



**CORSAIR
HOUSE
RESIDENTS'
MANUAL**

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WELCOME TO KIDBROOKE SQUARE SE3

In this home user guide, you will find useful information to help you get settled in. The purpose of this guide is to help you familiarise yourself with your home and Kidbrooke Square. It is important that you review the contents of this manual to ensure that the features installed within your home are utilised fully.

The name 'Kidbrooke' is of Anglo-Saxon origin and means 'the brook where the kites were seen'.

Kidbrooke was predominantly a farming community until the 1930s. Suburban development occurred rapidly after the Shooters Hill bypass (Rochester Way) was built.

Two tall buildings nicknamed 'Marker' blocks create bookends for the square, framing the scheme and responding to the adjacent Kidbrooke Village to the south. Three mid-rise, or 'Mansion' blocks, and three low-rise, or 'Shoulder' blocks, make up the central mass of the scheme. Two public squares define the ground floor space, with the larger Station Square to the north-west of the site and the smaller, residential feel square to the south-east.

The primary square creates an active, social space for commercial and amenity use. The smaller, calmer square is primarily a pedestrian-only garden and play space.



NOTTING HILL GENESIS

Notting Hill Genesis was formed in April 2018 from Notting Hill Housing and Genesis Housing Association, but our roots reach back to the 1960s when our legacy organisations were established by local people who shared a similar vision – to house west London's working poor, providing them with a home from which to build themselves and their families a secure future.

We have more than 2,000 colleagues, most of whom work at the heart of our communities, building relationships with residents that go beyond bricks and mortar. We strive to be the best we can and are committed to working with our residents to ensure that everyone has a safe, secure, and good quality home, and access to high standard services delivered in a way that suits them best – whether that's online or face-to-face.

PROPERTY MANAGEMENT OFFICER DETAILS:

You will be provided your Housing Officer's contact details prior to move in and via the NHG online portal.

NHG Call Centre: 020 3815 0000



NHBC

Your home has the benefit of cover under the NHBC Buildmark warranty scheme. This is a warranty under which the developer, during the first 2 years, and the NHBC during years 3–10 following legal completion, has defined responsibilities with regards to defects in materials or workmanship in your new home.

Please note the defect period begins from the date the development was completed and handed over to Notting Hill Genesis. Any defects occurring during the first 2 years should be reported via My Account or to your Property Management Officer who will pass them on to the developer who is responsible for resolving any issues in line with Buildmark policy. Following this period, NHBC will provide cover for latent defects for the lifetime of the warranty policy, in accordance with the policy terms.

NHBC Advice Centre Tel: 0844 633 1000 / www.nhbc.co.uk

NHG ONLINE PORTAL - MY ACCOUNT

We strongly recommend registering your account with NHG; this is where you can get information about your tenancy and rent details. You can also raise your own home repairs, pay your rent, and seek any extra support that you may need to manage your tenancy.

Installing My Account: Access the NHG website
<https://www.nhgg.org.uk/residents/my-account/>

Access the NHG website

Manage your account online

Registration options

There are two options for registration.

1. Social sign-in – This will minimise the number of new logins they create. The information (name, date of birth) in their social account must match their real world information
2. Email/password combination – If they previously registered with the old 'My Account' service they can use the same details, but must register again

Email and password option

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

Contact details

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

Successful registration

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

Verifying the account

- Residents must enter their payment reference to verify they are an NHG resident
- This is supplied in the invite they will have received to register
- You can also supply this to help them sign up by searching for it in HOP, CRM or WorkWise
- If they are still having difficulties direct them to the digital support team via myaccounthelp@nhg.org.uk

Problems registering?

- If any of the following information provided doesn't match the information we hold in Northgate, the resident will be unable to register:
 - Surname
 - Date of birth
 - Payment reference
- The digital support team can correct information in Northgate so residents can register. Get your resident to contact them via myaccounthelp@nhg.org.uk with the new details

RESIDENTS' ASSOCIATION

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

OUTLINE STEPS TO CREATING A TRA:

- Step 1** **Deciding the purpose of your RA**
Outline clear aims at the beginning to give your association a definite purpose.
- Step 2** **Getting people's views**
Speak to your neighbours and friends through informal conversations, simple sign-up sheets, round robin emails, social media.
- Step 3** **Initial meeting**
Advertise through word of mouth, letters/posters, texts/emails, social media groups.
- Step 4** **Voting in your committee**
You would need to vote for the Chair, Vice Chair, Treasurer, Secretary and ad-hoc committee members if desired.
- Step 5** **Adopting a constitution**
The constitution clarifies who the RA represents, what the RA is about and how it is run.
- Step 6** **Open a bank account**
- Step 7** **Formal registration**
- Step 8** **Hold first formal meeting**
- Step 9** **Formal recognition**
Following AGM and over 50% membership

ESTATE MANAGEMENT

CONCIERGE AND SECURITY

The concierge office is the point of contact for residents if you have any questions or queries regarding any other aspects of the site. The concierge service is based on the ground level of Emerald House (23 Henley Cross).

From here, you will be able to speak with our concierge member of staff with any questions regarding the site and they will be able to point you in the right direction.

The concierge member of staff will also be carrying out inspections of the communal areas from time to time to ensure the site is clean and tidy. When on patrol, a notice will be left at the concierge providing contact details for the security officer.

Outside of the concierge hours there will be a security officer on site who will also patrol site. Please note that security staff will not have the same knowledge and expertise as the concierge, so they may ask you to return the following day or to email us.

These members of staff will be managed by the Estate Operations Manager who has overall responsibility for the operation and upkeep of the site.

CONTACT DETAILS

kidbrookesquare@nhg.org.uk

POST AND DELIVERIES

Post boxes (lockable) are located at level 00 entrance lobbies.

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

Any parcels for residents will be taken at the concierge desk and kept for your collection unless you have requested for the courier to contact you directly so you can take personal collection. We advise you to do this if a parcel is particularly important or valuable. We take all parcels on your behalf and in good faith. We do not take any responsibility for any items in our storage.

We use a digital collection service. When a package is delivered it is scanned by our concierge, and given a specific bar code, and kept in our storeroom. You will then be sent a message by email and text with a bar code which you can scan at the screen in the concierge office, and we will then give you your parcel.

Parcels can be collected from 7am to 7pm daily.

Please note we do not hold grocery or takeaway deliveries.

For grocery deliveries, you will need to directly arrange to meet them outside your block.

For takeaways, you will need to meet them outside the entrance to site as they will not be permitted past the entrance until the site is fully open.

PARKING

Kidbrooke Square has 77 car parking spaces with 19 accessible spaces and 51 standard spaces for the residential development, plus an additional disabled space for non-residential use on-street. The 19 internal accessible spaces will be numbered and allocated to dwellings requiring an accessible parking space.

There are 14 Active Electric Charging Points (AEVCP).

The remaining residential car parking spaces will be rented to specific dwellings via the site management company. **The rental of a car parking space is not a guarantee.** Spaces will be rented on a monthly rolling basis with no guarantee of renewal.

Access to the parking spaces will be via a crossover from the main square through a gated entrance into the parking area. A ramp provides access to further parking at first floor level. Access will be restricted to residents that rent a parking bay.

Please note that all vehicles must be registered with concierge before a parking permit can be issued. All parking permits are required to be placed in the front windscreen of the vehicle and visible. There are several blue badge parking spaces allocated in the car park; these can be used by any residents who hold a blue badge, providing the badge is up to date and clearly displayed.

If you have a registered vehicle, you can enter the car park, accessed via Henley Cross, using either your fob on the car park access door located in the undercroft area of Dawes House or transmitter if you are driving. Similarly, you can exit the car park by using the 'Push to Exit' button on the pedestrian gate, or by simply approaching the gate, as it will automatically open upon detecting your car when it comes into range.

The car park will be patrolled regularly and parking enforcement will be in operation for any unauthorised vehicles.

Please note Kidbrooke Square residents will not be allowed to apply for parking permits in controlled parking zones in local areas.

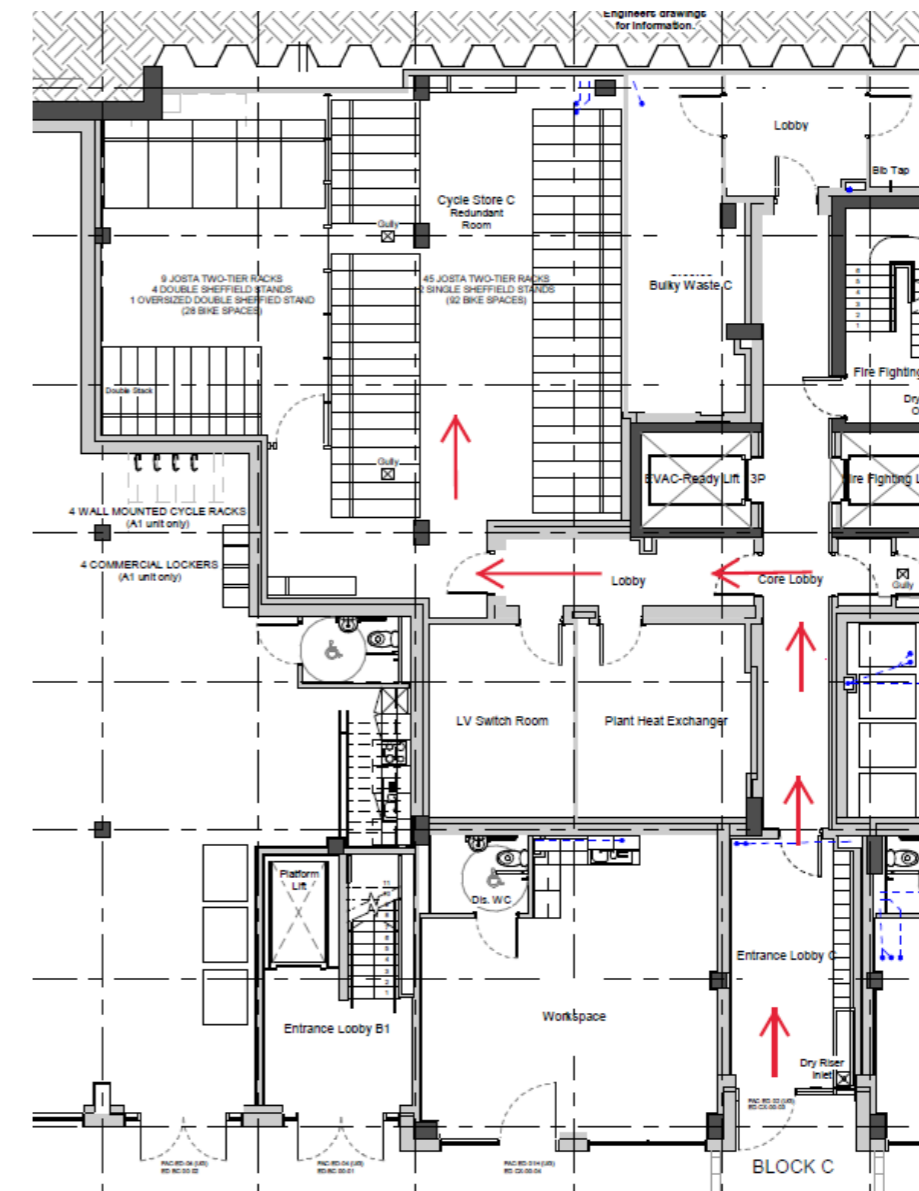
All new residents to the development, for the first five years, will be offered five years of free membership to ZipCar. Furthermore, all residents will be provided with a voucher of £50 + VAT credit to users.

During phase 1, residents can utilise their car club membership through the Zipcar Barlow Tce location in Kidbrooke Village. The Barlow Tce Zipcar is located a 1.1km walk away from the site, taking 14 minutes* to reach by foot.

CYCLE STORAGE

Cycle racks will be provided across the development, with cycle stores dedicated to each block. Your own cycle store is located at ground floor level and access is given by an access fob. The cycle store is secure and covered by CCTV.

All cycles are stored at the owner's risk. Please report any damage to concierge.



SECURITY/ACCESS

Kidbrooke Square has on-site security from 7am–7pm.

For any security matters, please contact the concierge office.

The blocks are accessed with an access fob that each resident is given. The access fob will permit you to enter the block, the lift, the podium, and your floor only. You will not be permitted to access other areas of the block for security reasons.

You will need to use the fob to go up the lift. The fob will only permit you to select your own floor or the floor of your communal roof garden.

You must tap in at every reader each time you enter the building, otherwise the lift will not work for you.

COMMUNAL AND WINDOW CLEANING

Cleaners managed by the Kidbrooke Square estates team will be responsible for the cleaning of the landscaped areas, shared surfaces, and pedestrian routes, as well as communal corridors/entrance lobbies, lifts, and all cores throughout normal working hours. Please contact the concierge for further details.

As part of the estate management, any external windows that are not safely accessible from your balcony or terrace will be professionally cleaned at least once a year by abseil. You will be notified in advance of when these works will take place. If you have any queries regarding this, please contact the concierge team.

LIFTS

There are 2 lifts in Corsair House. If a lift goes out of service, please report this to the concierge team. An emergency is only considered when someone is trapped inside the lift. Please note that a lift being out of service is not considered an emergency.

When the fire alarm is activated, the lift will automatically return to the ground floor.

An evacuation lift, located in the lobby area on the ground floor, provides the facility to evacuate disabled/mobility impaired occupants from the building, if it is deemed necessary.

In the event of fire, DO NOT USE the lift!

The lift should be used routinely as a passenger lift and occasionally as a lift for transporting goods.

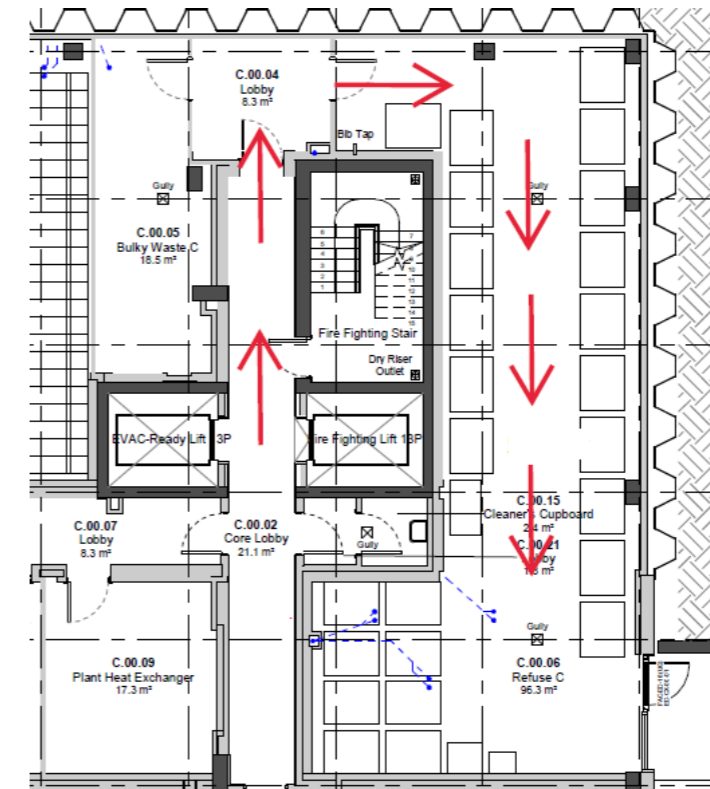
For the Evacuation Strategy, please contact the Kidbrooke Square estates team.

REFUSE DISPOSAL

We ask that residents kindly remove any household waste and dispose of it in their designated bin store.

The refuse store for each apartment is located at ground floor level in your building and can be accessed via core lobby.

Please use the route as shown below. These stores will require fob access.



Refuse is removed on a weekly basis from the communal bin stores. Please contact the concierge if the bin stores are overflowing.

When recycling, please ensure you follow the guidelines below:

- Cardboard – please flatten or tear into smaller pieces – card sleeves, cereal boxes, egg boxes, cards, etc.
- Mixed paper
- Plastic bottles – empty, rinsed and squashed
- Tins and cans – empty and rinsed

Do not put black sacks into the recycling bin as these cannot be recycled. For further information please visit the Royal Borough of Greenwich website: https://www.royalgreenwich.gov.uk/info/200171/recycling_and_rubbish

ESTATE REGULATIONS

If the street lighting is out or for any pavement issues, please contact the concierge.

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 Kidbrooke Square 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 so as 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 on the balcony. This includes washing and bicycles.

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 Kidbrooke Square, 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 will be removed immediately.

Podiums, gardens, shrubbery, and estate areas – These areas are provided for the enjoyment of all residents at Kidbrooke Square. No ball games are permitted within these areas, except within designated facilities. The interference or removal of any plants is not permitted, and the interference of any water features is not permitted.

Pets – All pets are to be registered and authorised by the landlord. Authorisation requests can be obtained from the management office.

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

Parking – There is limited provision for residents or visitors parking on the estate. Cars may be parked in designated bays as long as they are displaying valid permits. Any abandoned vehicle will be removed and disposed of.

Common parts – Do not obstruct any of the access ways, i.e., fire exits. Smoking is not permitted within any communal area or lifts.

Property – Any act that may interfere with the safety, comfort or convenience or cause nuisance or danger to any person or property is prohibited.

Disposal of waste – All waste is to be disposed of in the correct manner.

Advertising – No advertising by estate agents will be allowed to be displayed within Kidbrooke Square. Window stickers, advertisements or notices will be removed immediately.

Immoral use – No apartment or area within Kidbrooke Square is to be used for any illegal, immoral or improper activity.

Fire equipment – Residents are not to remove, dispose or interfere with any equipment or sign that is provided for their safety and the safety of others.

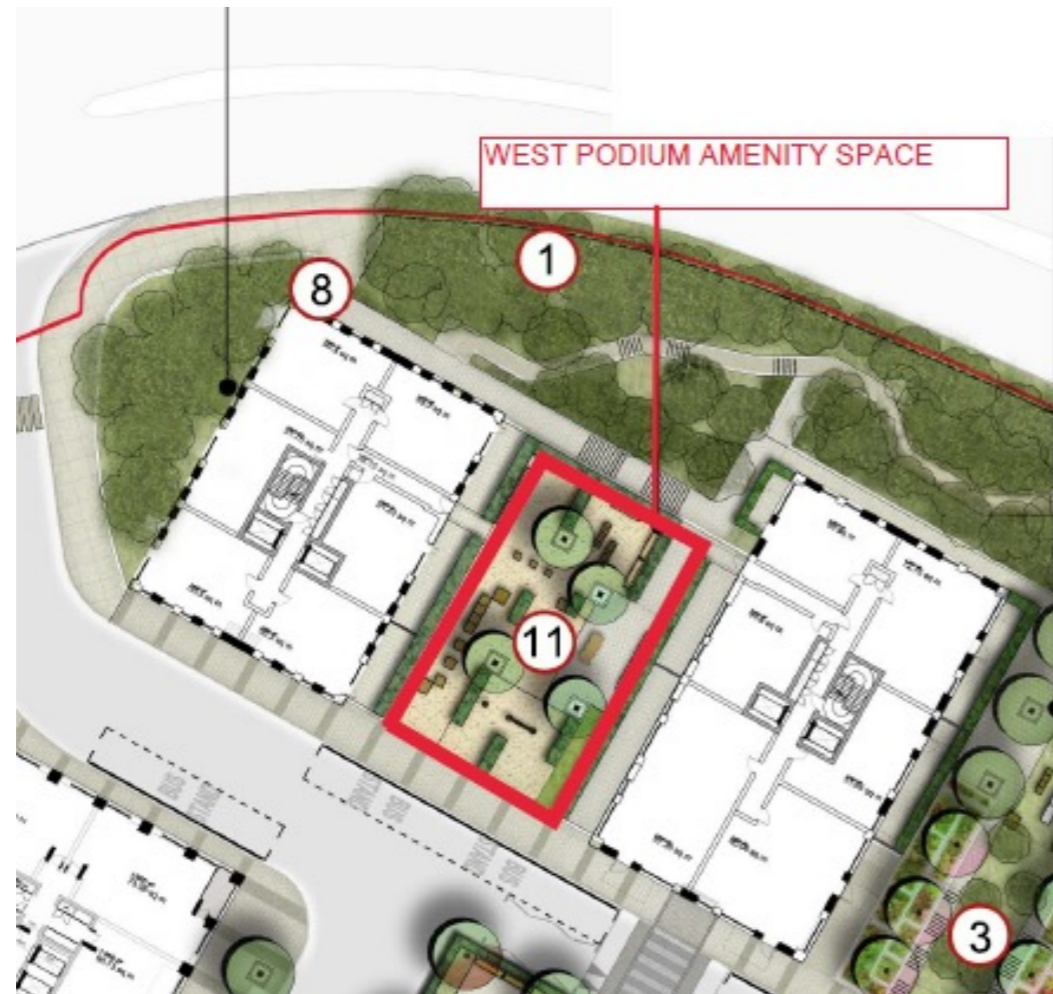
Road closures – The landlord is permitted at any time to authorise the closure of any road so that building work may be carried out.

SERVICE CHARGE

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

COMMUNAL AND LANDSCAPED AREAS

There are communal and landscaped areas at Kidbrooke Square for residents' enjoyment. You have access to the second floor podium of your building, named "West Podium", and the communal amenity spaces at the grounds of the development.



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

WEST PODIUM

West Podium will be available to use from 8am-10pm each day.

Site staff will be locking the door to the podium at 10.00pm each evening so we appreciate your co-operation in vacating this area by this time and when requested by our staff.

There may be occasions, such as when extreme weather is predicted, that the site staff may close off the podium for safety reasons.

Whilst enjoying the views, please use the podium in a considerate manner and in respect of your neighbours, keeping noise to a minimum.

- CCTV in operation
- No barbeques or fires
- No smoking
- No ball games
- No littering
- Children must be supervised at all times
- Do not lean over the balustrade
- No pets permitted on the podium

Please report any damage on this podium to the concierge immediately.

GROUND FLOOR LANDSCAPED AREAS

Whilst enjoying these spaces, please maintain a considerate manner and in respect of your neighbours, keep noise to a minimum.

- CCTV in operation
- No loitering or noise after 10pm
- No barbeques or fires
- No smoking near play equipment
- No ball games
- No littering
- No dog fouling
- Children must be supervised at all times

Please report any damage in any public or shared spaces to the concierge immediately.

DEFECTS

DEFECT LIABILITY PERIOD

Your home is covered under a 24-month defects warranty known as the defect's liability period. This period started when Notting Hill Genesis took possession of your home from the contractor. The contractor is responsible for the rectification of defects and faults that occur during this period. All you need to do is report any genuine defects you find via your online MyAccount. Each defect reported must be raised separately so they each have a unique repair reference ID. A photo/video must be attached to the defect ticket and a detailed description of the problem including the location within the property.

The team will then review the defect/s raised and assign to the builder to attend or contact you directly if further information is required. The response time for each defect will vary depending on the urgency of the problem.

To give you a better idea of what is and isn't considered a genuine defect, we have included some examples below:

- Leaks from pipes
- No heating or hot water
- Non-flushing toilets – this does not include blockages which would be the residents' responsibility
- Doors not closing properly
- Faults with extractor fans
- Light and electrical fittings (except bulbs that have exceeded their lifecycle – replacement bulbs are the responsibility of the resident)
- Shrinkage where the resulting cracking is greater than 5mm in width or depth. Cracking of small width and depth is the responsibility of the resident and can be easily repaired during personalised decoration after purchase

Examples of items not considered to be defects:

- Low pressure shower caused by limescale build up
- Leaking sinks/toilets caused by blockages
- Replacing light bulbs
- Deterioration caused by failure to carry out routine maintenance
- Bleeding radiators

DEFECTS CATEGORIES

Emergency – 24 hours

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

7 days

- Defective front door lock
- Ease and adjust external door
- Ease and adjust windows to open/shut
- Re-fix loose staircase nosing/tread
- Leak to window/door pane
- Re-fix loose window door/furniture
- Leak to door threshold
- Re-fix loose balustrade
- Dripping taps
- Power point not working
- Defect heating programmer
- Leaking radiator
- Leaking waste pipe
- Leaking w/c
- Discharging overflow
- Shower inoperative
- W/C will not flush

28 days

- Door entry system not working
- Poor water pressure
- Ease and adjust internal door
- Defective double-glazed units
- Draught to front entrance door
- Draught to window
- Re-fix/adjust loose kitchen cupboard door
- Make good holes in wall
- Re-fix loose/defective floor finishes

DEFECTS CATEGORIES

At the end of defects liability period, a final joint inspection is carried out in each home and the communal areas. The inspection party consists of the building contractor, the development project manager, Notting Hill Genesis' employer's agent, site inspector, and defects officer. The purpose of the end of defects inspection is to check for any defects which need to be put right by the building contractor.

It is important that access is gained to all homes and the external and internal communal areas. This is the last opportunity to report defects for repair by the building contractor.

Following the inspection, the building contractor will arrange appointments directly with you to carry out final defect rectification works. You will be required to give access at this appointment time.

After the end of the defect's liability period, general defects inside the home are the responsibility of the homeowner or NHG. Communal areas will be the responsibility of NHG/managing agents.

If a repair arises out of misuse or damage to the property, then the cost of the repair will be borne by the resident.

Don't forget, the defects period starts from practical completion of the project, so will have already commenced at the date that you move in.

Please note the generic Defect Team email IS D@nhhg.org.uk, in case you have issues with your MyAccount.

DEFECT RESPONSE TIMES

The repair line will take a decision as to whether the fault is a repair, a defect, or your responsibility.

Please make sure that the information you provide to the defects officer is accurate. Incorrect information, which results in the contractor attending your home, will be charged to you.

HOUSEHOLD PESTS

You are responsible for dealing with household pests such as ants, bees, bedbugs, wasps, cockroaches, rats and mice within your property. Contact the environmental health department at your local council for advice.

Go to www.gov.uk/report-pest-problem for more information.

If you cannot deal with the pest issue, or if you have a pest problem in a communal area, then contact your housing officer and concierge.

UTILITIES

MAINS WATER/DRAINAGE

Thames Water supply the incoming mains water through an underground service pipe fitted with a stop valve at the boundary to the development for use by the water company in an emergency.

As water enters your home, its flow is controlled by the stopcock installed within the utility cupboard, which allows you to turn off the supply in an emergency or for maintenance.

Mains water and drainage supplier: **Thames Water**

www.thameswater.co.uk

Telephone: 0800 316 9800

Billing and account enquiries: 0800 980 8800

Smart water meters allow you to automatically track the amount of water you use. They also allow Thames Water to find and fix leaks more quickly. Once your meter's fitted, Thames Water will check remotely for leaks before activating it and starting you on your one-year comparison period.

Once your new smart meter has been activated, you can view regular updates about your water use online. Simply [create an online account](#). Once online, it's easier than ever to pay your bill and change your contact details if you need to.

The water meter is located within the communal corridor service cupboard. For the meter readings, contact the concierge to request access.

UTILITIES

MAINS WATER/DRAINAGE



Image: WaterMeter

Thames Water can offer you a free Smarter Home Visit, where a team of experts will help you save water and energy to reduce future bills. Meters make it easier to see how and where water is being used so we can all be as efficient as possible. Research shows that customers on a meter typically use around 12% less water.

The dwelling stopcock is located in the utility cupboard of your property, adjacent to the HIU.

MAINS WATER/DRAINAGE

There is an isolation valve outside the front entrance door.

The water supply for the whole apartment can be closed off from there. The stop cock within the utility cupboard will also perform the same function.

Isolation valves within the bathrooms behind access hatches can shut off water supply for these rooms.



Image: Stopcock



Image: Isolation valves

TROUBLESHOOTING

Kitchen wastepipes: If a blockage occurs and the sink is full of water, try to remove the blockage by pushing a flexible drain rod down the plughole or by using a suction cup plunger to move water up and down the wastepipe. The risk of blockages can be reduced if you remember to put fat (which solidifies when cold) into an empty container rather than down the sink or drain.

Bath, shower and basins: Blockages here are normally caused by the build-up of hair and soap in the plug hole and become noticeable when the bath or basin starts to drain away more slowly. Clear bath or basin wastes with a 'sani snake' (available from hardware stores) or by using a proprietary chemical cleaner (please read instructions carefully). You can purchase a small filter to put over the bath/water outlet to collect hair and prevent blockages.

ELECTRICITY

Electrical supplier details: Power On Connections

Telephone: 020 3463 8732

Location of meter: Utility cupboard

Location of consumer unit: Utility cupboard



Image: Consumer unit

The consumer unit is responsible for powering all the circuits in your home and is made up from various parts, such as: mains switch, residual current devices (RCDs), and circuit breakers. You should always know where your consumer unit is located in case of emergency when you need to turn it off or on.

MAIN SWITCH

You must be familiar with the term "main switch". Most people think it to be the consumer unit. However, the main switch is only a part of the whole consumer unit, and it's the key component. From the name, you can surely assume that it's a central switch that controls the entire power supply within a single property. If you turn the main switch on, the power will be on and if you turn it off, the power will be disconnected.

MAIN SWITCH

While the other components, RCDs and circuit breakers can be turned off automatically, you have to turn the main switch off or on manually. Though you need not turn the switch off frequently, there are some cases when you have to do it. You have to turn the main switch off when you're going to conduct repair work in the power supply. It will disconnect the power supply and ensure your safety during the repairing work.

RESIDUAL CURRENT DEVICES (RCD)

Residual current devices (RCDs) are the safety switches inside a consumer unit that constantly monitor the power supply.

Different electrical appliances are connected to these circuits and the electric current passes through these circuits to run these appliances.

RCDs are smart devices for preventing electric hazards. You might be wondering about how they work. Well, in a circuit, the electric current has a defined path to pass through. If something abnormal occurs in the pathways of the electric current, say you touch the live wire and the electric current flows through your body, the RCD will detect that the electricity is flowing in an unintended way and it will trip and turn off the circuit. Thus, it saves you from a deadly electric shock and severe injury.

For further information, please refer to the manufacturer's literature.

CIRCUIT BREAKERS

Just like the RCDs, circuit breakers have the same mechanism. That means they have a specific electric rating. If the electricity flows beyond that rating, the circuit breaker will trip and disconnect the current. Thus, they prevent accidents and protect electric appliances from damage. Sometimes, you may find it named as miniature circuit breakers (MCB).

ENERGY TIPS

LIGHT

The light fittings in your property use energy efficient light bulbs. Although these lights may cost more, the cost saving in reduced energy bills will ensure money saving in the longer term.

See the Finishes section for electrical light fittings installed in your property. For replacement bulbs contact your local electrical store.

CHANGING LIGHT BULBS

To change light bulbs, the light switch must be in the off position. It is advisable to replace the bulb with the same type of bulb that was removed.

For further information on energy-saving lighting, visit www.energysavingtrust.org.uk/electricity/lighting.

Electrical alterations, including replacing light fixtures and fittings, should only be carried out by a qualified electrician.

Cables may run in any position above a ceiling or under a floor. Before fixing to walls, floors and ceilings, always check for buried pipes and cables using a detector available from DIY stores.

Do not interfere with earth bonding cables connected to pipework and main earth connection.

For further information on electric safety in the home, visit the electrical safety council website: www.esc.org.uk.

LOSS OF POWER AND TROUBLESHOOTING

If your electricity goes off, start by checking to see if it is a power cut or a fault in your home. The easiest way to do this is to see if your neighbours have electricity. If they do not have power either, then it is a power cut, and you should contact 105.

It isn't possible to predict a power cut however, but here are some precautions you can take in case a power cut occurs:

- Make sure you have multiple torches along with extra batteries.
- Keep a plug-in telephone that does not require electricity – remember that with cordless phones you may not be able to make phone calls once the batteries are dead.

LOSS OF POWER AND TROUBLESHOOTING

- Keep important documents safe and handy.
- If your neighbours have power, then it could be a fault in your home.

Your trip switch may have turned itself off. If it has, try turning it back on. If it switches off again, then one of your electrical appliances may be faulty. Your trip switch turns itself off to make sure you do not get injured by a faulty appliance. Once you have found the faulty appliance and turned it off, your power should stay on.

If you have only lost power in part of your home, you may have a fault with your electrical wiring somewhere, in which case you should call a qualified electrician as soon as possible.

ENERGY AND WATER EFFICIENCY

Tips for saving energy and money around your home:

Washing machines

- Wash at the lowest temperature that will give efficient results.
- Wait until you have a full load or use the half load setting to reduce water.
- Use short wash cycles for lightly soiled items.
- Consider buying a shower wash type of washing machine.
- If you are planning to use a tumble dryer, choose a washing machine with a high spin to save on drying time.

Washer dryers

- Washer-dryers save space and often cost less than two separate machines. They usually hold less than a dedicated built tumble dryer so you can't wash a second load until the first load has finished drying, but they usually use an air/water heat exchanger, which means that heat extracted in the condenser is lost to the drain. Washer dryers can give a perfectly satisfactory service.
- Wait until you have a full load before using the washer and/or tumble dryer.
- If the machine has an energy saving load setting, use it whenever possible.
- Use low temperature settings for lightly soiled items.

Fridges and freezers

- Try to keep your freezer at least three quarters full.
- Do not put warm food into the fridge.
- Defrost your fridge or freezer regularly and avoid leaving the door open for longer than necessary.
- Check that the door seal on your fridge is working effectively by closing on a piece of paper to see if it is held tight. If your fridge builds up frost too quickly, the door seal could be faulty.

Cooking

- Match pan sizes to rings and use pans that are appropriate for your type of hob.
- Where a long cooking time is needed, use a conventional oven. However, a microwave oven is more economical for short cooking times, particularly for smaller quantities of food.
- When cooking with a microwave, always follow the manufacturer's instructions and ensure that there are no cool spots left in the food.
- For toasting, use a toaster rather than the grill.

Dishwashers

- Always wait until the machine is full before running it.
- For lightly soiled items, some dishwashers have economy programmes that reduce the washing temperature and/or shorten the washing time.

Television sets

- When you choose your TV, consider buying a model that uses less electricity.
- Do not leave the TV switched on if nobody is watching it.
- Do not leave the TV in standby mode for long periods.

Irons

- Do not leave an iron switched on if you are not going to use it within 5 minutes.

ENERGY AND WATER EFFICIENCY

Kettles

- When you choose your kettle, consider buying a jug-style model or an energy-efficient one.
- Remove limescale from your kettle regularly.
- When boiling water, use a kettle, not a pan.
- Only heat as much water as you need in the kettle but remember to always cover the element.

Computers

- Switch your computer off when it is not in use.

Mobile phones

- Unplug phone chargers when not in use.

In the bathroom

- When brushing your teeth, use a tumbler instead of running the tap water for rinsing – this can save nine litres of water per minute.
- Taking a shower instead of a bath can save up to 40% of the water that you use.
- Reducing the time you spend in the shower will save water and energy.
- Put the plug in the basin when washing hands or shaving, rather than leaving the tap running.

HEATING AND HOT WATER

HIUS (HEAT INTERFACE UNITS)

Heating and hot water are distributed to your home via the heat interface unit (HIU), located in your Utility Cupboard. Hot water is produced by the HIU on demand.

A HIU is similar to a traditional individual gas boiler, but instead of transferring gas to heat into the heating system, it transfers heat from the plant room to the internal dwelling's heating system. At each dwelling interface, an HIU draws only as much heat as the user requires from the circulating hot water. The interface circuits are kept hydraulically separate by a compact plate heat exchanger.



Image: HIU

For further information, please refer to the manufacturer's literature.

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

The Secure Liberty 100 is the smart meter installed in your home.

It has a communication hub to display your home's single energy use. It offers a range of handy features, and a future-proof design.

Its many features include:

- A modular communication module: This allows for multiple Wider Area Network (WAN) and Home Area Network (HAN) options. These networks make it possible for your smart meter to send your electricity and gas use data to your supplier or mobile phone.
- Multiple communication options: These options include long-range radio and GPRS.
- Payment options to suit you: The Liberty 100 also gives customers the option to choose between credit and pay-as-you-go modules. They're even able to remotely switch between these. The keypad accepts pay-as-you-go tokens if the Wider Area Network isn't available, with the meter maintaining the tariffs and account information.



Image: Secure Liberty 100 smart meter

HEAT METER

- It's simple to install: As well as being future-proof, thanks to its remote upgrades, the registration and pairing process for the Secure Liberty 100 is straightforward.
- It can help you cut down on your energy use: Once you're all set up and ready to go, you'll also be able to use the Secure Liberty 100 smart meter to monitor your energy use.

The Secure Liberty 100 smart meter keypad has a few different displays which you can view by selecting the numbered buttons on the keypad. You can find a detailed explanation of the Secure Liberty 100 keypad functions below, but as a quick breakdown, the button displays include:

- Cost of consumption by day: What your energy usage is costing you on a daily basis.
- Cost of consumption by week: Your energy usage costs on a weekly basis.
- Cost of consumption by month: The cost of your energy usage on a monthly basis.
- Historic data on cost of consumption and units: How much energy you have used and what it has cost you in the past.

What do the buttons on the meter keypad do?

1. Displays cost of consumption and units used on the current day and previous day
2. Displays cost of consumption in the current week and previous week
3. Displays cost of consumption in the current month and previous month
4. Displays historical data comprising monthly units consumed and cost of consumption
5. Displays 'Not Used'
6. Displays tariff name, standing charge per day, active rate register(s) along with the consumption and cost per unit recorded in each rate register (Will provide Economy 7 readings: IMP RO1 is the night read, and IMP RO2 is the day read)
7. Displays 'Not Used'
8. Displays 'Not Used'
9. Displays total import and export register values (will provide a total reading after IMP KWH)

- o. Performs display check and then displays date, time, load and CO2 data of the current hour and current day, yesterday, last week and last month (will show 'COMMISSION' instead if meter needs to be commissioned)
- A. Used for prepayment customers – Switches the display to UTRN (vend) entry mode; serves as backspace key during UTRN (vend) entry; enables Emergency Credit when made available; initiates supply reconnection from 'READY' state. (Activates vend mode/Used to start reconnection process.)
- B. Activates auto scroll display from sleep mode; used to scroll back through a display sequence; initiates UTRN (vend) authentication process; mutes alarm; used to confirm supply reconnection from 'READY' state.

To take a Secure Liberty 100-meter reading, you'll need to select the button labelled 6 on the keypad. You'll see the following information:

- Your tariff name
- Daily standing charge
- Active rate register(s)
- Consumption and cost per unit recorded

All you need to do is press the 6 button until you see IMP RO1 on the display. This will be your RO1 reading, which is your night reading. If you are on an Economy 7 electricity tariff, you can click the button again to see IMP RO2, which signifies your RO2 reading – or day reading.

If you wish to take a note of these meter readings, you can write them down, ignoring any numbers after the decimal point. Remember though that with the Wide Area Network (WAN) and Home Area Network (HAN) features, the Secure Liberty 100 smart meter can securely send your energy use data to your supplier for you, without you having to lift a finger!

It's always stressful when there's a light blinking at you on your smart meter and you can't figure out why. There are a few reasons why a light might be flashing on your Secure Liberty 100. Don't worry, this doesn't necessarily mean there's anything wrong.

The LED light labelled WAN above the display will flash to show how strong your WAN connection is. If it flashes 5 times before pausing, your connection is strong. 1 or 2 flashes means it's a weak connection, and a solid light means there's no WAN. In that case, your meter isn't connected to a network and won't be transferring data. You can follow the S1 smart meter health check to troubleshoot and resolve your issue.

The HAN LED light is next to the WAN one and might also be flashing. If this is the case, your Secure Liberty 100 smart meter will not be connected to HAN. A solid light confirms that your gas meter is secured to the HAN. If it's flashing, you'll need to diagnose the issue with the health check guide above.

HEAT METER

Finally, the light to the right of the keypad will most likely be flashing continuously. This is known as the metrology light, and it's nothing to worry about. It simply means there's electricity running through the meter.

For further information, please refer to the manufacturer's literature.

Any queries regarding meters and billing for heating and hot water should be addressed to your supplier, please refer to the separate brochure for further details.

TELEVISION

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

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

The Integrated Reception System (IRS) in your home is manufactured by Fracarro and is called Home Fibre.

To activate your TV services please contact Sky to check compatibility.

Please follow the link:
<https://www.sky.com/help/home/sky-tv>

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

Call: 0333 7591 018

TELEPHONE

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

To activate your phone service please follow the link:
<https://www.bt.com/help/landline/how-do-i-activate-my-new-fibre-home-phone-service->

The quickest way to contact BT Openreach and raise your issue is through their chat facility. Just click on the icon in the bottom right corner of the screen.

The virtual assistant will then help direct you through to the right team and one of the customer service team will then be allocated to you and able to help.

Call: 0330 1234 150

Monday to Friday 8am – 9pm

Weekends and bank holidays 8am – 8pm

INTERNET/BROADBAND

To set up broadband:

- For BT Openreach
Please follow the link: <https://www.bt.com/help/landline/how-do-i-activate-my-new-fibre-home-phone-service->
Call: 0330 1234 150
- For Virgin Media
Please follow the link: <https://www.virginmedia.com/help>
Call: 0345 454 1111

RADIATORS

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

2no. Room thermostats sense the temperature in each heating zone and open or close valves on the manifold to allow the heated water to run through the radiators on that zone. Each radiator is fitted with a thermostatic Radiator Valve (TRV) to allow the temperature to be adjusted locally. When the stat senses the heating zone is up to temperature it closes the valve to stop the flow of water. A timeclock is installed to allow the 2no. heating zones to be programmed independently.

Heated towel rails with thermostatic valves are fitted in your bathroom.

Bleeding your radiators is an important part of central heating maintenance that will keep your system working at its best.

Over time, air can become trapped inside radiators that will prevent the water circulating. Bleeding your radiators will remove this trapped air.

RADIATORS

If your radiators are cold at the top but warm at the bottom, this will usually mean you need to bleed your radiators. As water is heavier than air, the trapped air will always be at the top of the radiator. This prevents warm water reaching this part of the radiator so it will feel cold.

Gurgling or banging noises coming from your radiators are also a good indicator that there's air trapped in the system. Lastly, if you've noticed a general drop in the performance of your radiators over time, it's likely they need to be bled.

How to bleed radiators:

1. Turn off your heating system
2. Fit the bleed key
3. Turn the key to release air
4. Close the valve
5. Re-pressurise your system

1. Turn off your heating system

First, you need to identify which radiators need to be bled. You can then switch off your heating system and let your radiators cool down. As water will be released when you're bleeding your radiators, you want to make sure any water in the system isn't hot.

2. Fit the bleed key

Locate the bleed valve on your radiator. The bleed valve is a small metal square inside a white round nut that will usually be located on the side of your radiator. If you're unsure whether you've found the bleed valve, all you need to do is check if your bleed key fits.

3. Turn the key to release air

Grab an old towel or container and hold it underneath the bleed valve. Fit your key to the valve and turn it half a turn, you should start to hear air coming out of the radiator.

4. Close the valve

Keep the valve open until air stops coming out and it's just water being released. At this point you've successfully released the air from the radiator and you can close the valve again. Be careful not to over-tighten the valve as this could damage the thread.



Figure: Bleed valve and key

5. Re-pressurise your heating system

You do not need to re-pressurise your heating system as in a HIU the pressure is controlled by pressure regulating valves. However, a trained Heat Interface Unit Engineer can pressurise the secondary system if needed.

It's recommended that you bleed your radiators once a year. It's a relatively quick and easy piece of central heating maintenance that can make a big difference to the warmth of your home.

<https://www.stelrad.com/news-events/blog/how-to-bleed-a-radiator/>

MECHANICAL VENTILATION

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

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

The ventilation system extracts warm, damp air from the home and draws in fresh air from the outside via ducted ceiling mounted terminals. The warm, extracted air is passed through a heat exchanger to recover the heat before being expelled outside. The cool, fresh air from outside is also passed through the heat exchanger, without coming into direct contact with the extracted air where it is pre-warmed before being pumped into your home. The unit also has a summer bypass mode and a summer boost rate. This ensures that in the summer, fresh air is not passed over the heat exchanger and as such reduces the risk of overheating.

The ventilation system to your kitchen and bathroom where excessive moisture can be generated while cooking or using the bathroom is boosted. This is done automatically when the lights are turned on in the bathrooms, and there is an MVHR Boost Switch for the kitchen above the worktop.

For further information, please refer to the manufacturer's literature.

THERMOSTATS

Each room has its own thermostat.

There are 2 zones and each zone has its own thermostat. Individual radiators are provided with Thermostatic Radiator Valves (TRV) to allow temperatures to be set locally.

The Danfoss TPOne heating programmer, located within kitchen/living/dining area, provides timing control for your central heating system, letting you set ON and OFF periods to suit your own lifestyle. For more information on this and how to set it up, please refer to the manufacturer's literature section of this manual.

See below image of the Danfoss TPOne heating programmer and guidance on navigation and comfort zones.

For further information, please refer to the manufacturer's literature



Navigation

	Menu	Press Menu to access the intuitive text menu. The common feature User Menu will be displayed first. Additional settings can be found in the User Setting option and more advance settings can be found in the Installer Setting option.
	Select / Confirm	Press OK to select menu options or confirm settings. OK will be shown on the display when it can be used or is required.
	Menu Back	Press to exit a menu option. Pressing while in a setting will result in that setting change not be accepted. will also exit the menu system. will be shown on the display when it can be used.
	Navigation	The Navigation buttons are used to navigate the TPOne menus and change setting values. The up & down buttons are also used to manually change the required temperature. Navigation arrows will be shown on the display when these buttons can be used.

Comfort Modes

	Home	<p>Home Mode selects the home comfort temperature typically when the home is occupied during the day. The required temperatures for Home mode are selectable in the Temperature setting (see User Menu > Temperatures.) A separate Home AM and Home PM temperature can be chosen and these are automatically set according to the time of the day.</p> <p><i>Note: When in Home mode if the home button is pressed again a 1, 2 or 3 hour heating boost is selected and the current home period is extended by the chosen time period. The chosen boost period is displayed under the Home icon on the display.</i></p>
	Away	<p>Away Mode selects the away comfort temperature typically when the home is unoccupied during the day. The required temperature for Away mode is selectable in the Temperature setting (see User Menu > Temperatures).</p>
	Asleep	<p>Asleep Mode selects the nighttime comfort temperature which is set between the end of the last home period of the day and the beginning of the first home period of the following day. The required temperature for Asleep mode is selectable in the Temperature setting (see User Menu > Temperatures).</p>
	Standby	<p>The TPOne can be placed in Standby Mode. While in Standby the TPOne will not control the heating system other than to protect against frost damage (see User Menu > Installer Settings > Frost Protect for information on frost protect). Standby can be cancelled by pressing the Standby button again or by selecting another comfort mode.</p> <p><i>Note: the standby option places the heating control in standby only, if Hot Water is set up this is not affected. To switch Hot Water control off see User Menu > Hot Water > Mode</i></p>

LOOKING AFTER YOUR NEW HOME

LUBRICATION

There are many areas within your new property that will benefit from regular lubrication. In particular, we recommend that window hinges and door mechanisms are kept clean and free from debris & regularly lubricated to keep them in good working order.

DOOR SEALS

The condition of all door seals should be examined at six-monthly intervals. If the seal is missing, in part or completely, it should be replaced immediately. It is necessary to replace like with like and the use of any seal, other than that originally installed, may jeopardise the performance of the door. Seals should be fitted in accordance with the manufacturer's instructions.

WINDOWS & DOORS

Windows & Doors should be maintained at regular intervals as per the **manufacturer's instructions**.

IRONMONGERY

Stainless steel and chrome finishes should be cleaned at least every six months with a dry cloth or duster and washed periodically with a soft cloth and soapy water and dried with a clean cloth. Do not use abrasive materials for regular cleaning. Acetones or solvents can be used to remove grease marks or paint from stainless steel finishes if needed. There are also special products available for removing scratches or rust from stainless steel. Always follow the manufacturer's instructions when using cleaning products.

REDECORATING

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

DIY

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

Plasterboard should be able to take a weight of approximately 10kg using appropriate plasterboard fixings.

Due to this weight limitation, it is not advised that you fix heavy objects to plasterboard walls e.g., Flat screen tv unless the relevant provisions have been allowed for.

ALTERATIONS

Please note that structural or material alterations are not permitted. Please contact your PMO for further guidance.

REDUCING CONDENSATION

Condensation is caused by steam or water vapour when it comes into contact with cold surfaces (in the same way that steam in the bathroom condenses on the window).

Once materials have dried out, you should no longer experience significant condensation. However, normal daily activities produce a great deal of water vapour, which may cause condensation if allowed to spread around the home.

Measures you can take to control condensation:

- Cover pans when cooking and do not leave kettles boiling
- Put washing outdoors to dry if you can
- Use the cooker hood and/or extractor fans and keep the doors closed when cooking, washing, and bathing.
- Ensure showers and baths are turned off when not in use and do not leave running hot water for excessive period.
- Do not switch off the main isolator switch to the extractors in the bathroom or kitchen at any time, as they are needed to ventilate these rooms.
- Regularly open windows to encourage air changes.

REDUCING CONDENSATION

Ventilation is needed to get rid of the moisture that is naturally produced every day in your home. Your home will only maintain a healthy internal environment when ventilation systems are running. You risk damage to your health and home if you turn these off or block outlets.

Homes where the heating is off all day because the occupants are out, are more likely to suffer condensation problems than those heated more continuously. This is because, when normal activities such as washing and cooking are carried out in the evening, the home has been unheated for long periods and the surfaces are cold.

Make sure the heating timer is set so that your home is warm by the time you return home. During very cold weather it is better to leave the heating on during the day to maintain an even temperature. The temperature can be set a few degrees lower and turned up when you return.

Most heating systems operate inefficiently if turned completely on and off. Use your thermostat to control heating operation. This will be more efficient and help to reduce fuel bills.

Remember that condensation is not normally a building fault. Learning to control moisture levels is a vital part of living in a modern, well insulated, home.

BATHROOM & KITCHEN CARE

SANITARYWARE

To prevent a build-up of dirt and limescale, acrylic and ceramic sanitaryware should be wiped down immediately after use with a soft cloth and thoroughly cleaned with warm soapy water, a cream cleaner or multi-purpose surface cleaner on a weekly basis.

Many household chemicals such as paint stripper, nail varnish remover, household bleach, abrasive cleaning agents, perfume, aftershave or strong disinfectants can cause damage and should not be allowed to come into contact with your sanitaryware.

If such chemicals do accidentally come into contact with your sanitaryware then it is advised that you rinse the affected area with sufficient water to completely remove the chemical.

In hard water areas, mild lime-scale remover may be used from time to time.

Never leave strong bleach or cleaners in the WC bowl for extended periods of time or overnight. Never mix different cleaners in the WC bowl as this may give off poisonous or volatile gases.

To avoid damaging internal fittings do not put bleach products in the cistern.

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

KITCHEN SINK

Your stainless-steel kitchen sink is generally resistant to most household items and is very hard wearing, however the following substances should not be allowed to come into contact with the stainless-steel surface; mortar, cement, plaster, concrete, tile cement, grout, undiluted bleach, acids, silver dip.

Daily cleaning of your sink should be carried out using cream-based cleaners on a soft cloth. This should be adequate to remove such marks as tea stains and grease. More abrasive cleaners such as scouring powders, should not be used. The everyday film of limescale, which in hard-water areas, can be quickly removed using a standard cream cleaner but, should a thicker limescale layer form, then this will require treatment with a proprietary limescale remover and a soft brush.

It is likely that during its use the stainless-steel surface will scratch, you can reduce the appearance of scratches by using a stainless-steel cleaner.

UNITS & DOORS

As a general rule, make sure the kitchen is always well-ventilated when cooking, as any steam and condensation can result in damage to the doors and units. An extractor hood is a must and try to open the window a little too if it's not too cold outside. If any spills or splashes occur when preparing food, cooking or dining wipe away and dry straight away. Always wipe any water off cabinetry with a soft dry cloth, as cabinets aren't made to be water resistant so could swell if left un-wiped. Use non-abrasive cloths and check handle screws regularly to keep everything secure. Heavy items should always be placed on the bottom or lower shelves of cabinets and never be tempted to use the kettle or a steamer underneath a wall unit or on work surface joins, in order to minimise the harmful effects of condensation.

Make cleaning the cabinets part of a regular deep kitchen clean. Start by cleaning them with a slightly damp, non-abrasive cloth with a little dab of liquid soap then dry thoroughly. Never use strong chemical cleaners on doors, shelves or surfaces. Inside, try to take all the contents out on a regular basis and give the insides a good wipe down with a damp cloth before wiping dry.

WORKTOPS

The versatility of laminate worktops derives from the construction, where a densely compacted chipboard layer is wrapped with a layer of resin laminate to provide a synthetic material that is hardwearing and easily customized. Advances in technology mean laminate countertops recreate the colour, shape and pattern of real textures, like stone and wood-effects, without the upkeep and cost of the real thing. Laminate worktops are also designed to be easy to fit, maintain and clean

Symphony's PF40 Copper Slate laminate worktop is: All laminate worktop surfaces are designed for easy maintenance and a long life

- Everyday stains such as finger marks and tea or coffee spills clean up easily with a quick wipe with a damp cloth. Put washing outdoors to dry if you can
- Your laminate worktop will be exceptionally resistant to scratches and normal wear and tear, but you should always use a cutting board when you use sharp knives. Ensure showers and baths are turned off when not in use and do not leave running hot water for excessive period.
- To clean stains – start by trying to wipe it with a damp cloth and mild detergent. If it's a difficult stain, use a mild household cleaner with a soft bristled brush. If stubborn stains remain, try baking soda or a non-scratch cleaner such as Flash, scrubbing lightly with a soft bristled brush. Regularly open windows to encourage air changes.

- Everyday stains such as finger marks and tea or coffee spills clean up easily with a quick wipe with a damp cloth. Put washing outdoors to dry if you can
- Your laminate worktop will be exceptionally resistant to scratches and normal wear and tear, but you should always use a cutting board when you use sharp knives. Ensure showers and baths are turned off when not in use and do not leave running hot water for excessive period.
- To clean stains – start by trying to wipe it with a damp cloth and mild detergent. If it's a difficult stain, use a mild household cleaner with a soft bristled brush. If stubborn stains remain, try baking soda or a non-scratch cleaner such as Flash, scrubbing lightly with a soft bristled brush.
- Never place hot pans or dishes directly onto your worktops. Instead, use a heat shield, or trivet to avoid blistering or cracking the laminate.
- Always wipe up spills including standing water immediately and rinse surfaces thoroughly after cleaning, especially after using any harsh chemical liquids such as oven cleaners and rust removers.
- Don't use polish on laminated surfaces.
- Don't wear a PVC apron as over time it can rub against the laminate and change the texture/colour.
- After cleaning, always ensure that you dry the area.

FINISHES

LOCATION/ROOM	TYPE/ FINISH	DESCRIPTION
WALL FINISHES		
Hallway, Storage, Living, Dining, Kitchen & Bedrooms - to include ceilings	Paint	Dulux Trade Super Matt Emulsion Colour - 5091663 (White)
Utility room	Paint (walls only)	Dulux Trade Mouldshield Fungicidal Matt Colour - 5091663 (White)
Bathroom / Ensuite & WC - to include ceilings	Paint	Walls: Dulux Trade Mouldshield Fungicidal Matt Colour - 5091663 (White) Ceiling - Dulux Trade Mouldshield Fungicidal Matt Colour - Pure Brilliant White
Bathroom / Ensuite	Tiles	Solus Ceramics Ltd Product reference - Cosmopolitan Colour - Tectonic 5PRP236 (Grey) Finish - Flat Gloss Size - 300X100MM Grout - Mapei Ultracolor Plus - 111 Silver Grey Trims - Schluter-Schiene Stainless Steel Tile Corner Edge Trims
Kitchen Splashback	Tiles	Solus Ceramics Ltd Product reference - Bright Colour - Wearing (white) Finish - Gloss Size - 150X150X7mm Grout - Mapei Ultracolor Plus - 100 white Schluter stainless steel edge trims
SKIRTING FINISHES		
Hallway, Storage, Living, Dining, Kitchen & Bedrooms	Painted Skirting	Square edge profile, moisture resistant MDF Size: 100x25mm Dulux Trade Diamond Satinwood Colour - Pure Brilliant White
Bathroom / Ensuite & WC	Painted Skirting	Square edge profile, moisture resistant MDF Size - 100x25mm Dulux Trade Diamond Satinwood Colour - Pure Brilliant White
Acc. Shower Room	Vinyl Coved Skirting	Tarkett UK Product reference - Safetred Natural Colour/ pattern - Rock Steel Size - 2000x2mm Cove Formers - Tarkett PVC Cove Formers - PA20 h 20 mm x L 2 m x w 20 mm Capping - Tarkett PVC Capping - CAP2 - Silver h 18 mm x L 2.70 m

FINISHES

LOCATION/ROOM	PAINT	DESCRIPTION
FLOOR FINISHES		
Hallway, Storage, Utility Room, Living, Dining, Kitchen	Vinyl Floor Sheet	Fabricated underlay - Altro Acoustic Underlay 1101 Size - 1.15mx3mm Altro Limited Product reference - Altro Wood Size - 2000x2mm Colour/ pattern - WSA2003 Urban Cherry
Bedrooms	Carpet	Fabricated underlay - Cosi 8, 8mm PU by Ball & Young Ltd Joseph Hamilton and Seaton Product reference: New Elford Twist Standard Type - Cut Pile Width - 4m & 5m Colour/ pattern - Cashew
Bathroom / Ensuite	Vinyl Floor Sheet	Tarkett UK Product reference - Safetred Natural Size - 2000x2mm Colour/ pattern - Rock Steel
JOINERY FINISHES		
Kitchen	Doors and drawer fronts	Kitchen unit doors - Wall units Product - MFC with PVC Edge Colour/Finish - Hacienda Platinum Kitchen unit doors - Base units & plinth Product - MFC with PVC Edge Colour/Finish - Hacienda Platinum Kitchen Cabinet Handle Colour/Finish - Stainless Steel Product - HPK355 Chunky Bar Handle
Kitchen	Carcass	Laminate faced chipboard carcass, moisture resistant. Colour/Finish - White Drawer runners - BLUM Tandem box drawer operation Plinth - 18mm thick MR MDF clip-on plinth
Kitchen	Worktop	PF40 Copper Slate 40mm thick with square edge detail
Bathroom	Bathroom Wall Shelving	Concept 50cm glass shelf with brackets N1392AA Finish/ colour: Chrome plated metal & glass

FINISHES

LOCATION/ ROOM	PAINT	DESCRIPTION
ARCHITRAVE & DOOR FINISHES		
Apartment corridor, living area & kitchen, bedrooms, bathrooms	Paint finish	Dulux Trade Diamond Satinwood Colour – 5091663 (White) Moisture resistant square edge MDF, pre-primed, 25 mm thick x 50mm wide
Front door (external side)	Paint finish	Multi-Layer Particleboard Core Dulux Trade Diamond Satinwood Colour – 27BB 10/138 (Dark blue)
Front door (internal side)	Paint finish	Multi-Layer Particleboard Core Dulux Trade Diamond Satinwood Colour – Pure Brilliant White

MISCELLANEOUS		
Roller Blinds (where provided)	Roller Blinds	BAB Projects – CRS 40 Roller Blinds Colour/Finish – Banlight Duo Fr. Colour – Pearl (Light Grey)
Bathroom, Bedroom, Kitchen, Living, Dining, Hallway, WC, Ensuite En-Suite & Bathroom	Radiator	Stelrad, Range: Elite, Type: K2 Colour/Finish – RAL 9016 Traffic White Stelrad, LST Standard Deco, Type: K2 Colour/Finish – RAL 9016 Traffic White
Balcony	Balcony Decking	Vista Decking System
Light fittings	Lighting	Hallway, Living & Dining, Bedrooms Manufacturer: ML Accessories Ltd, Code: SN8270 Utility Room & Storage Manufacturer: ML Accessories Ltd, Code: SN8230 Kitchen – Spotlights & Track Manufacturer: Firstlight Products, Code: 2927WH Bathroom, Ensuite & WC Manufacturer: Thorn, Code: 96629366 KAT RD 1400-840 HF Manufacturer: Long Life Lamp Company, Code: MLO4 Balcony & Terrace Manufacturer: Orlight Ltd, Code: ECLIPSE-UD-BL Sunroom Manufacturer: Orlight Ltd, Code: ORL1009 – 12977 ORL1009-WH-9016 – Fixed Magnetic Downlight

WINDOWS, DOOR & INTERNAL SECURITY

Your home has been fitted with NorDan composite double-glazed windows and balcony doors.

First floor apartments only are fitted with Aluprof double-glazed windows and Juliet balcony doors.

Operating and maintenance instructions are included separately.

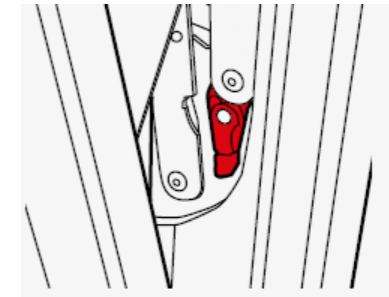


Image: Window Restrictors

Do not remove window restrictors!

MAINTENANCE

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

- Look for (and remove) any airborne debris that might be trapped in between the frame and sash. To do this, open the window in the cleaning position.
- Wipe or brush clean all surfaces and check the weather seal is clean, dry, continuous and undamaged. Never get any paint on the weather seal as this will reduce the window's performance.
- Check that the handle moves freely and smoothly. If they are stiff, carefully use a recommended lubricant on the locking tongues/bolts while in their extended position
- Check the glass does not have any water vapour inside the sealed unit or that the glass is damaged.
- Check all timber surfaces for damage and note if the finishing (paint etc.) needs refreshing.
- Check all handles are not loose. If they are then tighten them with an appropriate screwdriver. Tighten enough so the handles work freely without being too loose. Do not over-tighten.

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

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

DOORS LOCKS

Your doors are fitted with unique key locks. Entry into your home is gained by the use of this lock. The door and lock mechanism are constructed to resist unauthorised entry in line with Secured by Design guidelines and UK security regulations. When leaving your home, ensure that all windows and doors are locked.

ACCESS CONTROL SYSTEM

A wall mounted video intercom, linked to the main entrance door, to comply with Secured By Design, enables you to see who is trying to gain access to your house, communicate with them and allow access.

The Entroview Plus Video Handset allows an occupant of a dwelling to answer a call from a visitor at a communal entrance and have a two-way simultaneous conversation. The video option allows the occupant to see and identify the visitor and their location. They can then enable the remote operation of the electric locking device to permit the visitor access.



Image: Entrotec Entroview Plus handset

For further information, please refer to the manufacturer's literature.

INTRUDER ALARM WIRING

There is a power supply provision (spare way within the consumer unit with protective device) for a future intruder alarm installation within the Utility Cupboard if required. However, installation of a wireless intruder alarm is recommended for sensors and equipment outside the utility cupboard.

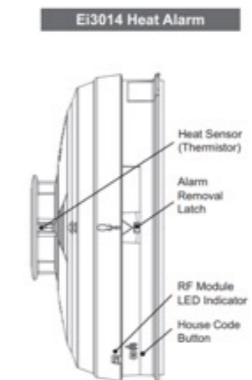
FIRE SAFETY

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

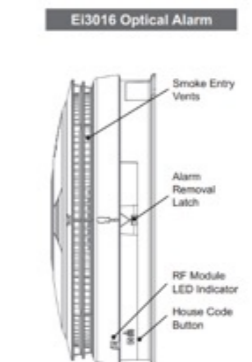
Alterations or modifications to any part of your home could affect its ability to stop a fire spreading. Therefore, before any such work is carried out, we strongly advise that you seek professional advice and the permission of the freeholder via the managing agent.

HEAT ALARM, OPTICAL SMOKE ALARM & EXTERNAL SOUNDER

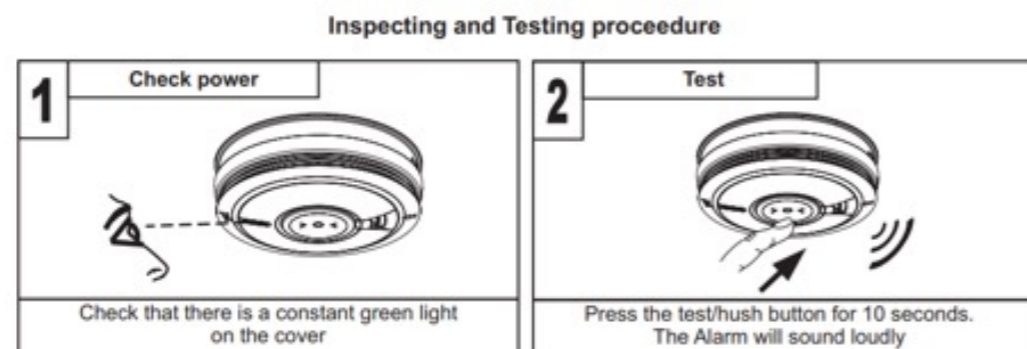
Heat Alarm



Optical Alarm



Inspecting and Testing Procedure



TESTING AND MAINTAINING YOUR ALARM

Frequent testing of all your Alarms is a requirement to ensure they are functioning correctly.

Guidelines and best practices for testing are as follows:

- After the system is installed.
- Once monthly thereafter.
- After prolonged absence from the dwelling (e.g., after holiday period).

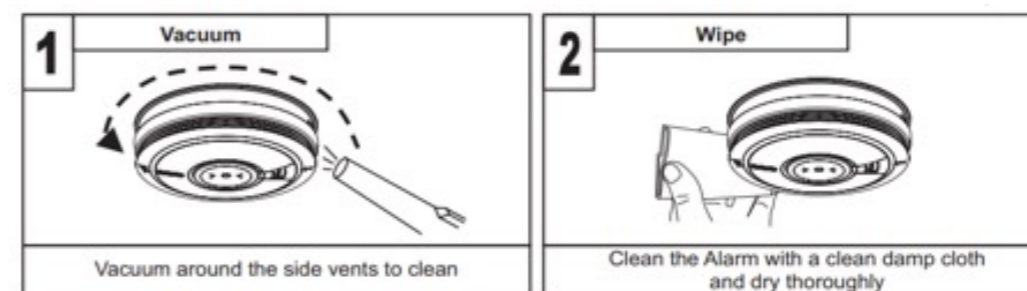
After repair or servicing of any of the system's elements or household electrical works.

- Check that the green LED power indicator is on continuously.
- Check also that there are no faults i.e., NO green, yellow or red LED flashing (if this is the case please refer to manufacturer's instruction manual).
- Press the test/hush button for up to 10 seconds and ensure that the alarm sounds. This tests the sensor, electronics and sounder are working. The alarm will stop when the button is released. Pressing the test/hush button simulates the effect of smoke and/or heat and therefore is the best way to ensure the alarm is operating correctly. (refer to manufacturer's instruction manual if you see Red or Yellow LED flashes).

WARNING: DO NOT TEST WITH FLAME

CLEANING YOUR ALARM

Clean your Alarm regularly. In dusty areas it may be necessary to clean the alarm more frequently.



Use the narrow nozzle attachment of your vacuum cleaner to remove dust, insects and cobwebs from the sides and cover slots where the airflow enters. Clean the outside cover by occasionally wiping with a clean damp cloth then dry thoroughly with a lint free cloth. **Do not use any cleaning agents, bleaches, detergents or polishes, including those in aerosol cans!**

WARNING: DO NOT PAINT YOUR ALARM

Servicing or repairs, when needed, must be performed by an authorised person.

All Alarms are prone to dust and insect ingress, which can cause false alarms or failure to alarm.

In certain circumstances, even with regular cleaning, contamination can build up in the smoke sensing chamber causing the Alarm to sound or fail.

WHAT TO DO IN CASE OF ALARM

- Check room doors for heat or smoke. Do not open a hot door. Use an alternate escape route. Close all doors behind you as you leave.
- If smoke is heavy, crawl out, staying close to floor. Take short breaths, if possible, through a wet cloth or hold your breath. More people die from smoke inhalation than from flames.
- Get out as fast as you can. Do not stop for packing. Have a prearranged meeting place outside for all family members. Check everybody is there.
- Call the Fire Brigade immediately on a mobile phone or from a neighbour's house. Make sure to call the Brigade for all fires no matter how small – fires can suddenly spread.
- NEVER re-enter a burning house.

WHAT TO DO IN CASE OF ALARM

The Alarm memory is an important feature where even if the house is unoccupied during an alarm condition it warns the homeowner that the alarm has previously detected fire and been in alarm.

The memory feature has two operation modes:

- Memory indication for 24-hour period after alarm
- Memory recall on demand

Low Battery Backup Fault

If the battery backup supply is depleted, the sounder will give one short chirp with one yellow LED fault indicator flash every 48 seconds. In this case check that the green LED power indicator is on continuously. If it is off, or flashing every 48 seconds, the alarm is not receiving 230V AC mains power and is being powered by the battery backup. The chirp every 48 seconds indicates that the battery is depleted. The battery is not replaceable. Check fuses, circuit breakers and wiring to determine the cause of the interruption to the mains power. If in doubt, contact a qualified electrician. Once mains power is reinstated, the chirps should cease within 2 hours as the battery charges up. If the chirping persists for over 2 hours with the green light on, there may be some other problem with the alarm. Refer to manufacturer's literature for further guidance on GETTING YOUR ALARM SERVICED.

Sensor Fault

The Alarm regularly checks the optical smoke sensor and/or thermistor heat sensor for correct operation. If the Alarm has found a fault with the sensor, it will give 2 short chirps with 2 yellow LED flashes every 48 seconds. In this case, refer to manufacturer's literature for further guidance on GETTING YOUR ALARM SERVICED.

End of Life

Once the Alarm passes its 10th year of installation, it will give 3 short chirps with 3 yellow LED flashes every 48 seconds to indicate it has reached its end of useful life. The entire Alarm must be replaced (Also check the replace by date on the label on the side of the Alarm).

For further information, please refer to the manufacturer's literature.

EXTERNAL SOUNDER

The communal terraces will be provided with a sounder/beacon to activate in the event of the Fire Alarm/AOV system activating.

For further information, please refer to the manufacturer's literature.



Image: Balcony Sounder

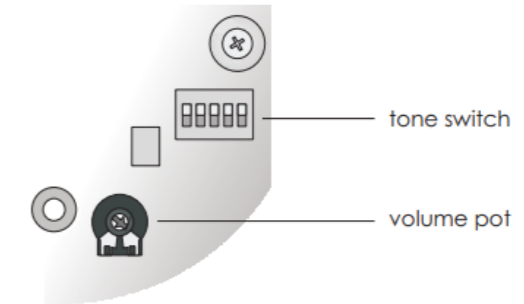


Image: Volume and Tone Selection

FIRE DOORS

The front doors throughout the development are fire rated. The stairs are a protected area and internal doors onto the stairs are fire rated.

SPRINKLER SYSTEM

A sprinkler system has been installed within each dwelling. When a sprinkler head is activated (by a high temperature) the sprinkler will activate, and water will begin to flow at which point you should immediately leave your flat.

The sprinkler system is maintained by the concierge team. Any damage to the sprinkler head must be immediately reported to concierge. Do not decorate over the sprinkler head.

LOCAL INFORMATION

BOROUGH DETAILS

Royal Borough of Greenwich
 The Woolwich Centre
 Wellington Street
 Woolwich
 SE18 6HQ
 Web: <https://www.royalgreenwich.gov.uk/>

BULKY WASTE COLLECTION FORM:

<https://www.royalgreenwich.gov.uk/xfp/form/534>

ENVIRONMENTAL HEALTH - POLLUTION AND RESIDENTIAL

Fourth floor
 The Woolwich Centre
 Wellington Street
 London SE18 6HQ
 Telephone:
 020 8921 8157
 Email:
hmo-licensing@royalgreenwich.gov.uk
pollution-regulation@royalgreenwich.gov.uk
private-housing-regulation@royalgreenwich.gov.uk

LOCAL INFORMATION

	LOCATION	DETAILS OF SERVICE
Mainline Train Station	Kidbrooke Rail Station Southeastern (Zone 3)	Outbound to London Terminals to London Bridge (LBG) Next stations: Eltham – Southeastern Blackheath – Southeastern Nearby stations: Blackheath (1.4 km)



Bus Stops	Kidbrooke Park Road / Homebase Superstore (Stop D) Kidbrooke Park Road / Aldi Store (Stop H)	<p>Bus 178 Itinerary: Woolwich – Queen Elizabeth Hospital – Shooters Hill Road – Kidbrooke – Lee Green – Lewisham</p> <p>21 minutes to Lewisham Station (Zone 2+3) last stop on route First bus at 05:09 Last bus at 23:42</p> <p>Bus 335 Itinerary: Kidbrooke – Shooters Hill Road – Blackheath – Westcombe Park Station – Millennium Leisure Park – North Greenwich Station</p> <p>20 minutes to North Greenwich Station (last stop on route) First bus at 05:07 Last bus at 00:37</p>
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LOCAL FACILITIES



LOCAL INFORMATION

	LOCATION	DETAILS OF SERVICE
Hospitals	University Hospital Lewisham Distance: 3.5 mi	Lewisham High St, London, SE13 6LH 020 8333 3000
	King's College Hospital Distance: 6.8 mi	Denmark Hill, London, SE5 9RS 020 3299 9000
	Newham University Hospital Distance: 6.9 mi	Glen Rd, London, E13 8SL 020 7476 4000
Parks	Cator Park North Playground	Kidbrooke Park Rd, London SE3 9BY
	Kidbrooke Green Park	Rochester Way, Kidbrooke SE3 Local Nature Reserve Outdoor gym, basketball, netball and hard tennis courts
	Distance: 3.5 mi	

SHOPS

The nearest existing retail area to Kidbrooke Square is Kidbrooke Village centre, to the south of Kidbrooke Station, which includes a Sainsbury's Local store, a cafe, a pharmacy and doctors/dental surgeries.

There is also a newsagent available at Kidbrooke station.

To the north of the A2213, there is a large Homebase DIY store. The nearest large supermarkets to Kidbrooke Square are Sainsbury's in Lee Green (approx. 2km from the development) and Lidl in Eltham (approx. 2.6km from the development).

Further afield, there are local town centres in Blackheath, Lee Green and Eltham containing a range of local shops. Lewisham town centre, which can be accessed by bus/train from the development, contains a range of high street chain shops.

SCHOOLS

The schools closest to the development are:

Primary

- Holy Family Catholic Primary School – Ryan Close (approx. 400m walk)
- Wingfield Primary School – Tudway Road, Kidbrooke (approx. 600m walk)
- Ealdham Primary School – Ealdham Square, Kidbrooke (approx. 900m walk)

Secondary

- Thomas Tallis School (11–19) – Kidbrooke Park Road, Kidbrooke (approx. 500m walk)
- The Halley Academy (11–19) – Corelli Road, Blackheath (approx. 1.8km walk)

Distances taken from www.google.co.uk/maps and are approximate only.

MANUFACTURER'S LITERATURE

1. Apartment Consumer Unit
2. Heating Interface Unit (HIU)
3. Heat meter
4. Mechanical Ventilation with Heat Recovery (MVHR)
5. Programmer and room stat
6. Windows and doors
7. Door Access & Door Entry Systems
8. Heat Alarm, Optical Smoke Alarm & External Sounder
9. Virgin Media & BT Openreach





**KIDBROOKE
SQUARE
SE3**

