enables water to be turned off in the event of an emergency or if you leave your home for long periods. If, when you move in, there is no water, you may have to open the water stop valve.

It is also advised that you turn off the main water stop valve when you go away during frosty weather, otherwise the pipes can freeze up. Please familiarise yourself and test whether you can turn off the water off via the stopcock.

There are water savings systems installed in your home for example toilets and taps are flow restricted and have dual flush cisterns. All taps (except the bath taps) and showers are fitted with flow restrictors which 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 as dripping connections can cause serious damage.

In an emergency

If you have problems relating to your cold-water supply, please isolate the supply via the water shut off point (stopcock) and contact us on 0800 218 2247.

Broadband

Openreach broadband is accessible from all rooms in the property. Openreach 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. You will be responsible for any connection charges, please ask your supplier for a breakdown of all connection fees. 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.

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 are FD60S fire door with self-closing device, door viewer and lock.

Ventilation

Mechanical Ventilation with Heat Recovery
Your home has a Mechanical Extract Ventilation (MEV). 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 switch for a 'boost' function if needed. 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.

The MEV system is running on a "trickle" permanently. There is a switch fitted in the kitchen to 'boost', if needed. When the 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.

Keeping Your New Home in Good Condition

Walls

The walls within your property are constructed using stud metal frames and plasterboard, which is painted. Electric cables and pipe work run behind the plasterboard.

The windows have been designed to receive blinds or curtains. These should be installed using an appropriate fixing method (e.g. Steel Expanding Bolt Cavity Fixing).

No other fixings should be attached using drilled holes during the first 12 months of occupation of your home. This is because your home is still within the defect liability period. **This means drilling holes could invalidate your warranty and your right to repairs during this period.**

After 12 months has passed, when fixing into a stud metal framed wall, you first need to ensure that you are not fixing into the electrical wiring or any pipe work. A cable detector can be purchased from a DIY shop and this should be used to ensure you are not fixing into the electrical wiring or piping. Combined metal, voltage and stud detectors are also available.

When fixing into the walls, you can either fix directly into the stud or fix into the cavity. To fix into a cavity, a cavity fixing or a universal fixer is required. These can be bought at DIY stores.

Ceilings

Your ceilings are constructed of metal studs and plasterboard. You should not hang items from or fix items to the ceilings.

Floors

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 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 chime housing

Your home has been furnished as follows:

Location	**Type**	**Product Range**	**Colour**	**Other details**
Bathroom	Wall tiles	Generic	White	150mm x 150mm
Kitchen, hallway, Bathroom & Living area	Vinyl	Gerflor Creation 30	0445 Rustic Oak	
Entrance door	Premdor	FD60S Fire Door	Flush Oak	
Bedroom	Vinyl	Gerflor Creation 30	0445 Rustic Oak	

Doors and Windows

To prevent your doors and windows becoming stiff, use a silicone spray (such as WD40) in the hinges as this can occur in the first few months.

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

You have been issued with window keys (and patio door keys, if applicable). If you do find that you need a key replacement, you will need to contact us so we can order a replacement for you. **However, please note there will be an additional charge for this.**

To ensure appropriate compliance, windows are fitted with a glazed screen immediately in front. These must not be removed.

Window restrictors

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

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.

External doors

Flat entrance doors are fire doors and should not be tampered with. Should they not operate correctly or become damaged, please contact us.

Bathroom

Your bathroom ware is a white porcelain type product which has a hard-wearing surface. Over time black mould may start to grow along the edges of baths, shower trays and hand basins. This can be prevented by putting bleach along these edges and scrubbing with an old toothbrush on a regular basis.

Only flush toilet paper down the toilet otherwise blockages will occur. If a plumber is required to unblock the toilet as a result of your misuse, you may be liable for the cost.

Kitchen

General care of kitchen cabinets:

To keep your units in good condition, it is advisable to regularly check that the hinges and drawer runners have not loosened as this places extra pressure on the components.

Hinges:

Never lean on partially open doors in order to gain access to base units. The hinges are specified to suit the weight of the door.

Shelves:

Shelves should not be overloaded to the extent that bowing occurs.

Drawers:

Do not lean on partially open drawers, this will cause the drawer box to part from the runner.

Painting and Decorating

No decoration should be undertaken within the first 12 months of occupation of your home.

Walls should not be wallpapered until at least 12 months after the building has been completed, as wallpaper prevents the walls from drying out and the wallpaper will peel.

Painting should be carried out, when needed, due to wear and tear. Walls and timber surfaces should be cleaned before painting. Loose and flaking paint should be removed by sanding or scraping. Use the appropriate type of paint for the surface in need of painting. Refer to the paint manufacturer's instructions for correct use of the paint. Obtain advice from a DIY store if you are unsure.

Your home has been painted using the following paints:

Surface	**Brand**	**Paint**	**Colour**
Walls	Dulux	Trade Contract Matt	White
Ceilings	Dulux	Trade Contract Matt	White
Window Boards/skirting	Dulux	Quick Dry Satin Wood	White
Kitchen	Dulux	Mouldshield Fungicidal	White
Bathroom	Dulux	Anti Mould Matt	White

Lighting and Light Bulbs

All the light fittings in your home are fitted with low energy bulbs. These lamps may take a few minutes to 'warm up' to give their full light output.

Any electrical alterations, including changing light fittings, can only be carried out by competent electricians by law. Do not do any electrical work by yourself.

To change light bulbs, the light switch must be in the off position. It is advisable to replace the bulb with the same type of bulb that was removed. Be sure to order the right kind (examine or take the old bulb with you) and make sure the room fitting will be able to power the wattage of the bulb you have selected.

Maintenance

Smoke alarms and Carbon Monoxide alarms

The smoke and carbon monoxide alarms fitted in your home are mains operated. You should check both alarms once a week by pressing the test button. Smoke and Carbon Monoxide alarms should be kept clean by the occasional use of a vacuum cleaner.

Damp and Mould in your home

If you start to experience damp or mould in your home, **report this to us immediately** so we can book in the necessary inspections.

Shower curtains

Residents are responsible for purchasing replacement shower curtains for their property as and when required.

External cleaning and maintenance

Your windows, which you are responsible for maintaining, are UPVC and require minimal maintenance.

Glass should be cleaned a minimum of four times a year s.

If you are unsure of how to safely clean the windows using the tilt and turn function, please request a demonstration from us.

Waste and recycling

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

Bulk waste

If you have bulky waste that needs collecting, please contact your Council.

Fire, heat, and CO2 detection

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

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.

Having identified the cause of the alarm activation, after your home has been fully ventilated, the carbon monoxide detector will need to be reset. If the alarm keeps beeping after replacing the batteries, you may have carbon monoxide present.

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.

Immediately contact us on 0800 218 2247 to report any incidents.

Smoke detectors are installed in habitable rooms and hallways at your home.

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 us immediately.

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.

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 and call the fire service who are trained to do so.

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
- 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 as when ice builds up you waste energy
- Do not let hot taps drip, as this will use more hot water and increase heating costs
- Avoid putting furniture in front of heaters as this severely restricts their operation and ability to heat the room

What is the EU energy label?

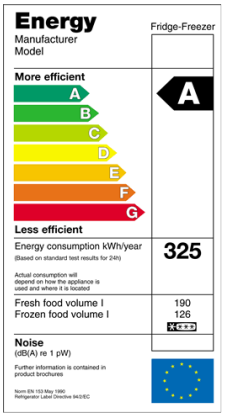
The EU energy label gives information about the energy efficiency of a product.

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.

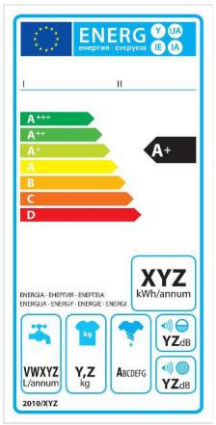
Products in the darkest green category are the most energy efficient. The most energy efficient product will have a label of A+++. Dark green rated products use less energy and help you to lower your energy bills and CO2.

The energy logos can help you to make an informed decision when buying new appliances and fittings for your home. These logos can be found on all new appliances and show how efficient the appliance is.

Old style label



New style label



The less energy you use, the more you will save on your energy bills.

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

General Information:

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 us

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.

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 get in touch with us.

Fixing battens are installed above each window. Please ensure curtain rails, blinds, covering etc. are fitted to these battens.

Internal doors

Use of over door coat and towel hangers is not allowed – as this can damage the door and frame, as well as affect your fire safety strategy.

Gifted Items

- Shower curtain
- Floor finishes
- Clothes airer

Aerials and cameras

- No external wireless or citizen band or television aerial or TV satellite receiving dish shall be erected without our written consent first
- No video surveillance equipment, including cameras fitted to a doorbell should 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 where they can block 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 while charging

Grounds maintenance

The external amenity areas are maintained by us. For a breakdown of what is your responsibility and what is ours, click here.



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