

# Woodberry Down Resident's Manual



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## Welcome to Woodberry Down

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 to familiarise yourself with your home and Woodberry Down. It is important that you review the contents of this manual to ensure that the features installed within your home are utilised fully.

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Welcome to your new home at Woodberry Down with Notting Hill Genesis. Your home and its surroundings have been designed and built with great care and attention to detail. This phase comprises 584 homes including private, shared equity, shared ownership and social rent tenures across 11 buildings ranging from 6 to 20 stories, and commercial units, associated parking, cycle storage and landscaping including a new public park, and highways works.

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## 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 the way that suits them best – whether that’s online or face-to-face.

### Housing Officer details:

You will be provided your Housing Officer’s contact details prior to move in, and via the Notting Hill Genesis online portal and welcome letter.

**Notting Hill Genesis Call Centre: 020 3815 0000**

## NHG online portal- My account

We strongly recommend registering your account with Notting Hill Genesis, this is where you can get information to 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.nhg.org.uk/my-account/>

#### Access the NHG website

Manage your account online

My Account makes it easy to pay your rent, view your statements, track repairs and update your details.

Register now

#### Access the NHG website

<https://www.nhg.org.uk/residents/my-account/>

My account

We've launched a brand new My Account service to make it easier for you to manage your home and account needs. wherever it's most convenient for you.

If you're previously registered for My Account before 20 May 2020 on My Notting Hill, you'll need to re-register but it only takes a minute.

Register or log in

Need help registering?

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#### 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

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#### 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

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#### 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](mailto: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](mailto:myaccounthelp@nhg.org.uk) with the new details

## Residents Association (RA)

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.

### **Want to set up or join a residents' association?**

Contact your Housing Officer or the team 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](http://ww.nhg.org.uk/residents/get-involved/residents-association) for some handy tips and hints to get things going.



## Estate Facilities

### Block and Estate Management

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

### Post & Deliveries

Post will be delivered to the post boxes located in the lobby areas or your front door. Please make sure someone is at home for larger deliveries. Residents are requested to come to the entrance to meet the delivery driver for parcels and items requiring a signature.

### Cycle storage

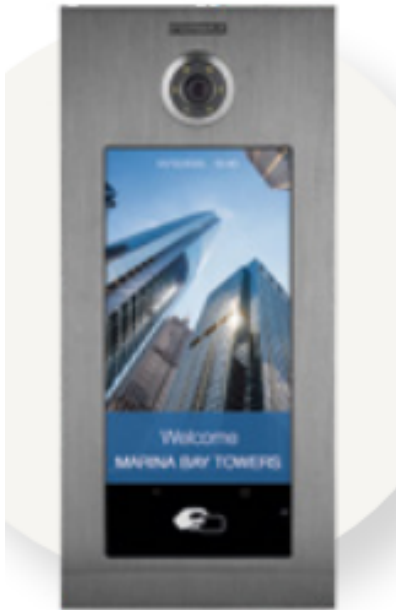
Bike stores are situated on the ground floor, accessible adjacent to the block entry. Duplex units have their on-cycle store on the ground floor.

We would recommend that anyone storing their cycles in the cycle storage areas have them covered by insurance and have them microchipped.

Please be vigilant and if you see something suspicious, report it to the Police.

All cycles are stored at the owner's risk.

## 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 two-way 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

## External Cleaning & Maintenance

The Managing Agent is responsible for the cleaning of communal windows and 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.

**Under no circumstance should you use a ladder to clean windows.**

## Lifts

There are 2 lifts provided in the building.

If you are in the lift when it breaks down, 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, please provide the Managing Agent Rendall and Rittner 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 to avoid any damage.

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

## Refuse Disposal

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

Your Refuse Bin store is located at ground level by the stair core; please keep this area clean and tidy and only use this area for your refuse. Access into the bin store is fob operated.

The London Borough of Hackney currently provides weekly refuse collection services for residents, with separate collections of recycling undertaken on a weekly or fortnightly basis.

If you have bulky waste that needs collecting, you should contact the Council to inform them on the below website:

**<https://hackney.gov.uk/bulky-waste>**

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 Hackney Council website

**<https://hackney.gov.uk/bulky-waste#terms>**

## 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 Housing Officer.

**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 are to be registered and authorised by the landlord.

**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 Woodberry Down. Window stickers, advertisements or notices will be removed immediately.

**Immoral use** - No apartment or area within Woodberry Down 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 list of payable service charge details.

## Communal and Landscaped Areas

There are communal and landscaped areas at Woodberry Down for resident's enjoyment.

### **Podium Level 01**

Residents have access to the landscaped podium which is located on level 01.

The podium includes play equipment for children and outdoor furniture such as a wooden bench and a picnic bench. The podium can only be accessed by residents and their visitors using their fobs.

There may be occasions such as when extreme weather is predicted that the site staff may close off the podium gardens for use on safety grounds.

Whilst enjoying the views please use the Podium in a considerate manner and in respect of your neighbours keep noise to a minimum.

- 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 roof terraces

### **Ground floor amenity areas**

There is also a landscape area within Woodberry Down which is open to the public and contains outdoor furniture and play equipment as well.

*Whilst enjoying these spaces please use in a considerate manner and in respect of your neighbours keep noise to a minimum*

- CCTV in operation
- No Loitering or Noise after 10pm
- Use of Sports Court prohibited past 8pm
- No Barbeques or Fires
- No Smoking near Play Equipment or Sports Court
- No Ball Games outside of Sports Court area
- No Littering
- No Dog Fouling
- Children must be supervised at all times

**Please report any damage to the Podium and Ground Floor areas to the Managing Agent – Rendall and Rittner immediately.**

## Car Club



Zipcars are available to rent from Woodberry Down and Goodchild Road, which can be rented via membership from [www.zipcar.co.uk](http://www.zipcar.co.uk)

Please visit the landing page for more information.

Zipcar will also send you a welcome letter with signup details.

## Defects

As your home is new, there will be a 'settling in' period, during which time you may experience minor faults that require attention. A defect is anything that may go wrong with the fabric of the flat i.e. doors not locking correctly, windows binding, water leaks (not leaks caused by wrongly fitted goods by you), electrical faults, plumbing, faulty W/C system.

The builder who constructed your home is responsible for any construction defects that may occur during the first year after the work was completed. If you do experience any defects, please report them to your Housing Officer who will get in touch to attend to the defect.

Condensation frequently causes problems in new build properties. Remember that condensation is not normally a building fault. Learning to control moisture levels is a vital part of the way we live in modern, well-insulated homes. For more information on how to do this please refer to section 'Reducing Condensation' in this manual.

Your home will be drying out during the first year and shrinkage cracks will undoubtedly appear. This is perfectly normal and should not cause any concern as it will not be structural. At the end of the first year, Notting Hill Genesis will carry out an inspection of your home with you and the Developer. The Developer will be given a list of agreed defects and will make arrangements with you for them to be rectified.

After this inspection, when the work has been completed, the maintenance of the inside of the property becomes the responsibility of you and Notting Hill Genesis.

### **A defect or repair caused by inappropriate use or vandalism may be charged to you. Defects/Repairs reporting**

All defects should be reported to the Housing Officer. 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.

### **Notting Hill Genesis Call Centre: 020 3815 0000**

Outside normal office hours please call the above number.

### **Defect Liability Period**

Your home is covered under a 12-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. You need to report all repair issues on MY ACCOUNT or to your Housing Officer, once this is reported it will be forwarded to the Housing Officer who will contact you to arrange a time to visit your property and rectify the problem. The response time will vary depending on the urgency of the problem.

The standard working hours are 9am-5pm.



## **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 your Housing Officer is correct. Incorrect information which results in the contractor attending your home will be charged to you.

## **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*
- *Air Conditioning not Working*
- *Adjust Garage Door to Shut*
- *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*

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 PME.

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. Communal areas will be the responsibility of the Managing Agent.

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

# Repairs

Repairs are reported via MY ACCOUNT and or directly to your Housing Officer

## We are responsible for repairs to:

- ✓ The structure of your home including the roof, outside walls, doors, windows, and windowsills.
- ✓ Gutters, down pipes and drains.
- ✓ Existing central heating, water heaters and fires (where provided by us).
- ✓ Electrical repairs (not including electrical appliances)
- ✓ Inside walls, floors and ceilings.
- ✓ Doors, door frames, door hinges, letter boxes and skirting boards, window catches, sash cords and window frames.
- ✓ Chimney stacks and flues.
- ✓ Kitchen units, wall tiling, and air vents.
- ✓ Showers (where provided by us), sinks, toilets, and baths.
- ✓ Pest control in communal areas.
- ✓ Bathroom flooring and wall tiles.
- ✓ Persistent issues with drainage/removal of wastewater.

## We are not responsible for repairs to:

- ✗ Door handles
- ✗ Sink/toilet blockages in the first instance. The resident should attempt to unblock these with drain unblocker/plunger where appropriate.

## What is an emergency repair?

- ✓ Any repair that will threaten the health or safety of our residents or the wider public if it is not carried out immediately is an emergency.
- ✓ Any repair that will seriously damage the property if not carried out immediately is an emergency.

## We are responsible for emergency repairs to:

- A heavy leak in your property where it is not possible to contain the water, or it is leaking between floors or properties.
- An electrical fault in your property where it is not possible to contain the water, or it is leaking between floors or properties.
- An electrical fault in your property which endangers health or life.
- Complete electrical failure, or electrical failure in a kitchen/ bathroom

## How long will I have to wait to have a repair carried out?

- We aim to have someone attend your property within 4 hours if you report an emergency repair.
- We aim to complete non-emergency repairs within 20 working days.

Please be aware that our contractors cannot always fix a problem on the first visit. If they cannot fix something, they will arrange a date and time to come back and finish the job.

## Preparing for the repair

When waiting for a repair, it is important to clear space or move furniture so that the repair is accessible for the contractors. This will help them to carry out the works more quickly and minimise the risk of any accidental damage to possessions.

If you have any concerns or think you may have difficulty clearing space for the contractor, please let your Housing Officer know as soon as possible.

## Household Pests

If you have any concerns refer to NHG's Pest policy or contact your Local Housing Officer.

# Utilities

## Mains Water/ Drainage

The mains water service enters the building within each of the two Tank Rooms at which point the main isolating stop clock is located.

The final connection of each item of equipment is made utilising an isolating stop clock and the final connection to each item of sanitaryware is made utilising an isolating service valve.

Mains water and drainage supplier: **Leep Utilities**

Web: [www.leeputilities.co.uk](http://www.leeputilities.co.uk)

Billing and account enquiries: 0345 122 6780 or email [lwnl@leeputilities.co.uk](mailto:lwnl@leeputilities.co.uk)

## Domestic Cold Water

A Boosted Cold Water Service has been installed from the tank room located in the basement or ground floor to each apartment within the ceiling void in the communal corridors and into the utility cupboards. A stopcock is installed in the cupboard with the HIU.

Your Cold-Water Meter is installed in the apartment where there is also a pressure reducing valve and a cold-water isolation valve.

PLEASE NOTE THIS VALVE SHOULD ONLY BE USED BY A COMPETENT PROFESSIONAL OR IN THE EVENT OF AN EMERGENCY.

Cold water supplies have also been installed within the kitchen/services cupboard for the washing machine and dishwasher, each appliance fed from the cold-water system has a local isolation valve which can be operated with a screwdriver to turn off the individual cold-water supply.



**In an emergency, if you have problems relating to your cold-water supply, please isolate the cold-water supply via the pictured main incoming stop cock located in your service cupboard.**

## Domestic 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.**

**Please read and adhere to the instructions under the Hot water and Heating section on page 27.**

### TROUBLE SHOOTING

**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.

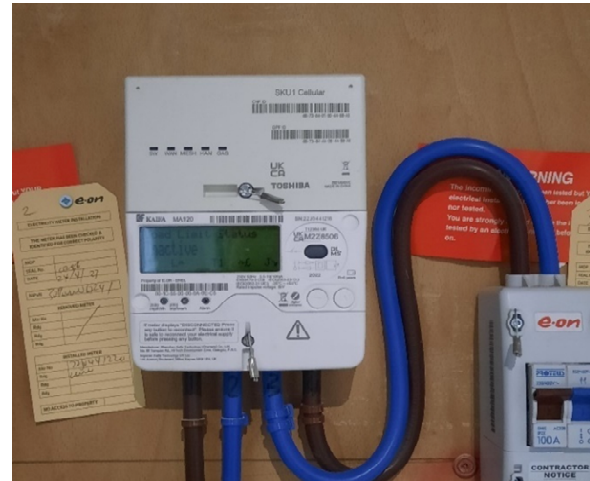
**Bath, Shower and Basins:** Blockages here are normally caused by the build-up of hair and soap in the plug hole and become noticeable when the bath or basin starts to drain away more slowly. Clear bath or basin wastes with a 'Sani snake' (available from hardware stores) or by using a proprietary chemical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

## Electricity

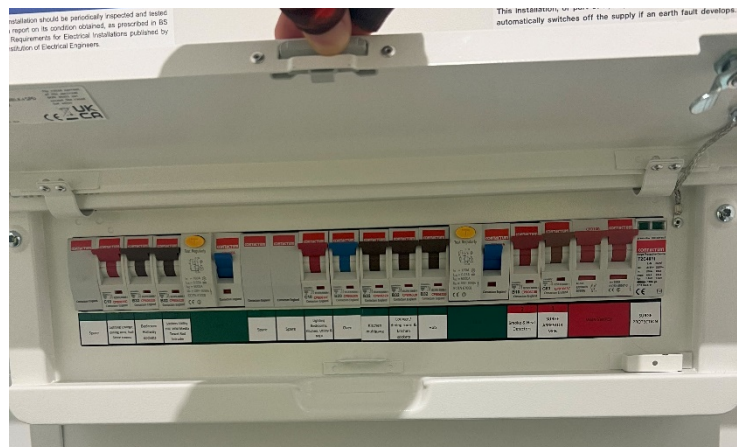
Electrical supplier details: Eon

Tel: 0808 501 5200

**Location of meter:** Communal riser cupboard



**Location of Consumer unit:** Service Cupboard



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 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(s) on the consumer unit back to the “ON” position.

## 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.

## 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.

## 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, then flicking 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 your Housing Officer. 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 your Housing Officer, as you may, for example, have a fault within a fitted socket or switch.



## 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](http://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](http://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 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 telephones you may not be able to make calls once the batteries are dead.
- 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.

#### 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.

- 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 – you can't wash a second load until the first load has finished drying, and 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 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 ring 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.

- Do not leave the tv in 'stand-by' mode for long periods.

### **Irons**

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

### **Kettles**

- When you choose your kettle consider buying a jug-style model or an energy efficient one.
- Remove lime scale 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 Telephones**

- Unplug mobile phone chargers when not in use.

### **In the bathroom**

- When brushing your teeth using a tumbler, instead of running the tap water for rinsing, 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

### 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.**

### 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!**

## 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	

## Telecoms

Your apartment has been wired to allow the installation of a Master BT outlet within the service cupboard. An application to your service provider is required by you to enable these to be functional.

Your apartment has been provided with a Data Point/Master socket within the services cupboard and Tel points have been installed in the lounge and all bedrooms. Your second bedroom has been fitted with an additional BT outlet to allow this room to be used as a Home Office.

Once a connection has been made to the master socket the remaining sockets will be ready to use.

Please ensure that BT do not disconnect the other sockets when they connect the master socket. If BT do disconnect them, you will have to pay for them to return and re-connect the sockets.



Data plate in living area



Telephone outlet in living area

## Television

A satellite TV system has been installed within your apartment, which can be adapted to allow for viewings in bedrooms via a playback system. The living room has also been provided with the provision Sky Q (subject to subscriptions), and Satellite/Terrestrial TV/Radio.

Terrestrial TV channels will be available as standard in all your rooms where there is a TV point.

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

For satellite TV you will need to contact your Satellite TV provider to make the satellite system operational. For playback system setup please refer to technical specifications.



TV point in bedroom

## Mechanical Ventilation

Your apartment has been installed with a mechanical extract ventilation (MEV) manufactured by Vent-Axia. This can be found in your services cupboard. The system works by extracting moisture from the air in rooms where moisture is generated such as the bathrooms and kitchen.

The system operates on the principle of extracting indoor air and expelling it to the outside, thereby preventing the accumulation of humidity, reducing the risk of mould growth, and ensuring a constant supply of fresh air indirectly through infiltration or other intentional ventilation pathways.

We recommend that the MEV is left on **at all times** so that your property is able to dry out slowly. When the unit receives signals, the associated fan alters its speed.

### Maintenance

The unit requires periodic maintenance. Routine maintenance, apart from filter changes, must only be carried out by Notting Hill Genesis.

Filters can be cleaned by carefully using a vacuum cleaner.

Filters should be replaced annually or after a maximum of 3 cleaning cycles.

Contact Vent-Axia servicing team to arrange a ventilation service by calling on 01293 842987 or by filling the following form [Arrange a Service | Vent-Axia](#)

There are extract grilles installed in the ceilings of your bathroom and kitchen. From the extract fan ductwork is routed to the external façade to discharge air to atmosphere.



Kitchen and Bathroom Vent

## Lighting

All fittings within the apartment are fitted with low energy lamps.

To change the lamp, you must turn the power off to the lamp via the light switch before you remove the light bulb to replace it.

### **Communal Lighting**

The internal communal lighting is a switched system controlled via a local infrared motion sensor which will automatically switch the corridor lights on when movement is detected, after a pre-set period the lights will automatically switch off



# 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 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.

## 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.

## DIY

When hanging pictures or attaching anything to the wall, we recommend waiting 6 months before doing so. 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.

## Redecorating

If you plan to redecorate your home, we recommend that you wait for the drying out process to be 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 the drying out process.

## Walls

The internal walls are dry lined (plasterboard) finish on metal stud work and care needs to be taken when fixing to them.

Pictures, if not too large, and other small items may be hung off picture hooks, either single or double nail types. Heavy pictures and mirrors should not be hung on picture hooks – instead, use special wall plugs, available from hardware and DIY stores.

You will need to be careful that the type of screws, pins, and nails that you use to fix to the walls, floors and ceilings are appropriate and do not drill, nail, or pin into any walls in an area about 9" (225mm) wide above or below any electrical switch, socket or other fitting or where there may be electric cables. It may be wise to purchase one of the proprietary cable/pipe detectors now available from hardware or DIY stores, to assist you in locating concealed services.

When fixing into tiled walls, ensure the end of the wall plug is level with the plaster face and not the tile surface or you may crack the tile when tightening up the fixing.

## Alterations

Please note that structural or material alterations are not permitted. Please contact your Housing Officer 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. If you use a tumble dryer, make sure that it is vented to the outside air (unless it is a self-condensing type). DIY vent kits are available.
- Use the cooker hood and/or extractor fans and keep the doors closed when cooking, washing and bathing.
- 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.

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 modern, well insulated, home.

## Ceilings

It is possible to fix items to the ceiling, but you should take care not to suspend heavy objects from it. Ceilings are constructed using plasterboard fixed to the underside of metal framing sections and cannot be fixed too.

**It may be wise to purchase one of the proprietary cable/pipe detectors now available from hardware or DIY stores, to assist you in locating concealed services.**

## 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 always followed. The item should be rinsed and dried with a soft cloth after cleaning to provide the best finish.

### WC

Never flush the following items down a toilet: disposable nappies, feminine hygiene products, medical dressings, baby wipes, face wipes, stockings, cooking oil, needles and used condoms. This can cause a serious blockage for which you will need the services of a drain cleaning company to clear. You may be liable for the cost of such work. Please see information "to Flush or not to Flush"

### Kitchen Sink

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

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

## Advice to keep your drains clear from nasty blockages

To keep drains clear from blockages, it's essential to avoid pouring fats, oils, and grease down the drain, as these substances can solidify and cause obstructions. Using drain strainers is also helpful to catch food particles, hair, and other debris before they enter the drain. Regularly flushing drains with hot water can assist in breaking down any buildup inside the pipes. Additionally, it's important to dispose of sanitary products, wipes, and other non-degradable items in the trash rather than flushing them down the toilet.

## What happens when the pipe blocks?

If a pipe does become blocked, it can result in water backing up in sinks, showers, or toilets, leading to slow drainage and unpleasant odors. In more severe cases, blockages can cause overflows and flooding, potentially damaging your property. Such issues can be costly to repair, especially if professional intervention is required to resolve the blockage.

## Doors & Drawer Fronts

- These should be wiped clean with a cloth dampened with water containing a mild detergent. Avoid over wetting.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol, or solvents.
- Similarly, do not use scouring pads, wire wool or any similar cleaning aids

## Worktops

Most everyday stains may be removed by wiping with a cloth slightly dampened with water and a mild detergent.

Certain chemicals and strong dyes can cause damage and discoloration. Spillage of such things as beetroot juice, concentrated juice, dye, shoe polish, chemicals etc. should be mopped or wiped off and thorough cleaning commenced immediately.

Worktops may be permanently marked by excessive heat.

Hot pans and other such items should therefore not be placed directly on the surface of the worktops.

Irreparable damage can be caused to a worktop if a sealed joint is subjected to excessive heat or moisture. Do not place electric kettles, toasters or other steam/heat generating appliances over the joints in your worktop. Always wipe away spillages immediately, especially over worktop joints. Do not allow water to stand on the worktop or accumulate under the front edge of the worktop.

- **Do** wipe away any spillages immediately from worktops or within units.
- **Do** thoroughly clean all units regularly.
- **Don't** chop food, etc, directly on the worktop surface – use a chopping board.
- **Don't** place hot pans, cigarettes, etc on the worktop surface or sinks. Use protective Mats, ashtrays.
- **Don't** leave unit doors, oven doors, etc, open longer than necessary. They could cause injury to yourself or others.
- **Don't** overload shelves with double stacked sugar, cans, etc

## Finishes

Location/ room	Type/ Finish	Description/ Supplier
Bathroom Walls	Tiles	Worlds End Tiles Reflections 150x150 tile.
Bathroom Floor	Vinyl	Tarkett Safetred Universal Mercury fitted on 3mm Rubbertech.
Kitchen Floor	Vinyl	Tarkett Safetred Universal Mercury fitted on 3mm Rubbertech.
Apartment Floor (Except Bathroom & Kitchen)	Carpet	Regency carefree - Cabaret range
Apartment Floor (Where vinyl flooring throughout)	Wood Effect Vinyl	Tarkett Safetred - Design Wood Range
Apartment Walls (Except Bathroom & Kitchen)	Paint	Dulux D643 Trade Supermatt emulsion
Apartment Ceilings	Paint	Dulux D643 Trade Supermatt emulsion White
Skirting, architrave, window board, low level steps, etc	MDF	MDF skirting 118x15mm with 3mm pencil round. MDF with two coats of undercoat and one coat of gloss Dulux D1211 Trade satin wood colour 30YY 78/018
Internal Doors	Paint	Dulux D1211 Trade satin wood colour 30YY 78/018
Flat Entrance Door (from street)	Aluminium clad timber composite door	Composite front doors to PA23/24; flush faced solid core security doors.
Flat Entrance Door (internal)	Solid Wood FED	Stained to match Wenge Black colour with matching 75x18mm surface fixed MDF square profile architrave.

## **Paintwork– Following the inspection after the first year.**

Please note: no decoration works at all should be done in your new apartment within the first 12 months of you moving in. After the first year we will carry out a defects inspection with the developer who will repair any naturally occurring defects such as settlement cracks.

However, if you choose to decorate within the first year the developer will not be able to make repairs to those defects.

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

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



# Appliances

## Appliance Instruction Manuals & Warranties

For further information on your appliance, please refer to your appliance manuals. Should you misplace any of your appliance instruction manuals over time, you can refer to the manufacturer website and download a pdf version of your appliance, by providing the model number.

You are responsible for registering and maintaining your appliances for them to be covered under the manufacturer's warranty.

## Appliance Cleaning & Maintenance

To reduce the risk of damaging the finishes irreparably please follow these guidelines:

- Use a soft cloth, slightly dampened with water and a mild detergent solution.
- Buff dry with either a soft lint free cloth or paper towel ensuring all excess moisture is removed.

<b>Product description</b>	<b>Care &amp; maintenance</b>
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Hob	Always clean the hob after cooking to prevent a build-up of dirt. Clean the hob with a damp dish cloth and dry it with a cloth or towel to prevent limescale buildup. Only clean the hob once the heat indicator has gone out. For stubborn dirt is best removed with a glass scraper.
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Extractor hood	Clean the metal filter after 8 to 10 weeks, this can be cleaned in a dishwasher, this can cause slight discoloration. Clean off any grease from all accessible parts of the housing, this reduces fire hazards. Clean the extractor hood with a hot detergent solution or a mild window cleaning agent.
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Do not use the following on kitchen appliances, cupboards, and worktops:

- Scouring pads or similar products
- Abrasive or harsh cleaning agents
- High pressure cleaners

# Windows, Door & Internal Security

## 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.

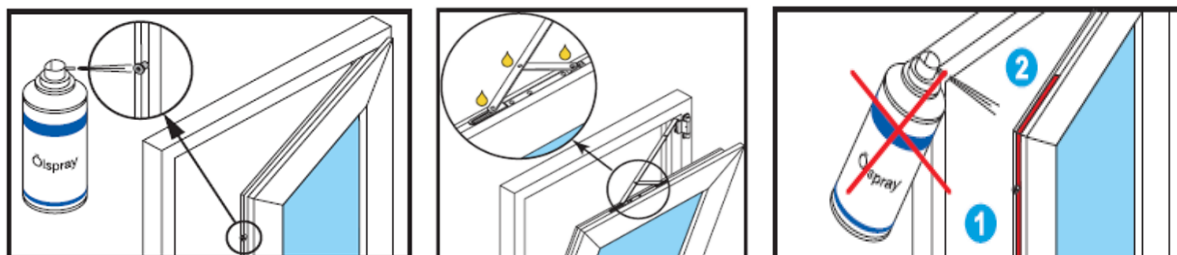
### Maintenance of Window Fittings

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.

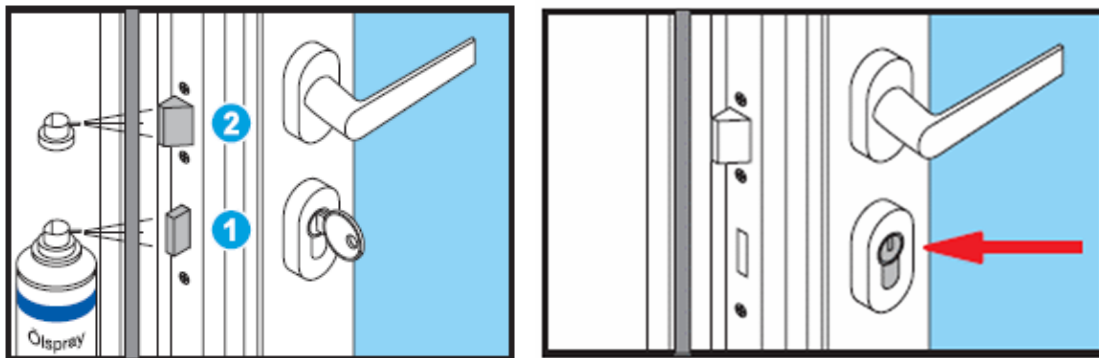
Depending on the requirements, fixing screws should be checked that they have been tightened.

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.

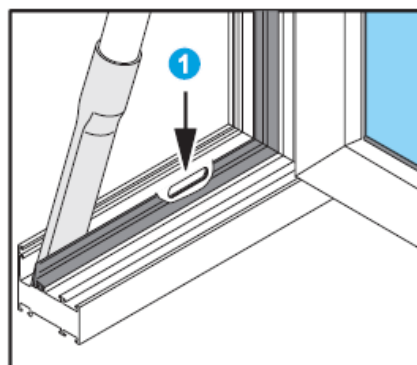
Note: Door hinges are maintenance free and do not need to be greased.



### 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.

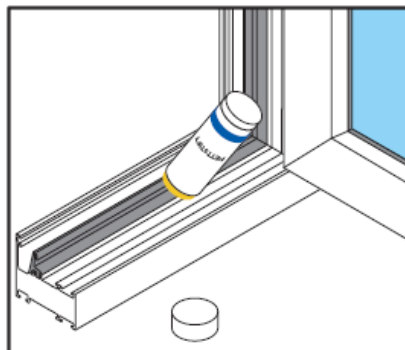
In addition to normal cleaning and maintenance a brief inspection should be carried out to aluminium frames annually. This will extend the working life of the units and maintain ease of use.



## 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.

## Side Hung Open In Windows Operation

### Opening Side Hung Open In Window Restricted to 100mm

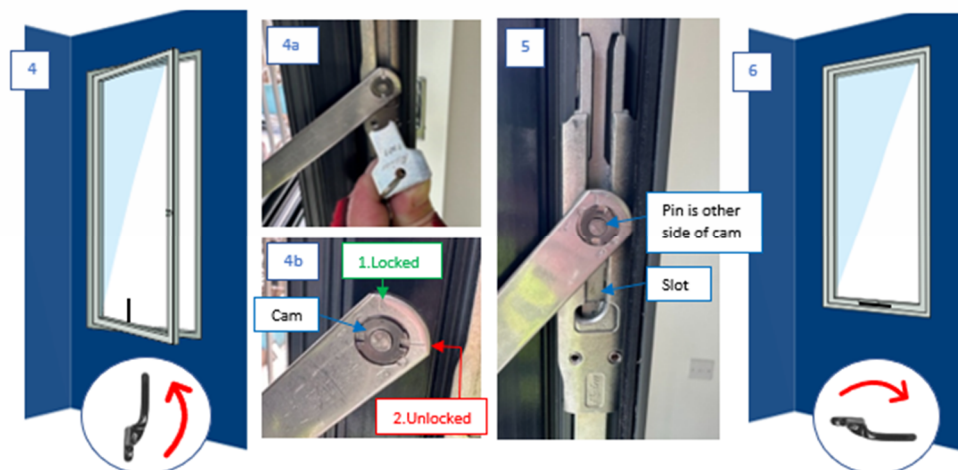


Number	Handle Operation to Open Windows to Restricted 100mm
1	Window closed and locked with handle pointing right.
2	2a Turn key anticlockwise 180 degrees to unlock. 2b Push handle in and turn handle 90 degrees to open window to restricted 100mm. Handle should be pointing up.
3	To close, shut the window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

### 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. <u>Note: Be careful not to bend the restrictor arm.</u></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><b>Important Notes:</b></p> <p><b>*Windows should never be closed without attaching restrictor arm to window.</b></p> <p><b>*Window to be closed immediately after venting, this is a life &amp; safety risk.</b></p> <p><b>*Window should never be left open, this is a life &amp; safety risk.</b></p>	

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

## 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.
<b>Important Notes:</b> *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



## 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.

## 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.

## Security

Security and access is via an external front door served from the communal entrance with an audio/visual control panel linked to your apartment. This will allow you to control who you let into your apartment and/or block.

Please ensure that you close all communal entrance doors to prevent others getting in. Do not allow people to 'tail gate' you through communal entrances.

This compromises the safety of your building. Do not block communal doors as this may cause a fire risk to you and others. Do not leave communal security doors wedged or propped open as this may present a security risk to you and others.

## 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
- Sprinklers

## 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 on 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 storerooms 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.

## 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 reason 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 commanded by the Fire Brigade for their use.**

**Any instructions from the Fire Brigade take priority over the above instructions.**



## 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**

## 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.

## 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.

## 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.

## Important Contacts & Local Area Information

### Borough details

London Borough of Hackney

1 Hillman Street  
London  
E8 1DY  
Tel: 020 8356 3000  
Email: [info@hackney.gov.uk](mailto:info@hackney.gov.uk)  
Web: [www.hackney.gov.uk](http://www.hackney.gov.uk)

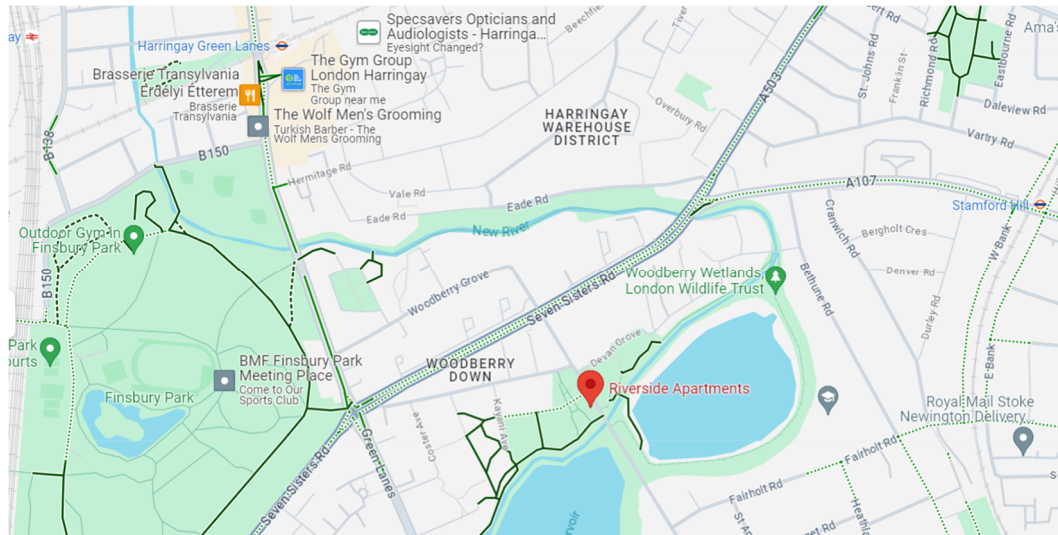
	Provider Name	Contact
<b>Electricity</b>	Eon	Tel: 0808 501 5200 Emergency: 0800 111 999
<b>Water</b>	Leep Utilities	Tel: 0345 122 6780
<b>Telecom</b>	British Telecom	Tel: 0800 800 150
	British Sky Broadcasting	Tel: 0333 7591 018
<b>Medical Advice</b>	NHS Direct	Tel: 111
<b>Lifts</b>	Otis	24-hour service Tel: 0800 181363
<b>Hospitals</b>	Halliwick Centre at St Anns Hospital	Tel: 02087026210
<b>Police</b>	Stoke Newington Police Station	Tel: 07596430970

## Transport Services

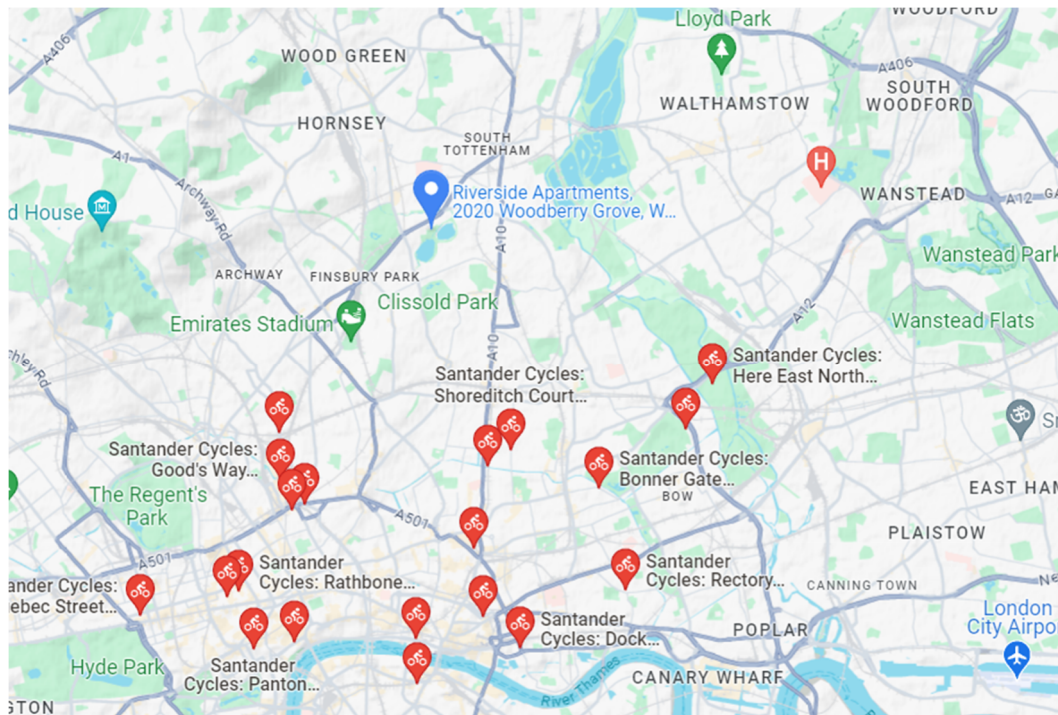
	Location	Details of Service
<b>Mainline Train Station</b>	Finsbury Park	<p>Thameslink Services:</p> <ul style="list-style-type: none"> <li>• Cambridge</li> <li>• Brighton</li> <li>• Welwyn Garden City</li> <li>• Seven oaks</li> <li>• Peterborough</li> </ul>
		<p>Great Northern Services</p> <ul style="list-style-type: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

## Cycle Routes

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](http://www.sustrans.org.uk) or [www.tfl.gov.uk](http://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](http://www.tfl.gov.uk)).



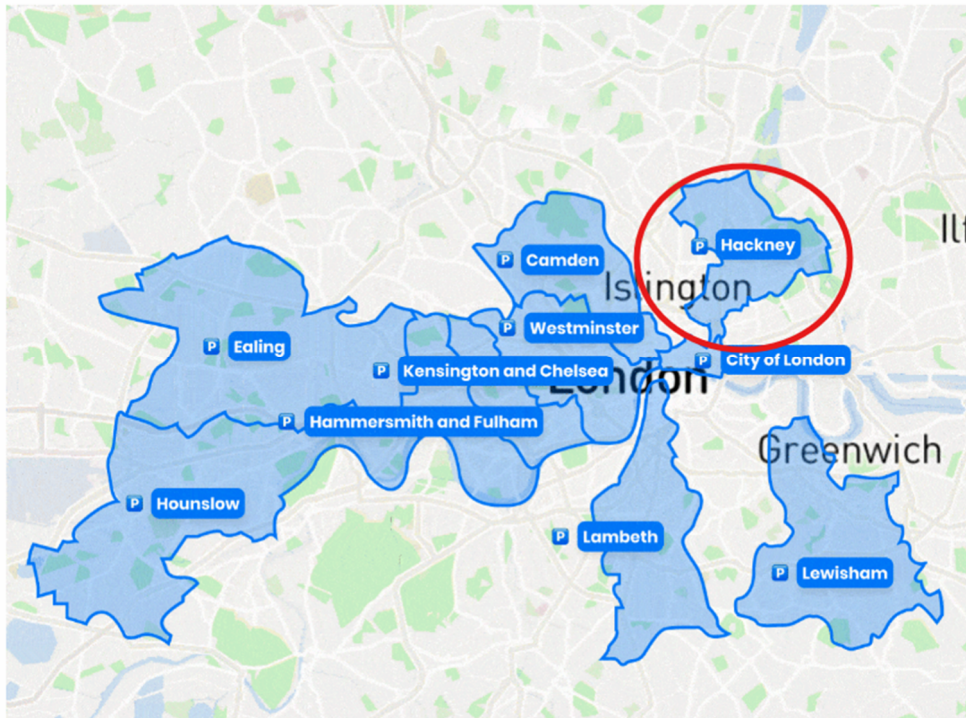
### ● Cycle Hire docking stations

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!



<b>Accident &amp; Emergency</b>	
<b>Whittington Hospital ~ 2.6 miles</b>	Magdala Avenue, London N19 5NF Tel: 02072723070 Email: <a href="mailto:whh-tr.pals@nhs.net">whh-tr.pals@nhs.net</a> Web: <a href="http://www.whittington.nhs.uk">www.whittington.nhs.uk</a>
<b>Stoke Newington Fire Station ~ 0.9 mile</b>	64 Stoke Newington Church Street, London N16 0AR Tel: 02085551200 Web: <a href="http://www.london-fire.gov.uk">www.london-fire.gov.uk</a>
<b>Stoke Newington Police Station ~ 1.3 miles</b>	33 Stoke Newington High Street, London N16 8DS Tel: 03001231212 Web: <a href="http://www.met.police.uk">www.met.police.uk</a>
<b>GP</b>	
<b>Cranwich Road Surgery ~ 0.6 mile</b>	62 Cranwich Road, London N16 5JF Tel: 02088022002 Web: <a href="http://www.cranwichroadsurgery.nhs.uk">www.cranwichroadsurgery.nhs.uk</a>
<b>St Ann's Road Surgery ~ 1.0 mile</b>	256 St Ann's Road, London N15 5AZ Tel: 02088004032 Web: <a href="http://www.haringeygp.co.uk">www.haringeygp.co.uk</a>
<b>The Heron Practice ~ 0.4 mile</b>	John Scott Health Centre, 220 Green Lanes, Woodberry Down, London N4 2NU Tel: 02039946900 Web: <a href="http://www.heronpractice.co.uk">www.heronpractice.co.uk</a>
<b>Pharmacy</b>	
<b>Rowlands Pharmacy Marlborough Parade ~ 0.3 mile</b>	274 Green Lanes, Woodberry Down, London N4 2HE Tel: 02088008801 Web: <a href="http://www.rowlandspharmacy.co.uk">www.rowlandspharmacy.co.uk</a>
<b>Med-Chem Pharmacy ~ 0.8 mile</b>	73, Grand Parade, Green Lanes, London N4 1DU Tel: 02088024855 Web: <a href="http://www.medchempharmacy.com">www.medchempharmacy.com</a>
<b>Armstrong Pharmacy &amp; Travel Clinic ~ 0.6 mile</b>	279 Green Lanes, Finsbury Park, London N4 2EX Tel: 02088004546 Web: <a href="http://www.hyperchem.co.uk">www.hyperchem.co.uk</a>

<b>Opticians</b>	
<b>Optica. Manor House Opticians ~ 0.3 mile</b>	284 Green Lanes, Woodberry Down, London N4 2HE Tel: 02088027513
<b>Ollie Quinn ~ 0.9 mile</b>	59 Stoke Newington Church Street, London N16 0AR Tel: 02038840998 Web: www.olliequinn.co.uk
<b>Stephen H Davis Optometrists ~ 0.8 mile</b>	94 Stoke Newington Church Street, London N16 0AP Tel: 02072548181 Web: www.shdavisopticians.co.uk
<b>Dentists</b>	
<b>Manor Orthodontic &amp; Implant Clinic ~ 0.3 mile</b>	48 Woodberry Grove, Woodberry Down, London N4 1SN Tel: 02088008581 Web: www.manorortho.co.uk
<b>Northfield Dental Clinic ~ 0.9 mile</b>	2a Northfield Road, London N16 5RN Tel: 02088006060 Web: www.northfielddentalclinic.co.uk/
<b>In an emergency always call 999</b>	
<b>Banks and ATM's</b>	
<b>ATM Sainsbury's Bank ~ 400 ft</b>	99 Woodberry Grove, Woodberry Down, London N4 1QU
<b>Barclays Bank ~ 1.0 mile</b>	220 Stamford Hill, London N16 6RA Tel: 03457345345 Web: www.barclays.co.uk
<b>Schools</b>	
<b>Woodberry Down Community Primary School ~ 0.2 mile</b>	Woodberry Grove, Woodberry Down, London N4 1SY Tel: 02088005758 Web: www.woodberrydown.hackney.sch.uk
<b>Park View School ~ 1.6 miles</b>	Wood Green Road, London N15 3QR Tel: 02088881722 Web: hwww.parkview.haringey.sch.uk

<b>Parkwood Primary &amp; Nursery School ~ 0.8 mile</b>	Queen's Dr, Finsbury Park, London N4 2HQ Tel: 02088025366 Web: <a href="http://www.parkwood.hackney.sch.uk">www.parkwood.hackney.sch.uk</a>
<b>Parks</b>	
<b>Woodberry Down Park ~ 100ft</b>	Woodberry Grove, Woodberry Down, London N4 2SB Web: <a href="http://www.hackney.gov.uk/woodberry-down-park">www.hackney.gov.uk/woodberry-down-park</a>
<b>Finsbury Park ~ 0.4 mile</b>	Endymion Road, Finsbury Park, London N4 1EE Web: <a href="http://www.haringey.gov.uk/libraries-sport-and-leisure/parks-and-open-spaces/z-parks-and-open-spaces/finsbury-park">www.haringey.gov.uk/libraries-sport-and-leisure/parks-and-open-spaces/z-parks-and-open-spaces/finsbury-park</a>
<b>Place of worship</b>	
<b>Woodberry Down Baptist Church ~ 0.5 mile</b>	190 Vartry Road, South Tottenham, London N15 6HA
<b>St. Olave's Church ~ 0.2 mile</b>	Woodberry Down, London N4 2TW
<b>Finsbury Park Mosque ~ 1.0 mile</b>	7-11 St Thomas's Road, Finsbury Park, London N4 2QH
<b>Finsbury Park Synagogue ~ 0.4 mile</b>	220 Green Lanes, London N4 2JG
<b>Leisure Centres</b>	
<b>Clissold Leisure Centre ~ 0.9 mile</b>	63 Clissold Road, London N16 9EX Tel: 02072545574
<b>Sobell Leisure Centre ~ 1.5 mile</b>	Tollington Road, London N7 7NY Tel: 02076092166

<b>Food Shop</b>	
<b>Co-op Food - Hackney - Manor House Station ~ 0.3 mile</b>	Green Lanes, Finsbury Park, London N4 2LX
<b>Goldstar Foodstore Ltd ~ 150ft</b>	Residence Tower, Woodberry Grove, Woodberry Down, London N4 2LZ
<b>Sainsbury's Local ~ 400ft</b>	147 Woodberry Grove, Woodberry Down, London N4 2SB
<b>Planet Food ~ 08 mile</b>	298 Seven Sisters Road, Finsbury Park, London N4 2AG
<b>Restaurants / Cafe</b>	
<b>Sublime Pizzeria &amp; Bar ~ 300ft</b>	151 Woodberry Grove, Woodberry Down, London N4 2SB Tel: 02088091698 Web: <a href="http://www.sublimepizzeria.com/">www.sublimepizzeria.com/</a>
<b>The Coal House Café ~ 0.1 mile</b>	Access via Woodberry Wetlands, New River Path via, Lordship Road, London N16 5HQ Tel: 02088096207 Web: <a href="http://www.wildlondon.org.uk/woodberry-wetlands-nature-reserve">www.wildlondon.org.uk/woodberry-wetlands-nature-reserve</a>
<b>Otantic ~ 0.6 mile</b>	279 Green Lanes, Finsbury Park, London N4 2EX Tel: 02088093535

## Manufacturer's Literature

Product Description	Manufacturer	Model
MEV	Vent-Axia	Lo-Carbon MVDC-MS/MSH Multivent
Entry Phone (Video Entry)	Fermax	Neo Monitor 7" touch panel – white ref. 14501
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
Thermostat	Emmeti	Emmeti CS-11 7 day programmable thermostat
Towel Rail	Milano	Pisa Chrome Flat 800x600 towel rail
Windows	Alumil	Aluminium double glazed windows
Smoke Detectors	Deta	1163
Heat Detectors	Deta	1165

## Certificates

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

1. Property Insurance Certificate
2. Energy Performance Certificate
3. Electrical Installation Certificate