
Woodberry Down

Resident's Manual



Gadwall Quarter

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1. INTRODUCTION

Welcome to your new property. This manual has been produced by Berkeley Homes and Notting Hill Genesis 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!

Disclaimer

Cretemaster Limited has provided this manual to the Developer to assist the residents in the looking after of their property. The manual was correct at the time of building completion.

Berkeley Homes, Notting Hill Genesis 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.



1.1. LAYOUT OF THIS MANUAL

Section 1: Introduction

This section gives details of the purpose of this document as well as explaining some of the commonly used words and phrases within this manual.

Section 2: Using Your Home

This section gives information on the environmental design and features of your home, along with giving advice on how to save energy and water, in addition to recycling & sustainable sourcing.

Section 3: Site & Surroundings

This section contains information on your local area, including details of public transport, local amenities and responsible travelling and purchasing.

Section 4: Customer Services

This section provides contact details for any general enquiries along with defect information.

Section 5: Estate Facilities

This section explains which parties are responsible for different tasks within the development and your contacts should any problems arise.

Section 6: Acclimatisation

This section contains important information relating to the structure of your property as well as providing a guide on how to reduce your energy consumption.

Section 7: Construction & Finishes

This section describes the materials and finishes used throughout the property.

Section 8: Kitchen & Bathroom

This section describes the items installed within the kitchen and bathroom area and any care or maintenance information applicable to these items.



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Section 9: Services, Isolation Points & Service Failure

This section contains details of the services installed within your property and the locations of the main services isolation points along with information on what to do in the event of a service fault or failure.

Section 10: Access Arrangements

This section contains information regarding access to the various areas of the development along with details of the security systems in place.

Section 11: Links, References & Further Information

This section contains a list of useful names and numbers relating to your property.

Section 12: Manufacturer's Literature

This section contains a schedule of the various equipment installed within your property along with relevant manufacturer's literature.

Section 13: Certificates

This section contains various approvals and certificates relating to your property.



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1.2. COMMON USED WORDS & PHRASES

Word or Phrase	Meaning
Consumer Unit	Enclosure containing the miniature circuit breakers (MCBs) for your home. This is also known as a Distribution or Fuse Board
MCBs	Miniature circuit breakers. These are used in the consumer unit instead of fuses to "break" the circuit and shut off the electrical supply in the event of a fault
Fire Rating	The level of fire resistance in minutes of the component mentioned
Services	Generally refers to electrical, gas, water, drainage etc
Luminaire	Light fixture and fitting
Communal Areas	Any area with shared usage i.e. the entrance lobby, corridors etc

2. USING YOUR HOME

2.1. ENVIRONMENTAL STRATEGY / DESIGN & FEATURES

The Woodberry Down Phase 3 development was required to comply with numerous national and local energy and carbon emission targets.

The development demonstrates its sustainability credentials by:

- ❑ Using passive design techniques to ensure the developments' energy usage is kept as low as possible.
- ❑ Improved building energy performance of the fabric providing U values that are in line with figures required by part L. These values represent a good level of sustainable design and construction which surpasses the notional building for Calico House, Eastacre House and Meadowhawk House.
- ❑ An air leakage rate that are in line with figures required by part L. The development is based on an air permeability rate of a maximum of 4.00 m³/hr.m².
- ❑ The SAP 10.0 carbon factors are utilised for this development, while ensuring compliance with Part L 2013.
- ❑ Non-domestic lighting is provided with energy efficient lighting design, with a lighting power density of no more than 1.60 W/m²/100lux, accompanied with various automatic, manual, and photoelectric dimming lighting controls, with a low parasitic power. These helps to reduce the energy consumption associated with lighting.
- ❑ This development is built based on a concrete frame that use a mix of default, accredited and targeting bespoke thermal bridges.
- ❑ Open-able windows are used across the development and enable convective-ventilation and night purging. Most units benefit from cross ventilation to lower the risk of summer overheating.

2.2. ENERGY

Several measures were taken into consideration during the building's design and subsequent construction, which now determine its energy usage & efficiency. This helps the environment by limiting the impact of energy generation and usage / wastage.

2.2.1. BUILDING DESIGN & ENERGY EFFICIENCY

The design of the building seeks to minimise heating, cooling, and lighting requirements:

Thermal Insulation

Heat losses and gains through the fabric of the building are limited by the optimisation of U-values. Reducing the thermal transmittance of the building envelope by increasing insulation helps to significantly reduce heating demand and result in lower heating energy consumption.

Minimising Air Infiltration to Reduce Heat Loss



In buildings where the fabric is not as airtight as possible, more heating energy is required in winter as a result of higher heat losses. Woodberry Down Phase 3 was designed and built to very high standards in order to reduce air infiltration rates through robust detailing and high quality construction techniques.

Natural Daylighting

The proportions and distribution of glazing ensures good levels of daylight, helping to reduce electricity consumption from artificial lighting.

Energy Efficient Light Fittings

The Apartments are fitted with 100% dedicated energy efficient light fittings to maximise energy efficiency and reduce the energy required for lighting.

Efficient Water Use

Water consumption in the development is minimised by utilising a number of measures such as water efficient taps, showerheads and water-saving appliances.

To help keep the environmental impact of your Apartment to a minimum and to save you money, please refer to the hints and tips below.

Energy Metering

Energy metering is provided within all Apartments.

Energy Efficient Central Heating System

The central heating system comprises of Air Source Heat Pumps with backup gas fired boilers, providing energy efficient space heating and domestic hot water.

Efficient Ventilation System

All Apartments are equipped with highly efficient Mechanical Extract Ventilation (MEV). This provides significant energy benefits by reducing heat losses associated with ventilation and therefore minimising the need for space heating and maintaining thermal comfort without mechanical cooling. The apartments also have openable windows and sliding doors that also allow for a degree of summertime ventilation.

Removing the Demand for Mechanical Cooling

Each apartment was designed to minimise the risk of summer overheating, without the use of comfort cooling, through design strategies such as reasonable proportions of glazing and effective ventilation (using the whole house balanced mechanical extract ventilation and openable windows / sliding doors). This is expected to help to reduce CO2 emissions.

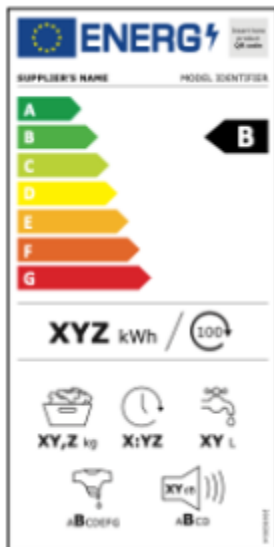
Renewable Energy

Photo Voltaic (PV) modules are mounted on the roof of the building to convert light energy directly into electricity using solid state semiconductor-base PV. The areas of PV are expected to help reduce NOx emissions associated with the energy consumption of the building, by displacing grid sourced electricity.

To help keep the environmental impact of your apartment to a minimum and to save you money, please refer to the hints and tips below.

2.2.2. ENERGY EFFICIENT APPLIANCES

Refrigeration products, light bulbs, electric ovens, washing machines and tumble dryers that display the energy saving recommended logo meet or exceed specified energy efficiency requirements and are backed by the Government. It is your guarantee that the product will save energy, cost less to run and help the environment.



EU Energy Labelling

The EU energy labelling system rates products from A (the most efficient / least energy using) down to G (the least efficient / most energy using).

By law the label must be shown on all refrigeration and laundry appliances, dishwashers, electric ovens and light bulb packaging.

The most efficient products also carry the energy saving recommended logo. For more information on where to buy Energy Rated Appliances visit the Energy Saving Trust website at www.energysavingtrust.org.uk or phone their helpline on 0800 098 7950.

2.2.3. ENERGY SAVING HINTS & TIPS

Save Energy, and therefore your money!

- Turn off lights and sockets when not being used
 - Use energy saving lightbulbs
 - Keep radiators / heating at a comfortable level
 - Do not overfill kettles; boil just the amount you need. Be sure to put enough water in the kettle to cover the electric element
 - Let warm food cool before you put it in the fridge / freezer
 - Defrost fridges / freezers on a regular basis. When ice builds up you waste energy
 - Keep your freezer at least three quarters full
 - Do not open the fridge or freezer door more often than you need to. Try to get everything you need out in one go and do not leave the fridge / freezer open while using an item and before putting it back
-



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- De-scale kettles regularly, they will boil quicker and cost less. Follow the kettle rinsing / cleaning instructions carefully
- If you have a washing machine, wait until you have a full load to wash. The same applies for the dishwasher
- Use the Eco wash mode if provided on washing machines and dishwashers
- When not in use, keep appliances turned off at the mains and do not leave them on standby. Some appliances will use almost as much energy in standby as they would when they are in use

The above information is provided by the Energy Saving Trust. More information can be obtained from their website at www.energysavingtrust.org.uk.

2.3. WATER USE

2.3.1. WATER SAVING HINTS & TIPS

A running tap uses a lot of water

- Don't leave water running, use a plug.
- Use a bowl for washing fruit and vegetables.
- Don't leave the tap running whilst brushing your teeth.
- For a cold drink fill a covered jug and place it in the fridge to cool instead of running the tap
- Fix dripping taps. A dripping tap can waste enough water in a week to half fill a bath
- Take a shower instead of a bath.
- If you have a washing machine, wait until you have a full load to wash. The same applies for the dishwasher.
- Check for leaks on the water supply pipe to your home on a regular basis. If a leak is identified, then have it repaired as soon as possible

2.4. SUSTAINABLE & URBAN DRAINAGE SYSTEMS (SUDS)

Blue Roofs, Drip Feed Irrigation on Podium and Swales in landscaping are installed for SUDS.



2.5. RECYCLING & WASTE

The refuse store is located on the west side of the building, adjacent to cycle store.

Please ensure that your refuse is suitably and properly bagged so as not to cause any spillage across the corridors and communal areas.

The refuse will be collected directly from the refuse store by the local council refuse department. Additional bins have also been provided in the refuse store for recyclable material. This includes:

Newspapers	Magazines
Junk mail (including window envelopes)	White and yellow telephone directories
Flattened cardboard	Computer paper
All types and colours of glass bottles (please remove the tops)	All types and colours of glass jars (please remove the lids)
Drinks cans	Food tins
Aerosol cans (if completely empty)	All plastic packaging and bottles (please remove the lids)

- Please ensure that household waste is suitably and correctly bagged for collection
- In the interest of hygiene, please use the bins accordingly and do not leave rubbish on the floor as this can encourage rodents.
- Please flat pack all cardboard boxes for recycling
- Please rinse any glass, plastic or metal food packaging prior to disposal in the recycling bins e.g. wine bottles, plastic milk cartons, food tins
- If you have bulky items requiring removal, please contact Hackney waste on 020 8356 6688.

2.6. SUSTAINABLE DIY

Care should be taken when undertaking home improvement works to use low VOC products. Volatile Organic Compounds (VOC's) are chemicals found in paints, cleaning products and other chemicals used in home improvements which evaporate into the air and are thought to cause harm to both health and the environment.

2.7. EMERGENCY INFORMATION

2.7.1. FIRE SAFETY MEASURES

Below are fire safety provisions and products being used within the communal areas and the individual properties:

- Dry Riser system
- Smoke extract system in communal corridors
- Hydrants
- Heat and smoke detection system.
- Emergency Power Supplies
- Escape signage.
- Manual Fire Fighting Equipment / Fire Extinguishers
- Firefighting lifts
- Sprinklers

2.7.2. FIRE PREVENTION / DETECTION

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

- Make sure that the smoke alarms in your property are working and are regularly tested.
 - Do not store anything in your hall or corridor, especially anything that will burn.
 - Use the heating system installed in your property. Do not use radiant heaters with a flame such as gas or paraffin, or electric bar heaters. If additional heating is required use a convection heater, but only in the hall or the corridor.
 - Only use your rooms for their intended purposes, do not use them as store rooms or workshops
 - Avoid storing items in the cupboard that houses the electrical consumer unit as doing so could cause an obstruction and potentially a fire.
 - Do not prop open self-closing or fire doors.
-



2.7.3. FIRE ACTION PLAN NOTICE



FIRE ACTION PLAN



IF YOU BECOME AWARE OF A FIRE



Always leave if your flat is affected by fire, smoke or heat or the alarm has been set off and ensure that you close your front door.



Dial 999 to notify the Fire Service and give details of the fire and the address as:

Your flat is designed to be fire-resistant and so a fire should not spread from one flat to another, so that you need not leave your home if there is a fire elsewhere in the block. That said, if in doubt, get out. If you are in the communal areas and a fire incident takes place - GET OUT.



If you leave go to a place outside which is away from the building and does not restrict access for the Fire Service.



Await the arrival of the Fire Service and do not re-enter the building until authorised to do so.

**DO NOT USE LIFTS IN THE EVENT OF A FIRE
IF THERE IS ONE ON SITE**



If you require assistance in developing your means of escape plan or more explanation on the Fire Action Plan and how it affects you please contact your Notting Hill Genesis housing representative/contact who is:

020 3815 0000



2.8. EMERGENCY PROCEDURES

Residential means of escape is based on stay put policy and somewhat different to many other types of buildings in that only the particular apartment that has a fire in it is immediately evacuated. The reasoning behind this is due to the level of compartmentation between each of the apartments and to reduce false alarms affecting all the people within the building. If the Fire Service believes the situation is beginning to reach a stage in which they are losing control of the fire, they will evacuate the building/apartment at risk as necessary.

The commercial space, car park and ancillary facilities (i.e. stores, plant rooms, etc.) included on the site will be considered completely independent of the residential elements. It is proposed that these areas adopt a simultaneous evacuation approach. This is particularly important for areas that may have members of the public who are unfamiliar with the building and any evacuation procedures.

Do not use the lifts in the event of a fire as they will be commandeered by the Fire Brigade for their use.
Any instructions from the Fire Brigade take priority over the above instructions.

2.9. SPRINKLERS

- **Please do not tamper with your sprinklers.**
- If you notice any leaks at the sprinklers, please report this to your Housing Officer immediately.
- All maintenance of the sprinkler system are carried out by the Housing Maintenance Team.
- Under no circumstances should you paint over your sprinkler caps.

2.10. SMOKE AND HEAT DETECTOR OPERATION

Do not paint over your smoke and heat detectors, or allow water or dust to contaminate them.

- Regularly check that the green mains indicator light on the cover is on.
 - Test weekly – press and hold the Test/Hush button on the alarm for 10 seconds. The alarm will sound loudly and the red light on the cover should flash rapidly.
 - If the alarm beeps and the red-light flashes at the same time the battery is depleted – ensure the green mains power light is on.
 - Check the red light on the cover flashes every 40 seconds, to ensure that the detector has performed an automatic self-test.
 - The red indicator will flash rapidly to show an alarm condition for the smoke detector.
 - In 'Test' mode the alarm will perform a self-test and emit the alarm sound.
 - When in 'hush' mode the alarm enters a ten-minute period instead of the normal 40 seconds to indicate the sensitivity is reduced and will then automatically reset itself.
 - When interconnected to other mains powered alarms, an alarm on one detector will trigger all other interconnected alarms within one second (only the triggered alarm will flash a red indicator).
 - Aim to replace the batteries once a year to avoid them going flat.
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2.11. CONTENTS INSURANCE

You are responsible for obtaining and maintaining insurance on your personal property. Vehicles and bicycles kept within the development are the owner's responsibility to ensure.



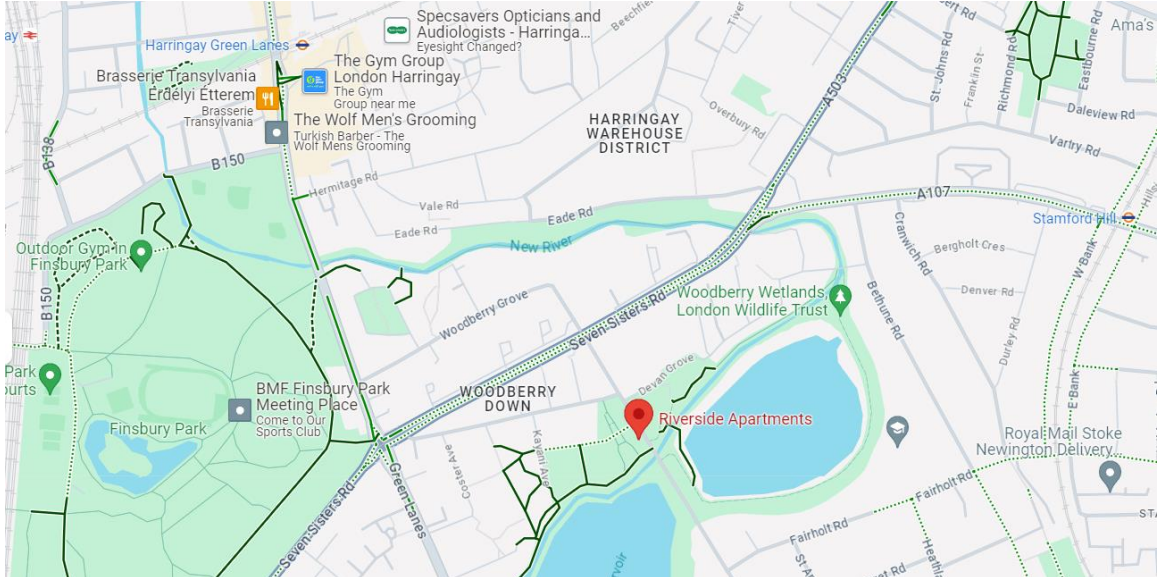
3. SITE & SURROUNDINGS

3.1. PUBLIC TRANSPORT

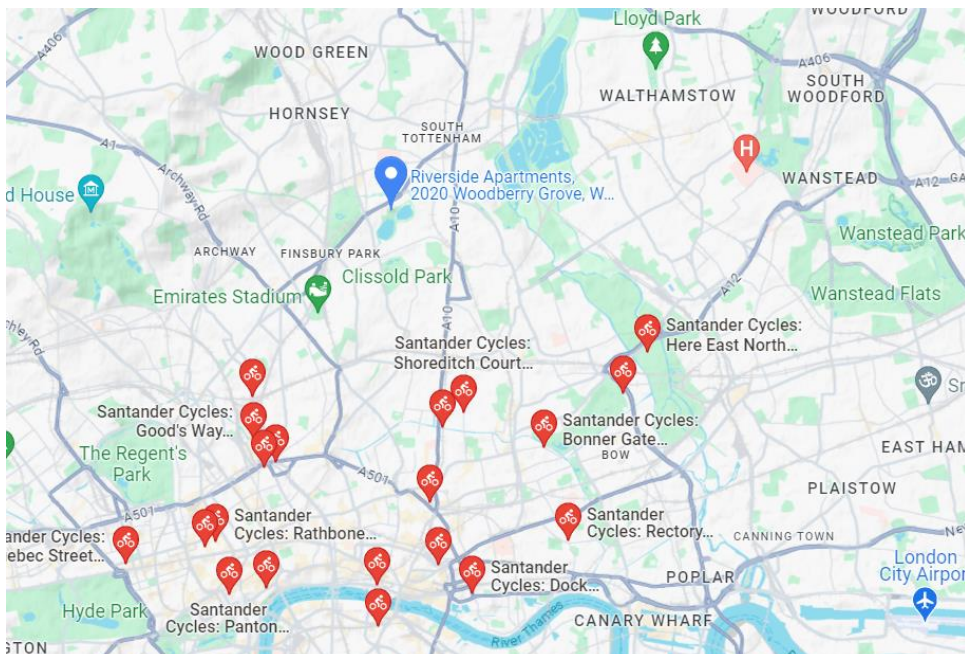
	Location	Details of Service
Mainline Train Station	Finsbury Park	Thameslink Services: <ul style="list-style-type: none"> • Cambridge • Brighton • Welwyn Garden City • Seven oaks • Peterborough
		Great Northern Services <ul style="list-style-type: none"> • Moorgate • Gordon Hill • Welwyn Garden City
	Harringay Green Lanes	Overground Services: <ul style="list-style-type: none"> • Gospel Oak • Barking Riverside
Tube Stations	Manor House	Piccadilly Services <ul style="list-style-type: none"> • Arnos Grove • Cockfosters • Heathrow Terminal 4/ 5 • Rayners Lane • Uxbridge
	Finsbury Park Underground Station	Victoria Services <ul style="list-style-type: none"> • Brixton • Walthamstow Central
Bus Stops	Wedmore Street (Stop U)	<ul style="list-style-type: none"> • 43 - Friern Barnet • 17 - Archway • 263 - High Barnet
	Upper Holloway Station (Stop S)	<ul style="list-style-type: none"> • 43 - London Bridge • 17 - London Bridge • 263 - Highbury
	Bavaria Road (Stop M)	<ul style="list-style-type: none"> • 91 - Crouch End
	Tollington Park Holloway (Stop G)	<ul style="list-style-type: none"> • 91 – Charing Cross

3.1.1. MAP OF LOCAL CYCLE ROUTES & CYCLE HIRE SCHEME

A map of local cycle routes has been included below. For further information on cycle routes in your area go to www.sustrans.org.uk or www.tfl.gov.uk.



A map of the local cycle hire docking stations has been included below. Due to the fact that the scheme is being expanded new docking stations will become available therefore you should periodically check the cycle scheme information on the TfL website (www.tfl.gov.uk).

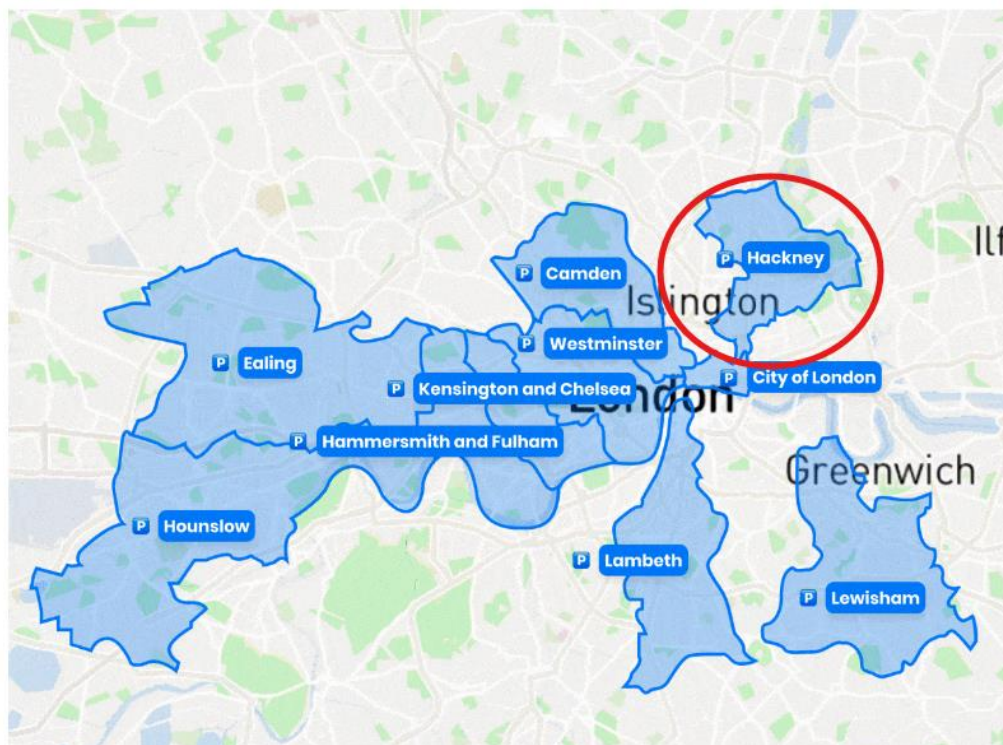


● **Cycle Hire docking stations**

The nearest cycle station is Santander Cycles: Shoreditch Court, Haggerston, London E8 4EZ.



To rent a lime bike in the London Borough of Hackney, first, download the Lime app on your smartphone and create an account. Once registered, you can find nearby Lime bikes using the app's map feature. Select a bike, scan the QR code to unlock it, and start your ride. When you're finished, park the bike in a designated area and end your ride in the app. Make sure to follow local cycling rules and enjoy exploring Hackney on two wheels!



3.1.2. RESPONSIBLE TRAVELLING

Travelling either around your local area or on holiday to far away lands can put pressure on the environment, as extra carbon and greenhouse gas emissions are emitted.

Ideas for a greener travelling experience:	
	<p>Take the bus or walk – Especially for short, local journeys – public bus services or walking can save carbon emissions, time and money. It can help your fitness levels too!</p>
	<p>Get cycling – Cycling is good for you, good for the environment, it's fast, it's convenient, it gives you freedom and independence, takes you from door to door and is reliable. For cycle routes, please see the following map or contact Transport for London (TfL) for a free map (see details below).</p>
	<p>Take the train on holiday – Taking the train instead of a car or plane can help relieve your stress levels as well as getting your there quicker. By taking the train you could also cut your carbon emissions by up to 80%*.</p>
	<p>Offset any flights you take – Carbon off-setting schemes are available to help you calculate your CO2 emissions and then to donate money into off-setting schemes such as tree planting, research and grants for new green technology and further schemes.</p>
<p>* Information taken from the big green switch website http://www.biggreenswitch.co.uk</p>	

Below is some further information if you would like to know more about sustainable travel ideas in your local area:

	<p>Sustrans</p>	<p>Web: www.sustrans.org.uk Tel: 0845 113 00 65</p>
	<p>Sustrans is a sustainable transport charity. The website includes information about the National Cycle Network, cycle routes and other cycling events.</p>	
	<p>National Rail Enquiries</p>	<p>Web: www.nationalrail.co.uk Tel: 08457 48 49 50</p>
	<p>The service provides advice on journey planning and train service updates. It has operator information, latest changes and disruption information.</p>	
	<p>Transport for London</p>	<p>Web: www.tfl.gov.uk Tel: 0207 222 1234</p>
	<p>TfL manages London's transport network. It is responsible for London's buses, the Underground, the Docklands Light Railway (DLR) and the management of Croydon Tramlink and London River Services. The website has information about all London's transport and provides free maps of cycle routes in the city</p>	
	<p>National Express</p>	<p>Web: www.nationalexpress.com Tel: 08705 808080</p>
	<p>National Express is the largest scheduled coach service provider in Europe. The coaches operate to 1000 destinations all over the UK. The website has coach route and ticket information.</p>	

3.2. LOCAL AMENITIES

Amenity	Location
Food Shops	<ul style="list-style-type: none"> • Co-op Food - Hackney - Manor House Station Green Lanes, Finsbury Park, London N4 2LX • Goldstar Foodstore Ltd Residence Tower, Woodberry Grove, Woodberry Down, London N4 2LZ • Sainsbury's Local 147 Woodberry Grove, Woodberry Down, London N4 2SB • YOHOME Oriental Lifestyle Goodchild Rd, London N4 2BA • Planet Food 298 Seven Sisters Road, Finsbury Park, London N4 2AG
Post Offices	<ul style="list-style-type: none"> • Woodberry Grove Post Office Unit E, Residence Tower, Woodberry Down, London N4 2LZ
Banks / ATM	<ul style="list-style-type: none"> • ATM Sainsbury's Bank 99 Woodberry Grove, Woodberry Down, London N4 1QU • HSBC Finsbury Park 312 Seven Sisters Rd, Greater, Finsbury Park, London N4 2AW • Barclays Bank 220 Stamford Hill, London N16 6RA
Pharmacies	<ul style="list-style-type: none"> • Rowlands Pharmacy Marlborough Parade 274 Green Lanes, Woodberry Down, London N4 2HE • Med-Chem Pharmacy 73, Grand Parade, Green Lanes, London N4 1DU • Armstrong Pharmacy & Travel Clinic 279 Green Lanes, Finsbury Park, London N4 2EX
Schools	<ul style="list-style-type: none"> • Woodberry Down Community Primary School Woodberry Grove, Woodberry Down, London N4 1SY



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	<ul style="list-style-type: none"> • Beis Chinuch Lebonos Girls' School Woodberry Down Centre, Woodberry Down, London N4 2SH • Sir Thomas Abney School Fairholt Rd, London N16 5ED
Medical Centres	<ul style="list-style-type: none"> • John Scott Health Centre John Scott Health Centre, 220 Green Lanes, Woodberry Down, London N4 2NU • Richmond Road Medical Centre 136 Malvern Rd, London E8 3HN • The 157 Medical Practice 157 Stroud Green Rd, Finsbury Park, London N4 3PZ
Leisure Centres	<ul style="list-style-type: none"> • Clissold Leisure Centre 63 Clissold Rd, London N16 9EX • Gladesmore Sports Centre gladesmore sports center, Gladesmore Rd, South Tottenham, London N15 6TJ • Highbury Leisure Centre Highbury Cres, London N5 1RR
Community Centres	<ul style="list-style-type: none"> • Redmond Community Centre Kayani Ave, Woodberry Down, London N4 2HF • Oak Tree Community Centre Ltd E, 77 Bethune Rd, London N16 5ED
Places of Worship	<ul style="list-style-type: none"> • St. Olave's Church Woodberry Down, London N4 2TW • The Kingdom Of God Assembly 258 Green Lanes, Harringay Warehouse District, London N4 2HE

3.3. RESPONSIBLE PURCHASING

The amount of shopping we do as a nation increases every year, but do we put much thought into what environmental implications our shopping habits have?

Here are some things to think about:

	How far has the product travelled to reach the shop?
	What about the packaging wrapped around your purchase?
	How much fuel have you used to go shopping?
	How many plastic bags have do you collect every time you go shopping?
	Buy Local and 'in season' – Most of the food we purchase has traveled many miles, producing a large amount of carbon dioxide. Try buying from your local shops or market as well as food that is in season to help reduce these carbon emissions.
	Say no to carrier bags – UK supermarkets hand out an estimated 290 plastic bags per person every year*. Many of them litter streets and block drains. Reuse old carrier bags, 'bags for life' or use a canvas bag.
	Green your shopping trip – Walking, taking public transport or ordering your shopping online can save both fuel and carbon emissions. It can also help to improve your health and wellbeing.
	Buy recycled products – this could be toilet paper, kitchen paper, kitchenware, jewellery, clothes, stationary or hamster bedding! Look out on the label
	Buy low energy/ low water goods – as described in previous sections, these goods can save energy, water and emissions.
	Buy timber from sustainable sources – as described in a previous section, buying wood from sustainable sources ensures trees and natural habitats are preserved and harmful emissions are reduced.



4. CUSTOMER SERVICES

4.1. GENERAL CONTACT INFORMATION

Please contact your Property Manager. Contact details will be provided in your Welcome Pack or you can contact them via My Account. My Account (register now if you haven't already) is our customer portal that is available 24/7, 365 days a year.

For General Enquires or Out of Office emergencies (after 5pm), Notting Hill Genesis Call Centre: 020 3815 0000

4.2. RESIDENT ASSOCIATION

A residents' association (RA) is a group made up of local residents living in a particular area. It plays a part in dealing with problems at a local level, as well as organising activities such as social events and finding ways of improving the local area. It represents the views of its membership and residents to their landlord, the local authority and any other relevant agencies.

4.2.1. WANT TO SET UP OR JOIN A RESIDENTS' ASSOCIATION?

Contact your Property Manager when you're ready to proceed. As part of your RA, you will need to have a constitution, hold regular meetings and an AGM and have a registered bank account for your RA. You will also need to complete this annual form on a yearly basis. As a constituted RA and by providing this information each year, you will be eligible for a small grant to help run your association.

Read our RA toolkit and good practice guide on our website ww.nhg.org.uk/residents/get-involved/residents-association for some handy tips and hints to get things going.

4.3. POST DEFECTS LIABILITY PERIOD & PROCEDURE

Your apartment is subject to 12 months warranty period (known as the Defect Liability Period).

4.3.1. WHAT IS A DEFECT?

A defect is a fault/repair that occurs due to failure of workmanship within the first 12 months from handover.

All defects are to be reported via MY ACCOUNT and managed by the Defects Team. The account log in details will be provided to you when you move in.



Woodberry Down – Gadwall Quarter

Important – Any repair not related to defective workmanship or materials will not be covered by the defect liability period. Generally, these are the responsibility of the resident. For Example,

- Damage due to wear and tear, such as cracks in the walls caused by settling, lightly scratched door from daily use, and a few scuff marks on flooring from use overtime.
- Damage due to resident misuse.
- Incorrect operation or maintenance of components – not following the user instructions.

It is recommended that you familiarise yourself with this document as it will often be able to address any operational queries that you may initially have, such as familiarisation and basic operation of items within your property.

If the query cannot be addressed within this manual and is a defect matter, then you should follow the procedure outlined in section 4.2.2.

Please also note that if you have reported a defect and a contractor attends your property, and it is found that no defect is present then you may be charged for the visit.

4.3.2. REPORTING DEFECTS

Residents can raise defects on MY ACCOUNT or report them to their Local Officer directly. The standard working hours are 9am-5pm. Outside of these hours, please contact our contact centre on 020 3815 0000.

4.3.3. RESPONSE TIMES FOR DEFECTS

The response time for defects is 24 hours for emergency repairs, 7 days for urgent repairs and 28 days for standard repairs.

4.3.4. DEFECTS CATEGORIES

Emergency- 4 Hours

- Dangerous electrical works that are a risk to life or property Emergency number 0800 111 999
- Failure of electric lighting.
- Burst water pipes or other ingress of water that causes/is causing damage.

Emergency – 24 hours

- No water supply to a property
 - Failure of front entrance doors
 - Failure of lifts (where all residential lifts are affected)
 - Loss of heating and hot water supply (Vulnerable residents)
 - Defects that may cause injury or danger to any person if not immediately attended to.
-

3 days

- Defective Front Door Lock
- Ease & Adjust External Door
- Ease and Adjust windows to Open/Shut
- Re-Fix Loose Staircase Nosing/Tread
- Door Entry System not Working
- Power Point not Working
- Cooker Point not Working
- Defect Heating Programmer
- Defective Thermostat
- Leaking Radiator
- Leaking Waste Pipe
- Leaking W/C
- Inoperative Radiator
- Discharging Overflow
- Poor Water Pressure
- Shower Inoperative
- W/S Will Not Flush

7 days

- CCTV System not Working
- Adjust Gate to Shut
- Ease and Adjust Internal Door
- Leak to Window/Door Pane
- Re-Fix Loose Window Door/Furniture
- Leak to Door Threshold
- Re-Fix Loose Balustrade
- Re-Fix Newel Post
- Re-Fix Loose/Defective Floor Finishes
- Re-Fix Loose/Defective Floorboards
- Relay Defective Block Paving Slabs
- Extractor Fan not Working
- Poor Television Reception
- Leaking Gutter/Down Pipe
- Dripping Taps

28 days

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

4.3.5. POST DEFECT PERIOD PROCEDURES

Once the defect liability period has expired the leaseholder is responsible for all internal repairs within their property.

5. ACCESS ARRANGEMENTS

5.1. BUILDING ACCESS AND ACCESS CONTROL



The main entrance for your apartment is at the ground floor level. You can gain access to your apartment by presenting an access control fob to the video entry panel at the communal entrance of the specific block you live in.

Entry to your apartment block is via an audio-visual entry telephone system; this is a self-contained system which links each apartment within the blocks to the main entrance. The system gives you a twoway speech between the apartment and remote door release.

Visitors will initially arrive at the communal entrance to a block and call the apartment they are visiting. The handset in the apartment will ring and the resident can answer the call, speak to and see the visitor and open the door by pressing the lock release button. This process needs to be repeated at the internal communal door. The visitor can then enter and make their way to the apartment.

When someone calls:

- Answer an incoming call. The video monitor will display for the length of the call.

While on a call:

- To let the caller gain access, press Unlock.

Silence a call:

- Press the Privacy button or adjust the ringer volume with the slider.

Keep it quiet:

- If you do not wish to be disturbed, press Privacy. The button will illuminate, and the ringer is silenced. Press the button again to turn the ringer back on

5.2. CCTV SYSTEM

CCTV cameras have been installed in communal areas to enhance security and ensure the safety of residents and visitors.



6. ESTATE FACILITIES

6.1. BLOCK & ESTATE MANAGEMENT

The Managing Agent of your apartment block is Rendall and Rittner.

6.2. POST & DELIVERIES

All Royal Mail deliveries, including packages, are placed in the mailboxes located in the lobby areas or your front door.

6.3. LIFTS

There are 2 lifts provided in the building.

If you are in the lift when it breaks down, then press the alarm button and speak to the operator who will provide assistance.

Please do not overload the lift or force the doors open.

If you need to move heavy goods or bulky items then please provide the Building Manager with your requirements giving sufficient notice, in advance, in order that appropriate measures can be undertaken to meet your requirements. This is so the lift can be suitably protected so as to avoid any damage.

Do not use the lifts in the event of a fire as they will be commandeered by the Fire Brigade for their use.

6.4. PARKING

6.4.1. CYCLE PARKING

The bike stores are located on the ground floor access adjacent to block entry. Duplex units have cycle hoop on terrace.

6.5. LANDSCAPED AREAS

A podium landscaped garden is accessible via podium level for all NHG units. There are wider parks across the development that the public has access to.

6.6. CLEANING & MAINTENANCE OF COMMUNAL AREAS

Rendall and Rittner are responsible for arranging the day-to-day cleaning of the communal areas within the building, which also includes the corridors, communal car park and outdoor areas.



6.7. WINDOW CLEANING

The Managing Agent Rendall and Rittner are responsible for the cleaning of communal windows and external apartment windows that cannot be accessed by residents. You are responsible for the cleaning of your interior and exterior apartment windows (only where accessible). It is recommended to use soft cloths, such as chamois, to prevent any scratches on the surface of the glass and use window cleaning products that are not harsh on the surface.

6.8. ESTATE REGULATIONS

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

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

Balcony - No items should be stored or hung from the balcony. This includes washing and bicycles. Screening of your balcony is also not allowed due to fire risk.

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

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

Satellite - All blocks have a communal satellite. No resident will be permitted to have a satellite on display at any time. Any satellite located will be removed immediately.

Podiums, gardens, shrubbery and Estate Areas - These areas are provided for the enjoyment of all residents at Woodberry Down. No ball games are permitted within these areas, except within designated facilities. The interfering or removal of any plants is not permitted, and the interfering of any water features is not permitted.

Pets - All pets require permission and to be authorised by the landlord.

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

7. ACCLIMATISATION

7.1. MOISTURE FROM CONSTRUCTION

Your newly constructed home needs to be acclimatised gently for the first few months so that it can dry out gradually. When you move into your new home there is moisture present that was absorbed by the building materials during construction. You may not feel it and it will certainly not do you any harm, but it does need to evaporate slowly and be ventilated away.

Slow evaporation helps to minimise shrinkage cracks. This can be achieved by keeping your home at a reasonably even temperature at all times during the drying out period. The heating should be used sparingly as first so that the underlying building structure warms up and dries out gradually.

At the same time the evaporating moisture needs to be ventilated away in order to avoid problems with dampness and condensation. Assist this drying out process by leaving windows open whenever possible.

During this process small hairline shrinkage cracks may appear in the plaster, this is considered normal and not a cause for concern. At the end of the first 12 months these cracks can be filled prior to any redecoration.

7.2. MOISTURE FROM OCCUPATION

Condensation is steam or water vapour that reverts to water on contact with a cold surface. If allowed to persist, condensation can damage clothes, bedding, floor coverings, decorations and the home itself. Next to shrinkage, condensation is the most common problem in new homes.

Once the building materials have dried out modern standards of insulation should ensure that you no longer experience condensation. Even then, however, some normal daily activities produce a great deal of water vapour which can cause condensation around the home. The following guidelines will diminish these risks, particularly during the drying out period.

7.2.1. REDUCING MOISTURE PRODUCTION

Do not use portable gas heaters instead of the installed heating system. These supplementary heaters create a great deal of water vapour when burning.

Ventilation is necessary to remove the moisture produced all the time e.g. by the breathing of people and pets. In the kitchen and bathroom much more ventilation is required during cooking, washing up, bathing and drying clothes. In these instances any local mechanical ventilation (e.g. kitchen extractor hood fan) should be used or a window in the room opened to provide additional ventilation and increase the rate of removal of water vapour.

7.3. MOVEMENT & SHRINKAGE

As drying out progresses and the home is lived in and heated the building materials will shrink, which may cause small cracks to appear. These cracks are usually not structural defects. The period of drying out depends upon adoption of the procedure described in the previous paragraphs, but should be about 3 – 6 months. Minor shrinkage cracks should be left for this period and then filled with a DIY product such as 'Polyfilla'. These cracks may recur, due to continual structural movement, but can be filled and covered again in the normal process of periodic redecoration.

Such minor cracks are inevitable but are not classified as a defect and the contractor is not obliged to rectify them.

7.4. HOW TO PREVENT CONDENSATION

As with any material that is exposed to the outside atmosphere, when the outside air is cooler than the inside air, condensation can occur. This can be reduced by following the tips below:

- Try to ensure that the area is as well-ventilated as possible.
 - Condensation will form against windows if plants are close to them.
 - The trickle vents must not be obscured and should remain open.
-



8. CONSTRUCTION & FINISHES

8.1. WALLS & CEILINGS

Please note that structural or material alterations are not permitted. This includes alterations to the services within the property such as water pipework and electrics.

Construction

The interior walls of your property are constructed from plasterboard and metal partitioning systems. The exterior walls of your property are constructed traditional brick cavity construction with cavity insulation and metal frame internal wall with plasterboard.

Fixings

When hanging pictures care must be taken to not disturb or damage any pipes or electric cabling that may lie beneath the surface of the wall. It is strongly recommended that you use a cable / pipe detector, which can be bought from most major DIY stores.

Plasterboard should be able to take a weight of approximately 10kg using appropriate plasterboard fixings. Due to this weight limitation, it is not advised that you fix heavy objects to plasterboard walls e.g. flat screen TV.

Finishes

Location	Type of Finish	Description	Supplier
Internal Walls	Paint	Matt emulsion colour white 30YY 78/018	Dulux
Ceilings	Paint	Matt emulsion colour white 30YY 78/018	Dulux
Bathroom Wall	Tiles	Core 'Concrete' 600x300mm Grout - Mapei ultracolor plus 113	Argenta
Skirting	Paint	Satin wood colour 30YY 78/018	Dulux
Internal Doors	Paint	Satin wood colour 30YY 78/018	Dulux



8.2. FLOORS

Location	Type of Finish	Description	Supplier / Colour Ref
Apartment Floor (Hallway, Kitchen, Living Room, Dining Room)	Laminate	BMK flooring Amazonia Forest 8mm.	Colour - Kapok
Apartment Floor (Bedroom)	Carpet	Eminence by Furlong Flooring 830 Mistral	Furlong Flooring
Bathroom Floor	Tiles	Core 'Concrete' 600x600mm Grout - Mapei ultracolor plus 113	Argenta

Carpets

It is easier to remove surface dirt from a carpet than embedded dirt. The first requirement therefore is a light vacuuming, daily, to remove the surface dirt before it becomes embedded. All carpeted areas should be given a thorough vacuum clean at least once a week.

Seasonal cleaning: There are several methods available for the seasonal cleaning of carpets including spray extraction (also called steam cleaning), rotary brush shampooing, dry foam cleaning and dry powder systems.

Laminate

A regular and proper cleaning routine is essential for keeping it in good condition and appearance for as long as possible. Specialists recommend that laminate flooring should be vacuumed at least twice a week to remove dust and dirt from the surface of the floor. Always use the attachment of the vacuuming machine that is designed for hard floor coverings to prevent leaving scratches and dents. Whenever you feel like your laminate floor needs it, make sure to mop the surface for an in-depth cleaning effect. You can also use a cleaning product if needed. Laminate is prone to water damages unlike real wood floors, therefore you don't have to worry about the amount of water you are using to mop it. Still, make sure you are not using excessive amounts of water or cleaning liquids.

8.3. WINDOWS AND BALCONY DOORS

8.3.1. WINDOWS MAINTENANCE

Maintenance Intervals

Maintenance checks to be carried out every 12 months by a qualified person. However, for the best window care, clean the frames and gaskets every time the glass is cleaned.

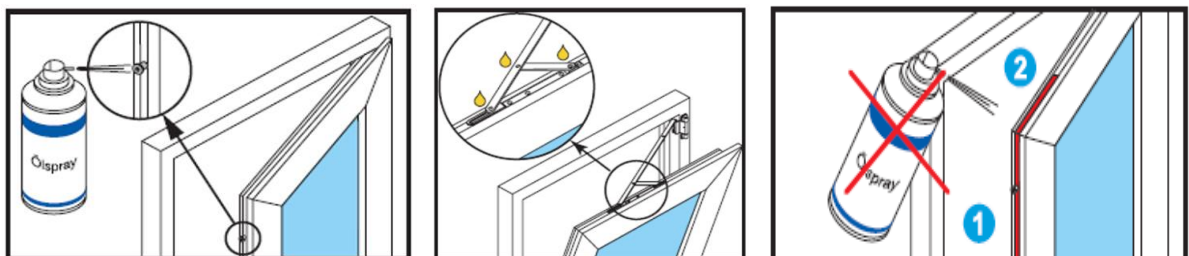
Maintenance of Window Fittings

The following maintenance must be carried out during the inspection:

- I. Clean the mechanism and remove any traces of dirt using a soft cloth and mild, pH-neutral cleaning materials in diluted form.
- II. Check all the components that are important for safety in particular hinges & restrictors, the hinges should be checked for damage and deformation.
- III. The strength and position of the screws in the aluminium profile should be checked for any wear or damage. In case screws are loose or damaged, they should be fixed or replaced. Any damaged or worn parts should be exchanged by original parts by an authorised specialist.
- IV. Lubricate the moving parts and closure points as indicated in the diagram below with small amount of acid-free oil and grease to maintain the smooth running of the mechanics and ensure ease of use over a long time.
- V. Spray the locking pins and the positioning points of the friction stays with a lubricant spray. If necessary, carry out adjustments to the mechanism and replace worn-out components to restore the correct functioning of the sash. This operation must be carried out by qualified service personnel.

Note:

- a) Only a light application is required to all points.
- b) To prevent dirt accumulating, remove excess lubricant after use.
- c) Items 1 & 2 in diagram below are lubricated during manufacture and do not require lubrication.
- d) To protect the surface and prevent dirt collecting on the hardware. Never use aggressive acidiferous cleaning materials or scouring agents, these can cause damage to the hardware.



Maintenance of Door Fittings

During inspection the door components should be checked for wear and tear and a continuous firm fit.

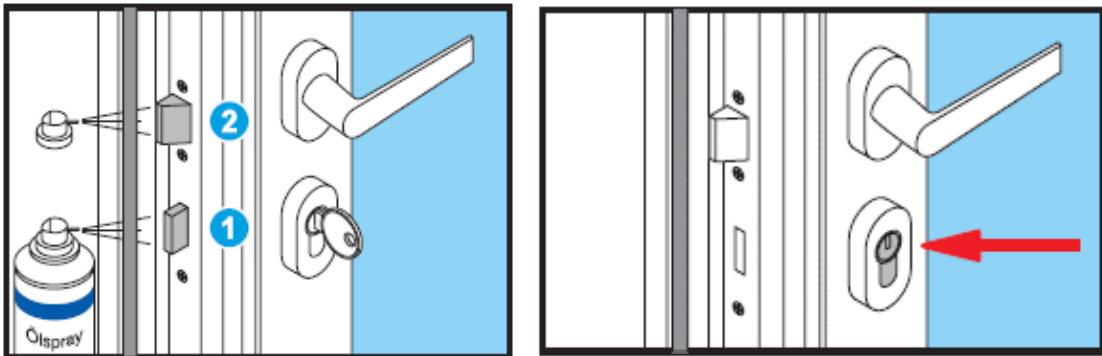
Depending on the requirements, fixing screws should be checked that they have been tightened.

Any damaged or worn parts should be exchanged by original parts by an authorised specialist.

The following steps are to be carried out for lubricating the door fittings:

- I. Prior to lubrication lock the door to expose the bolt.
- II. The bolt (1) and the latch (2) of the door locks must be lubricated as necessary.
- III. After lubrication unlock the door to conceal the bolt. Only use graphite powder to lubricate the cylinder lock.

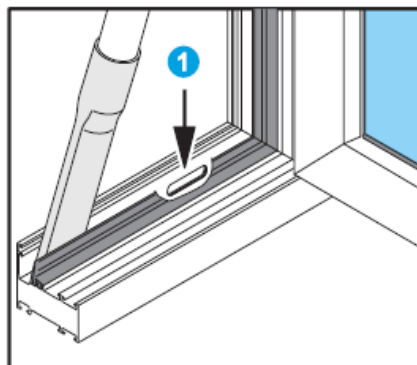
Note: Door hinges are maintenance free and do not need to be greased.



Cleaning of Drainage Slots

Remove dust and dirt from the space between the gaskets and the external side of the frame and if necessary clear the drainage slots (item 1 in diagram below) of any blockages.

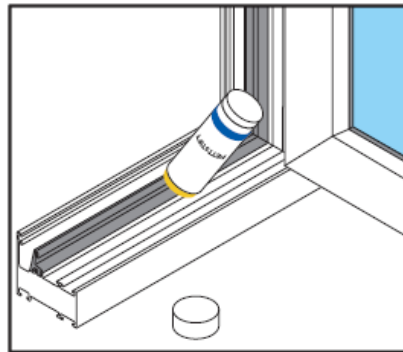
In addition to normal cleaning and maintenance a brief inspection should be carried out to aluminium frames annually. This will extend the working life of the units and maintain ease of use.



Checking and Lubricating Gaskets

Rub all gaskets with a grease stick or Vaseline. This will maintain suppleness and prevent sticking. At the same time, all gaskets should be checked for damage.

Note: Ask a Alumil specialist to replace all defective gaskets.



General Cleaning & Maintenance Information

Function and status of the hardware can be checked regularly based on the following criteria:

Operation

The operation of the fittings can be checked when using the handle (i.e. if the handle is overly stiff or loose). If there is an issue with the operation then oil can be applied as shown within this document.

Fastening of the Hardware

The strength and position of the screws in the aluminium profile should be checked for any wear or damage. In case screws are loose or damaged, they should be fixed or replaced. Any damaged or worn parts should be exchanged by original parts by an authorised specialist.

The following items must not be used for cleaning:

Tools with sharp edges, e.g. knives, metal scrapers, steel wool, the scouring side of house hold sponges etc. will damage surfaces. Aggressive cleaning fluids or solvents, e.g. cellulose thinner, nail polish remover etc., will also cause irreversible damage to surface.

Solid substances e.g. plaster, mortar or similar is best removed using a wood or plastic tool.

Stains can be removed using cleaning agents from one of the maintenance kits as listed above.

8.3.2. SIDE HUNG OPEN IN WINDOWS OPERATION

Opening Side Hung Open In Window Restricted to 100mm

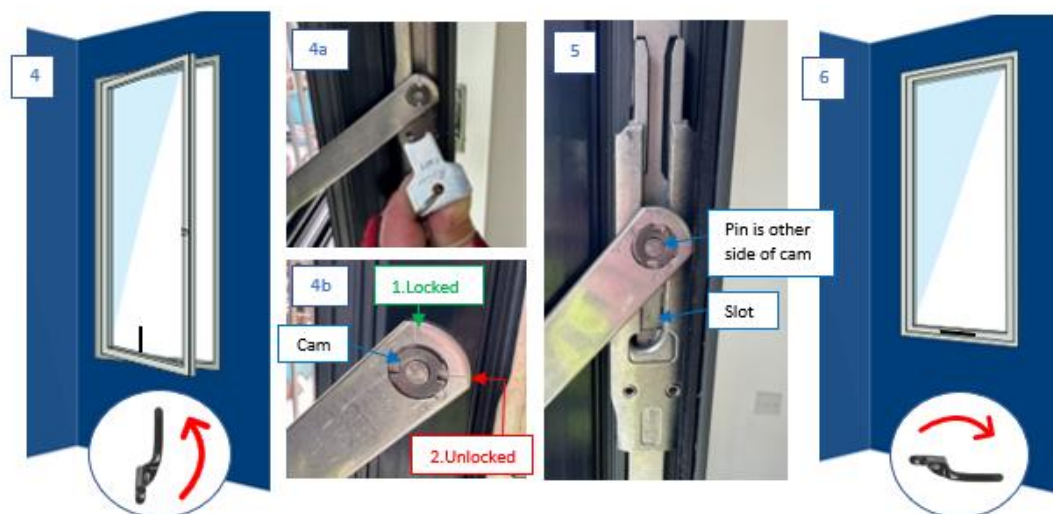


Number	Handle Operation to Open Windows to Restricted 100mm
1	Window closed and locked with handle pointing right.
2	2a Turn key anticlockwise 180 degrees to unlock. 2b Push handle in and turn handle 90 degrees to open window to restricted 100mm. Handle should be pointing up.
3	To close, shut the window and turn handle 90 degrees to the right. Handle should be pointing right. Turn key 180 degrees clockwise to lock the window.
Note: *Window should never be left open in windy conditions or when you leave the apartment, this is a life & safety risk.	

Fully Opening Window

Window should only be fully opened to 90 degree for instant ventilation (purge ventilation), to aid removal of fumes such as smoke from burnt food or paint.

Note: Windows should be closed immediately after ventilating.

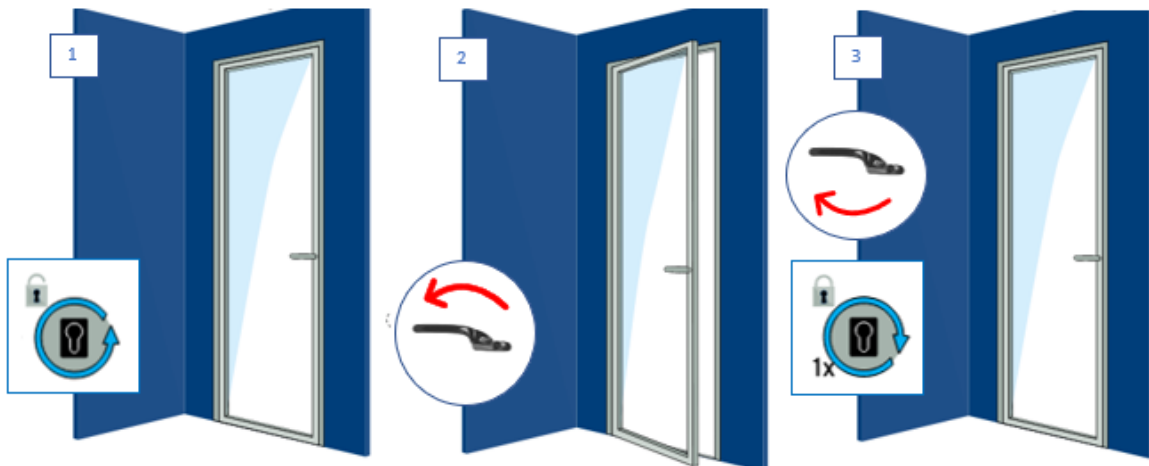


Number	Handle Operation to Opening Windows Fully for Purge Ventilation
4	<p>4a. Whilst window is open at restricted 100mm, use specific restrictor key to disengage the restrictor arm.</p> <p>4b. Turn locking device (cam) located on restrictor arm clockwise, until locking device slot is in line with second marker (see 4b.2 red arrow - Unlocked). Lightly pull restrictor arm away from window to disengage restrictor arm. <i>Note: Be careful not to bend the restrictor arm.</i></p> <p>Window can now be opened fully for purge ventilation.</p>
5	<p>To reattach restrictor arm to window, close window to approximately 100mm so pin in restrictor arm can be pushed back into slot on window.</p> <p>See 4a. Once pin is back in slot, use specific restrictor key.</p> <p>See 4b. Turn locking device (cam) located on restrictor arm anticlockwise, until cam is in line with first marker (see 4b.1 green arrow - Locked).</p>
6	<p>To close, shut the window and turn handle 90 degrees to the right. Handle should be pointing right.</p> <p>Turn key 180 degrees clockwise to lock the window.</p>
<p>Important Notes:</p> <ul style="list-style-type: none"> *Windows should never be closed without attaching restrictor arm to window. *Window to be closed immediately after venting, this is a life & safety risk. *Window should never be left open, this is a life & safety risk. 	

Important Note: Windows should not be opened in winds or left open, not designed to be left open

8.3.3. SINGLE SWING DOOR OPERATION

Single Swing Door Opening Out



Number	Door Handle Operation
1	To unlock the door turn the key anti-clockwise.
2	To open door push down on handle and push the door open.
3	To close, pull the door shut. Lift the handle upwards until you hear a click signalling all the multi-point locks have engaged. To secure the lock turn key clockwise.
<p>Important Notes:</p> <ul style="list-style-type: none"> *The door limiter only limits the door opening to 90 degrees, this does not keep the door open. *Door should never be left open in windy conditions. *Door should never be left open when unattended. 	

Important Note: Windows should not be opened in winds or left open, not designed to be left open



8.3.4. MAINTENANCE

Maintaining your windows couldn't be simpler. All you have to do is check them carefully at least once a year for the following signs:

See additional information on how to use your windows in your handover pack and labels on windows.

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

Wipe or brush clean all surfaces and check the weather seal is clean, dry, continuous and undamaged. Never get any paint on the weather seal as this will reduce the window's performance.

Check that the handle moves freely and smoothly. If they are stiff, carefully use a recommended lubricant on the locking tongues/bolts while in their extended position.

Check the glass does not have any water vapour inside the sealed unit or that the glass is damaged.

Check all timber surfaces for damage and note if the finishing (paint etc.) needs refreshing.

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

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

8.3.5. DOORS LOCKS

Front Door

When leaving your apartment ensure that your front entrance door is closed and locked. To lock the front door pull the door to lift the handle upwards to activate the shoot bolts, place the key in the lock and turn to lock. From the inside, you can lock using the thumb turn mechanism.



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8.4. LIGHTING

Location / Room	Luminaire Type	Model	Manufacturer	Lamp Type
Hall/Landings	Downlight	ORL1005-WH-NL-LS3-7W-4000K-D	Orlight	LED
Living Room	Downlight	ORL1005-WH-NL-LS3-7W-4000K-D	Orlight	LED
Kitchen/Dining	Downlight	ORL1005-WH-NL-LS3-7W-4000K-D	Orlight	LED
Bedrooms	Downlight	ORL1005-WH-NL-LS3-7W-4000K-D	Orlight	LED
Bathrooms	Downlight	SHOWERSPOT-WH-9016-LS3-4000K	Orlight	LED

9. KITCHEN & BATHROOM CARE

9.1. FITTED KITCHEN

Description	Supplier Name	Description
Worktop	Commodore	Duropal S61011 BR Ipanema white 40mm thick. High pressure laminated finish. Quadra profile edge.
Base units and tall units	Commodore	Range - Standard Laminate Colour Indigo Blue (matt)
Tiled Splashback	CTD Tiles or similar	Colour: Pizarra Grey 200x100mm Grout - Mapei ultracolor plus 103
Sink	Carron Phoenix	Onda inset sinks including McApline Waste KitONDA 90
Tap	Grohe	Eurosmart cosmopolitan chrome tap
Waste Bin	Commodore	1-bed & 2-bed apartments: 18L / 8L / 8L / 5L 3-bed apartments: 20L / 10L / 10L
Extractor	Elica	Sklock 60

9.1.1. UNITS, DOORS & WORKTOPS

Use a damp cloth rinsed in warm water containing a mild nonabrasive detergent for cleaning of all doors, handles, knobs, units and laminate worktops. Abrasive scouring powders, cream and even polishes should be avoided.

9.1.2. KITCHEN SINK

The sink should be cleaned using a non-abrasive stainless steel sink cleaning cream which helps remove persistent stains, including rust. Always wipe with the grain, rinse thoroughly and dry when finished.

9.2. APPLIANCES

Product Description	Manufacturer	Model	Website
Ceramic Hob	Beko	HIC64402T	www.beko.co.uk
Built in Electric Oven & Grill	Beko	BIF16300X	
Fridge Freezer	Beko	BCFD4V73	
Free Standing Washer Dryer	Beko	WDR7543121W	
Integrated Dishwasher	Beko	DIN15320	
Extractor / Cooker Hood	Elica	Sklock S 2.0 60CM fully integrated telescopic extractor	www.elica.com

Note: Please refer to the manufacturer's website for copies of the literature for your appliances along with any relevant maintenance information.

9.3. SANITARYWARE

Description	Manufacturer	Model
Bath	Roca	Roca Contessa Bath (1700x700) & side panel
Shower Tray	MX Elements	Low profile shower tray c/w waste and leg set + extender. Size: 1700x1700
Bath Mixer	Hansgrohe	Ecostat Universal Exp Thermo
Shower Mixer	Hansgrohe	Ecostat Universal Exp Thermo
Shower Set	Vado	Eris single function slide rail shower kit + smooth hose
Washbasin Bathroom	Ideal Standard	Tesi 55cm semi-countertop basin – one tap holw (T3536)
Wash basin mixer	Hansgrohe	Logis Basin Mixer 70 with click clack waste and flow restrictor
WC	Ideal Standard	Tesi back-to-wall toilet bowl with horizontal outlet (T353501)



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Description	Manufacturer	Model
WC - Flush Plate	Ideal Standard	Contemporary flush plate dual flush, unbranded for Conceala 2 cisterns (S4399AA)
Toilet Roll Holder	Impey Geesa	Chrome plated
Shower Enclosure	Provex lake	Cannes 800 x 2000mm Wetroom Shower Panel 8mm (mastic to around bottom of glass and shower tray) LK810-080S

To prevent a build-up of dirt and scale acrylic and ceramic sanitaryware should be wiped down immediately after use with a soft cloth and thoroughly cleaned with warm soapy water, a cream cleaner or multi-purpose surface cleaner on a weekly basis. Many household chemicals such as paint stripper, nail varnish remover, household bleach, abrasive cleaning agents, perfume, aftershave or strong disinfectants can cause damage and should not be allowed to come into contact with your sanitaryware. If such chemicals do accidentally come into contact with your sanitaryware then it is advised that you rinse the affected area with sufficient water to completely remove the chemical. In hard water areas mild lime-scale remover may be used from time to time.

Bleach may be used in the WC bowl. Never leave strong bleach or cleaners in the WC bowl for extended periods of time or overnight. Never mix different cleaners in the WC bowl as this may give off poisonous or volatile gases. To avoid damaging internal fittings do not put bleach products in the cistern.

When cleaning your sanitaryware the manufacturer's instructions take precedent over the above recommendations and should be followed at all times and the item rinsed and dried with a soft cloth after cleaning to provide the best finish.

10. SERVICES, ISOLATION POINTS & SERVICE FAILURE

10.1. ELECTRICITY

10.1.1. ELECTRICAL SUPPLY & ISOLATION

The electricity supply enters your property via the electricity meter, located within the utility cupboard. Meter readings and your meter reference number can be taken from here.

The consumer unit, located within the utility cupboard, contains the main on/off switch along with a number of MCBs (miniature circuit breakers), which protect individual circuits in much the same way as a fuse by "breaking" the circuit and shutting off the electrical supply in the event of a fault. Written below each MCB is a description of the circuit it protects – power, lighting, kitchen etc. If you require the electrical supply to your entire property to be shut off then flip the main switch to the "OFF" position. If you require the electrical supply to be shut off to a specific area of the property only then flip the relevant MCB on the consumer unit to the "OFF" position. To restore power to the property / circuit flip the switch(es) on the consumer unit back to the "ON" position.



Consumer Unit open



Consumer Unit closed

10.1.2. POWER CIRCUIT

This is sometimes also referred to as the “ring main” and provides power to the wall socket outlets and fixed appliances (electric oven, hob, cooker hood extract fan etc). You will have one or more circuits depending on the size of your property.

10.1.3. LIGHTING CIRCUIT

This provides power to the fixed lights (portable lights can be plugged into wall sockets). You will have one or more circuits depending on the size of your property.

10.1.4. ELECTRICAL FAULT / FAILURE

It is recommended that you keep a torch within easy reach of the electrical consumer unit in the event of a power failure.

In the event of a loss of power to the entire property first check that the main switch on the consumer unit is not in the “OFF” position. If this is the case the flipping it back to the “ON” position should restore power to the property. If this is not the case, or if the above does not restore power to the property, then please contact the Building Management Agent. If they are unable to assist you then contact the electricity service provider Eon on **0808 501 5200** If there is a loss of power to an individual circuit within your property, then:

- Disconnect, rather than just switch off, any appliance connected to the circuit on which the fault has occurred.
-

-
- ❑ The switch on the affected MCB within the consumer unit will be in the "OFF" position. Switching the MCB to the "ON" position should restore power to the affected circuit. Do not keep switching the MCB if it does not restore power to the circuit or will not stay in the "ON" position.
 - ❑ Too identify the faulty appliance reconnect, and switch on each appliance in turn.
 - ❑ If the cause of the fault cannot be identified, or the power to the affected circuit cannot be restored then contact a the Building Management Agent or a qualified electrician, as you may, for example, have a fault within a fitted socket or switch

10.1.5. DOMESTIC COLD WATER

10.1.6. WATER SUPPLY & ISOLATION

The main cold water shut off valve is located within the utility cupboard and can be used to completely shut off the cold-water supply to your entire property by turning the handle 90° so that it no longer points in the same direction as the pipe.



Water Meter and Valve

The cold-water meter is located within the apartment's utility cupboard. Meter readings and your meter reference number can be taken from here.

Local isolation valves have been installed on the cold-water pipework before it connects to the kitchen sink and bathroom sanitaryware. The isolation valves to the kitchen sink are located under the kitchen sink while the isolation valves to the bathroom sanitaryware are located under the basins and baths. The water supply to the item can be shut off by turning the handle 90° so that it no longer points in the same direction as the pipe.

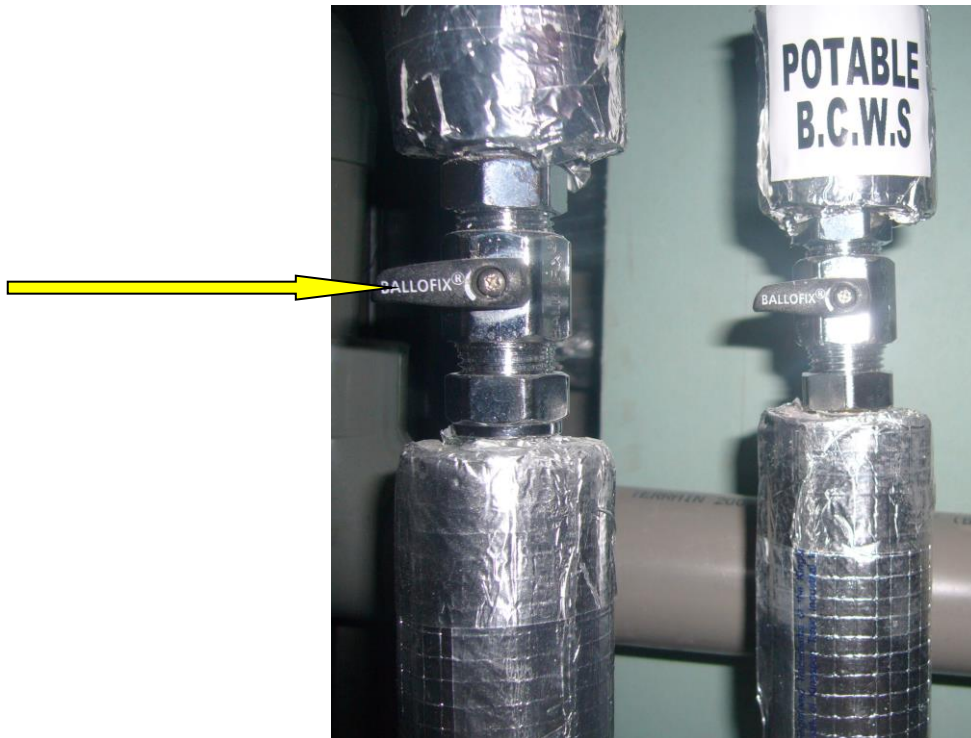


Fig. 3 – Typical local cold water isolation valves in the “closed” position

10.1.7. LOSS OF SUPPLY

In the event of a total loss of cold water to your property first check that the main isolation valve is in the “OPEN” position (the handle will be pointing in the same direction as the pipe). If the valve is in the open position and you still have no water, then please contact the Building Management Agent. If they are unable to assist you then contact the water service provider Leep Utilities on: **0345 078 3200**

If there is a loss of water to an individual appliance or item of sanitaryware first check that the local isolation valve is in the “OPEN” position (the handle will be pointing in the same direction as the pipe). If this does not restore the water supply to the item / appliance, then contact the Building Management Agent or a registered plumber who will be able to further assist you.

10.1.8. WATER LEAKS

In the event of a water leak being discovered in your own property, you should attempt to mitigate the effects of the water ingress and identify the location and cause of the leak to establish the means of isolation of the affected area.



Woodberry Down – Gadwall Quarter

In the event the water leak is coming from an installed appliance such as a washing machine or dishwasher, then the appliance can be isolated via the isolation valves installed on the pipework local to the equipment.

In the event of a large unknown continuing water leak shut off the water supply to your property via the main isolation valve.

When the water leak has been isolated, repairs should be arranged by contacting the Building Management Agent or a registered plumber directly.

In the event a large amount of water has leaked the Building Management Agent must be contacted to prevent spreading to other areas and lower levels.

If water is found to have spread to areas containing electrical wiring a qualified electrician should be contacted to carry out a thorough inspection.

Residents are reminded that most insurance companies will expect an attempt to be made to prevent the ingress of water in a flood situation. For this purpose if possible use towels etc to form a dam around the source of the leak to control the spread of water and limit the damage.

In the event of a water leak being discovered outside your property please inform the Building Management Agent immediately and tell them of the location and severity so that it can be rectified.

10.2. HEATING AND HOT WATER

Your Apartment heating system is fed by the Landlord's Central Plant System providing primary low pressure hot water to your Heat Interface Unit (HIU). The HIU provides the heating and hot water to your apartment, the heating system installed is via radiators within each room controlled by the Time clock and room thermostat as above and also each room has a thermostatic radiator valve fitted to give individual room control as shown earlier



Hot Water is supplied by a Heat Interface Unit (HIU) in a cupboard in your hallway.

The Isolation Valves for your hot water are located at high level within your service cupboard (Flow and return).

Please do not open the HIU cover. Please note that there are higher pressures present within the HIU than the rest of the apartment.

10.2.1. HOT WATER

Your home is connected to a communal system which provides hot water directly to your apartment; hot water is produced instantaneously, so is always available.

The Hot Water is generated instantaneously from the Heat Interface Unit, which has a plate heat exchanger inside the unit served from the primary low pressure hot water heating system.

Kitchen tap and bathroom tap temperatures are pre-set, and not to be adjusted.

10.2.2. HEATING

Your home space heating is provided by radiators which are controlled by valves. Radiators will be hotter on the supply side at the top where the thermostatic radiator valve (TRV) is located, and through heat transfer will be colder at the bottom. This is normal.

Please ensure that your heating system is run for at least 1 hour per week as a minimum, even in the summer months. This is to ensure it is not dormant, which is essential to its efficiency.

Maintenance & Safety Notice

Please be aware of the following, in regard to the heating within your apartment:

- The radiators in your apartment will not maintain a consistent temperature across the front face. This is normal and is required to enable the system to operate efficiently, so please **do not** bleed your radiators as this will cause a pressure drop in the system, and the heating will cease to work.
- **Do not** adjust any of the valves on the radiators, as they have been balanced and set up for efficiency. If you believe there is an issue, call your landlord or the managing agent.
- **Do not** adjust any of the valves or pipework on the Heat Interface Unit (HIU). If you believe there is an issue, call your landlord or the managing agent.
- Arrange for an annual heating system check, prior to using the system in the colder months.

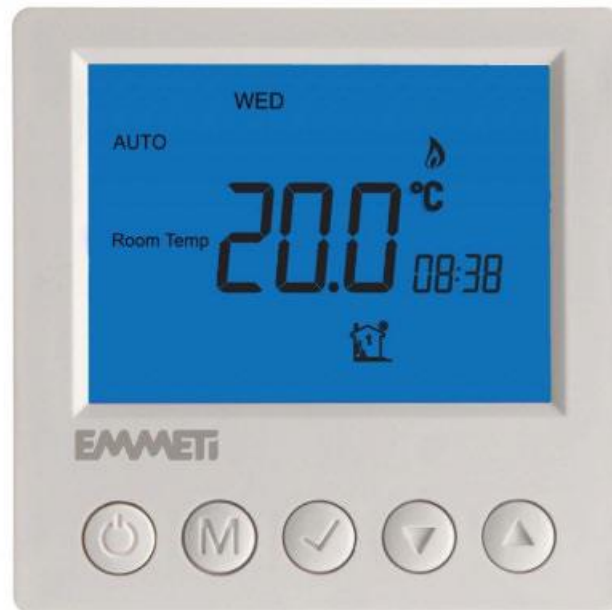


Please **do not** tamper with any pipework or equipment within your utility cupboard, this may cause damage and result in injury.









IF YOU ARE NOT SURE, ASK!

10.2.3. THERMOSTAT

Emmeti CS-11 7 day programmable thermostat has been installed in each room.



Buttons and LCD display

Buttons	Short press	Press > 5 seconds
	Turning the timeswitch on and off	
		Menu button (when timeswitch is turned off) Program button (when timeswitch is turned on)
	Set the time and day of the week Confirm settings	Cancel override function
	Increase the set value Selection of override option 1	
	Decrease the set value Selection of override option 2	
	Lock /unlock buttons	
		Reset to factory settings (when timer is turned off)
Program 1,2, 3,4,5,6	The program number	
	The buttons are locked	



10.3. TELEVISION, TELEPHONE & INTERNET PROVISIONS

Openreach / BT equipment has been installed within your apartment utility cupboard, a network can then be set up here. A master telephone outlet has been installed in the utility cupboard with secondary outlets in lounge and bedrooms.



11. LINKS, REFERENCES & FURTHER INFORMATION

Role	Name	Contact Details
Main Contractor	Berkeley (North East London) Limited	61 Leman Street London E1 8NZ Tel: 0207 977 9100 Web: www.berkeleygroup.co.uk
Housing Association	Notting Hill Genesis	2 Killick Street London N1 9FL Tel: 020 3815 0000 Web: www.nhg.org.uk
Management Agent	Rendall and Rittner	13B St George Wharf London SW8 2LE Tel: 020 7702 0701 Email: office@rendallandrittner.co.uk Web: www.rendallandrittner.co.uk
Electricity	EON	Nottingham NG1 6WR Tel: 0808 501 5200 Email: hi@eonnext.com Web: www.eonenergy.com
Water	Leep Utilities	33 Trafford Road. Salford, Manchester. M5 3NN Tel: 0345 122 6780 Email: info@leeputilities.co.uk Web: leeputilities.co.uk
Local Authority	Hackney Council	1 Hillman St, London E8 1DY Tel: 020 8356 3000 Email: info@hackney.gov.uk Web: ihackney.gov.uk
Local Police	Stoke Newington Police Station	33 Stoke Newington High St, London N16 8DS Tel: 07596430970 Web: www.met.police.uk



Woodberry Down – Gadwall Quarter

Role	Name	Contact Details
Hospital	Halliwick Centre at St Anns Hospital	Hospital, St Ann's Rd, London N15 3TH Tel: 02087026210 Email: whh-tr.pals@nhs.net Web: www.whittington.nhs.uk
Transport	National Rail	Suite 410 1 Northumberland Ave Westminster London WC2N 5BW Tel: 03457 484950 Web: www.nationalrail.co.uk
Transport	Transport for London (Retain for London projects)	4th Floor 14 Pier Walk London SE10 0ES Tel: 0800 112 3456 Web: www.tfl.gov.uk
Energy Saving Guidance	Energy Saving Trust	21 Dartmouth Street London SW1H 9BP Tel: 0300 123 1234 Web: www.energysavingtrust.org.uk
Local Cycle Networks	Sustrans	2 Cathedral Square College Green Bristol BS1 5DD Tel: 0117 926 8893 Web: www.sustrans.org.uk
Carbon Reduction	Act on CO2	Web: www.direct.gov.uk



12. MANUFACTURERS' LITERATURE

Section	Product Description	Manufacturer	Model
12.1	MEV	Vent-Axia	Lo-Carbon MVDC-MS/MSH Multivent
12.2	Entry Phone (Video Entry)	Fermax	Neo Monitor 7" touch panel – white ref. 14501
12.3	Radiators	Stelrad Compact Radiators	Compact K1 - 600mm high x 94mm deep Compact K2 - 600mm high x 135mm deep Compact K3 - 600mm high x 180mm deep
12.4	Thermostat	Emmeti	Emmeti CS-11 7 day programmable thermostat
12.5	Towel Rail	Milano	Pisa Chrome Flat 800x600 towel rail
12.6	Windows	Alumil	Aluminium Double Glazed Windows
12.8	Smoke Detectors	Deta	1163
12.9	Heat Detectors	Deta	1165



13. CERTIFICATES

The following certificates for your home will be provided by Notting Hill Genesis upon request.

Section	Document Description
13.1	Property Insurance Certificate
13.2	Energy Performance Certificate
13.3	Electrical Installation Certificate