



MARQUEE
H O M E S

WELCOME TO YOUR NEW HOME

Shared Ownership User Guide



marqueehomes.co.uk

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Section One

ABOUT YOUR NEW HOME

Introduction

This information pack has been provided to assist you in looking after and enjoying your new home. The pack provides useful reference points and general guidance on some of the typical 'teething problems' usually associated with moving into a new home. We advise that you read this pack at your earliest opportunity, and that you make yourself familiar with all the emergency shut-off points and safety valves.

Customer Services

To report a repair, within the 12 month defect period, please contact Community Gateway by emailing **development@communitygateway.co.uk** or calling **0800 953 0213**. The defect period with the Contractor is 12 months from handover to Community Gateway.

Within the first 12 months, defects which could occur in your home that would need reporting right away are faults with the components required for the use of services (eg water, heating, drainage, weather tightness of the property; windows, roof, security (doors)). For example:

- No heating or hot water (any defect involving your boiler)
- Leaks in the home (bathroom, radiators, walls/ceilings, kitchen etc)
- Electricity not working
- Mould/damp issues
- Doors/windows not closing/ locking (security issues)

Please see below examples of defects which could occur in your home which should be reported to us right away. However these may be rectified as a routine repair and may take up to 20 days:

- Issues with doors/windows which do not pose a security issue
- Issues with flooring
- Issues with sockets/solar panels/light switches
- Issues with loft hatch/meter box/garden gate
- Issues with kitchen/bathroom which don't prevent the use of appliances

Please see below examples of defects which could occur in your home which could wait until the 12-month inspection to be rectified:

- Cracks in walls
- Rectifying of decoration
- Externals (eg turf)

Please see form at the back of this guide in which you can keep a log of all defects which are to be reported on your 12-month inspection.

Initial Repair Period

There is a 10 year 'initial repair period' starting from your lease start date, which applies while you own less than a 100% share in your home. During the Initial Repair Period, you may apply for a contribution of up to £500 towards your costs for any Qualifying General Repairs and Maintenance Works required. The work must be carried out by a Trustmark approved tradesman or professional approved by us. We can approve or reject claims in a fair and consistent manner.

General Repairs and Maintenance Works include repairs to:

- The supply of water, gas, electricity
- Pipes and drainage
- Sanitation (basins, sinks, baths and sanitary conveniences)
- Space heating and water heating

This does NOT include fixtures/fittings and appliances for making use of the supply of water, gas, electricity (eg ovens, washing machines etc).

If you do not claim the full repairs allowance in one year, a maximum of one year's allowance will roll over to the following year and examples of this can be seen below. Repairs costs over the allowance amount, or after the initial repair period has ended, are your responsibility.

Year	Repairs Allowance	Allowance claimed for repairs	Roll over to next year
1	£500	£0	£500
2	£1,000	£750	£250
3	£750	£0	£500

To apply for repairs contribution please contact us on **0800 953 0213** or development@communitygateway.co.uk.

In the initial repair period, the landlord is responsible for the cost of essential repairs to:

- the external fabric of the building
- structural repairs to walls, floors, ceiling, and stairs inside the home

Please notify us immediately if a repair is required. Contact us on **0800 953 0213** or development@communitygateway.co.uk.

Maintaining your home and DIY

During the 12-month period we strongly recommend you do not decorate or make any amendments to the property until the final inspection as any changes may invalidate the warranty.

PLEASE NOTE:

Your home is also covered for defects during the Defect Liability Period (DLP). We recommend you wait until after the DLP has passed before decorating your home. For more details on the DLP please refer to the next section. Please note, any changes or works to your home whilst in this defects period may affect any warranties or liabilities of Community Gateway Housing or its contractors, if you are unsure about anything please call us.

It is impossible to predict the nature of type of defects which may occur, however, we will work with you to identify and rectify defect repairs.

It is the homeowner's responsibility to maintain and care for the property, especially electrical and mechanical appliances. Please refer to user manuals for maintenance as faults occurring due to poor maintenance or misuse will void any manufacturer's guarantee. Faulty white goods should be reported directly to the manufacturer. (See specific manuals.) Guarantees should be registered by the occupier at handover.

You may notice minor cracking to internal plastered walls and ceilings. As the 'initial occupation' process occurs, and the home is lived in and heated, the building materials will shrink, which may cause small cracks to appear. This is very normal, and you should not be concerned. They can be filled and covered in the normal process of redecoration once the property has completed the 'running-in' process.

While we are building

While building work continues, the disruption to your daily routine will be kept to a minimum and access to your new home will be safe and tidy. Unfortunately, a certain amount of dust and noise may be inevitable, but Seddon Construction will endeavour to keep disturbance to a minimum and to complete the development efficiently. Please adhere to any marked walkways and signage around the site. Please avoid approaching members of the construction team for assistance with queries, or for remedial work in your home. Instead, please contact Community Gateway Association who will arrange for the matter to be dealt with in a timely manner.

Data Protection

The security of your personal contact details is important to us and our full policy is available on the [Community Gateway website](#).

Below is a list of people you need to inform of your new address:

- Bank or building society
- Council Tax office
- Housing, Family Tax Credit and Child Benefit
- Credit card and loan companies
- Dentist, opticians and doctor
- Driving Licence Centre and DVLA (vehicle registration documents)
- Electricity, gas, satellite/cable, water companies
- Telephone and mobile phone companies
- Inland Revenue
- Insurance companies, car, house, life and pet
- Post Office
- Professional bodies / trade union
- Publications / subscriptions (newspapers etc)
- Schools
- Sports and social clubs
- TV licence centre
- Your employer

Troubleshooting

Please see the helpful guide below to common issues in the home. Please use this as your first stop before calling Community Gateway.

HEATING AND GAS

I can smell gas

If you think you have a gas leak you should call National Grid on 0800 111 999. Open all your windows and do not touch any light switches, electrical switches or appliances as this could trigger an explosion. Do not smoke, light a match or any other naked flame. Do not try and investigate the problem or attempt to fix a leak or a faulty appliance. The gas should be turned off inside the meter box/cabinet on the outside of the property as per the advice in the 'Emergency Service and Contacts' section below.

I don't have any hot water

Please check your heating system. If your settings are all correct, it might be you just haven't allowed enough time for your water to heat up. Please check your boiler and refer to the trouble shooting section below to resolve any issues before calling us.

Frozen condensation pipe

If your boiler has stopped working and appears with an error code in freezing temperatures, then there is a good chance your condensation pipe has frozen. There is no need to worry and you can usually thaw it safely yourself. This is not a defect with the property. You will need to identify the pipe, it will be outside, usually connected to an external drain. If it is safe to do so, pour warm (not boiling) water along the pipe. Once the pipe has defrosted, reset the boiler and all should be working normally. If it is still not working, please contact CGA.

My heating is not working

Some things to check are the different controls for your heating:

- Thermostat - you may need to change the setting in winter to make sure your home maintains the same comfort levels.
- Programmer - ensure your programmer is set to come on at the right times.
- Is there gas to the property? Check with neighbours to ensure they are not experiencing the same difficulties. If this is the case, you should call National Grid on 0800 111 999.

If none of the above resolve the issue, please call Community Gateway if in the 12 month defect period or to see if it qualifies for £500 repairs contribution.

ELECTRICAL

I need to turn off my electricity?

The consumer unit is in the cupboard underneath the stairs. It contains the main on/off switch for the property and MCBs (miniature circuit breakers) trip switches to protect individual circuits.

Trip switches: If all the switches are in the up position all the power should be on. If the switch is down, flick it back to the up position to turn the power on. If the switch 'trips' again you may have a fault in that area. A sticker above each switch will tell you which area it is. In an emergency, the electricity can be turned off by switching the red lever down. The incoming mains supply on/off switch is in the meter cabinet outside the property. Flick both brown and blue up to isolate the house.

The light in one of my rooms has gone out, what should I do?

The first thing to do would be to check the circuit board. If any of the switches are in the off position, turn back on and check if the light has come back on. If this is the case and this continually happens, please call us. If this does not occur, the next thing to do would be to change the bulb. Are the lights in the other rooms working? If not, check with a neighbour. If other households are experiencing the same issue, they may be a power cut in the area. Call 150 and speak to Electricity North West.

One of my plug sockets is not working, what should I do?

The first thing to do would be to check the circuit board. If any of the switches are in the off position, switch to the on position and check the socket to see if it is now working. Should this consistently happen, check the fuse in the plug you are using. Does this only happen when using this appliance/electrical device? If so, it is advised you discontinue use and have the appliance tested by a qualified electrician. Report to CGA within the 12 month defect period or to check if you are eligible for the £500 repair contribution.

My smoke alarm keeps sounding, what should I do?

If the alarm is making an intermittent beeping sound then the battery in the unit will need to be replaced. Please use the instructions in the manual provided with this guide. If the alarm has gone off in a false alarm situation, eg burnt cooking, simply reset the alarm via the reset button and open the windows and doors.

One of my white goods is not working (fridge/freezer/washing machine/dishwasher)?

Check that it is plugged in and the switch is in the on position. Check the circuit board has all of its switches in the on position. Should this not work, please consult your manufacturers handbook. These appliances are not the responsibility of Community Gateway.



WATER

I have a leak inside my home

Turn off the water at the stopcock under the sink. This is the blue tap turner. If the leak is coming from a joint in the tap/pipework, tighten up the joint carefully and try turning the water back on. If the leak is coming from the bathroom, check that the sealant around the bath, sink and toilet are intact. If not, reapply sealant, or report to CGA if in defect period.

If this does not resolve try the following steps:

1. Turn off all taps and appliances that use water
2. Wait 30 minutes and then take a meter reading (including the red digits)
3. Wait an hour and take another reading. If this has moved, then you do have a leak and you should call Community Gateway if in 12 month defect period or check if eligible for £500 repair contribution.

If the leak is in the street and outside of your property boundary, you will need to contact United Utilities on 0345 672 2888.

My gutters are leaking

If the gutters are leaking, it means they probably need to be cleared out. You can also arrange an external contractor to do this. If they are leaking after this is done, it is possible the seals of the guttering have been knocked when cleaning out. Extra care should be taken when relieving the gutters of debris.

I have an issue with mould

If you have issues with mould, this indicates a ventilation issue. Check that the trickle vents are open in your window frames. You should avoid drying washing over the radiators and ensure extractor fans are on when washing, cooking and bathing. If you are doing all of these things and the mould persists, it could be the result of a leak. Refer to the advice above on leaks.

Top Tips for New-Build Properties

PRIORITY

1. Always be sure you know how to shut off the water supply to your property. Find the stop cock and be certain other members of your household also know where it is.
2. If you have a gas supply - be certain you know where the control valve can be located (usually in the meter box). The meter box is generally outside the building and you should have been provided with a meter box key to allow you to access either in an emergency or simply to read the meter.
3. Be sure you know where to locate the electricity consumer box - this is the point at which mains electricity enters your property. Your supply is protected through a number of small devices (RCD's) that will automatically disconnect or trip-out in the event of a problem. These are particularly sensitive (for your safety) and this can happen when a light bulb blows or if you have a faulty appliance. These can be reset by returning the relevant switch to the on position.
4. Ensure your appliances are fit and tested by qualified engineers.
5. Familiarise yourself with the operation of the smoke detectors and check they are working by pressing the test buttons.
6. Warranties - please ensure you register all your warranties for your appliances and report any issue direct to the manufacturer.

GENERAL

1. As your home is lived in, heated and cooled, the timber structure and other materials will expand and shrink which can cause small cracks on wall and ceiling finishes. These cracks are not structurally significant and can be put right in the normal process of redecoration after 12 months from handover. So please do not decorate before then.
2. Because a significant amount of water is used in the construction of your home (cement/plaster/paint etc) your property needs to be well ventilated to allow moisture to evaporate as the structure dries out. Leave windows or, at least, the trickle vents (slotted vents in the window frame) open for as long as you can each day.
3. Try to keep furniture from sitting too close to the walls while the property is drying out.



Drying Out and Condensation

There can be much subjectivity regarding the standard of finishes in new homes as materials such as timber and concrete alter in size and shape as they dry out. With this in mind all new homes should be “run in gently” and your new home is no exception. There will be a great deal of moisture held within the fabric of the building as concrete, bricks, timber, plaster and other materials have been used during construction. The drying out process will take time and will depend on the local weather conditions and occupancy levels. As each room is heated and lived in the timber and plaster materials will shrink, which may cause minor cracking to appear. These cracks are nothing to worry about as they are not a structural matter, and can be cured with a little redecoration.

NB: It is in your interest to follow the advice given in this pack, in order to minimise any problems.

The following points will aid the drying out process:

- Try to keep a reasonably even temperature in the property throughout the day.
- Use central heating sparingly and preferably at a lower temperature at first so that the built structure warms up gently, and has time to dry out gradually.
- Try to produce less moisture in your home. Condensation levels can be reduced by covering pans when cooking, or cooking foods on a lower heat to reduce vapours, use cooker hoods and extractor fans whilst cooking and leave on for a short period afterwards and avoid drying clothes on radiators.
- Evaporated moisture needs a route to escape, therefore keep your home well ventilated by opening the trickle vents located on your windows frames and leave internal doors and built-in cupboard doors open a few inches to encourage air flow circulation in each room.
- Efflorescence is a natural consequence of brickwork drying out. This may appear as white staining (salt) on the face of the brickwork. This is a normal occurrence, and it will disappear over time.
- Condensation on windows should be wiped clean as soon as it appears as build-up can cause damage to wooden frames and decoration.
- Condensation is a consequence of excess moisture in the air which can cause mould. If allowed to persist it can damage floor covering, clothes and bedding etc.



Permissions

All residents will need to request permission for the following:

- Erecting a shed
- Changing/installing fencing
- Altering light fittings
- Installing a satellite dish
- Wall brackets
- Pets
- Laying flags
- Lopping/topping a tree

Please see form attached to the back of this guide for requesting permissions. You can request a blank form from development@communitygateway.co.uk to be completed and returned electronically.

Please note, all permissions will incur an admin fee. Please see admin charges at the back on this guide.

Please see below guidelines/criteria associated with all permissions:

Light fittings:

- All residents carrying out DIY or having any electrical work done need to ask for permission first, so we can offer advice on health and safety and legal requirements.
- Once the work has been agreed and authorised, CGA would require this work to be inspected and tested by a competent electrician, who will issue an electrical certificate, which will be proof the installation at the property has been left in safe working order. Normally a request for a post inspection would need to be booked so we can inspect this work.
- Please note that liability for light fittings sits with the resident. If there are any issues with the light fitting, and CGA had to rectify these, then recharges would apply.

Satellite dish/aerial:

- The dish is a standard size and is positioned so it doesn't block daylight to any neighbouring properties.
- The dish is positioned not blocking access to the guttering/soffits/windows and roof.
- The dish is no bigger than 600mm.
- There is no damage to the wall once fitted.
- The dish should not be installed on the render of a property, it must be on brick.
- There is no trip hazard with the associated cables, which need to be clipped to the walls.
- If vacating the property, the satellite dish will need to be removed and the wall made good.
- Community Gateway has no responsibility on managing the dish and aerial cable, you will be liable if the dish and cable gets blown down or damaged.
- If the property is damaged before, during or after the dish is installed/removed, it is the resident's responsibility to make good.

Wall bracket:

- The bracket is fitted by a reputable tradesperson using the correct fitting for the wall.
- There is no damage to the wall once fitted and if any damage occurs it will be rectified by yourself at your own expense.
- If vacating the property, the bracket will need to be removed and the wall made good.

Erecting a shed:

- Must be on a hard-standing base.
- Mustn't be used to store anything flammable or have an electrical supply.
- Cannot be used to house animals eg a kennel for a dog.

Pets:

We will grant permission for a pet but we will need residents to apply for the permission so we are aware of the pets they will be keeping in the property. Our rules around pets are as follows:

- You may keep a cat, dog, or small pet at your property e.g. small caged animals such as hamsters, budgies or fish. However, it will be conditional upon you complying with the conditions below, which are contained in our responsible pet ownership framework.
- If you fail to comply with these conditions and special restrictions, in addition to any other enforcement action we may withdraw permission. Permission will not be granted for:
 - o Any animals to which the Dangerous Wild Animals Act 1976 applies.
 - o Any dog to which Section 1 of the Dangerous Dogs Act 1991 applies (unless it has exempted from the prohibition).
 - o Any dog, which has not been microchipped.
 - o Any livestock (which includes but is not limited to cattle, pigs, poultry, donkeys, ponies, horses, sheep and goats).
 - o You and anyone living with you or anyone visiting your property must not allow pets to frighten, annoy or cause a nuisance to anybody. This includes, but not limited to: failing to clean up after your pet, failing to keep your pet under control at times, letting your dog bark, creating any kind of danger to people's health.
 - o Must be proportionate to the size of the garden.

Laying flags:

- Work to be completed by a reputable tradesperson.
- No trip hazards once work complete.
- Flags to match existing patio.

Section Two

EMERGENCY SERVICE AND CONTACTS

Emergency Contact Numbers

Your services are currently supplied by the following companies, to whom any queries regarding supply, tariffs and alternative options should be addressed.

United Utilities - 0345 672 2888 (open 24-hours for water and wastewater queries).

British Gas - 0330 202 9804 (Open 9am-5pm Monday to Friday).

Should you smell gas, please call;

LEAK LINE - 0800 111 999

Electricity	
MPAN	
Meter Reading	
Date	
Gas	
MPAN	
Meter Reading	
Date	
Water	
Meter number	
Meter Reading	
Date	

Electric Supply

The **electric meter** is located outside of your home. This means that the electricity supplier does not have to come into your home to read the meter.

The **fuse board/electricity consumer unit** is located under the stairs inside your home. In the interest of your safety, the unit has miniature circuit breakers (MCB) which act like fuses, but will not need rewiring should they fail.

If there is a fault in the house's wiring or a fault with an appliance you have plugged in, the MCB will switch off the electricity supply (this can also happen if a bulb "blows"). You will be able to see at a glance which fuse is not working and simply switch it back on.



Please leave the system for 1 minute before resetting.

Further protection from electrocution is given by a residual current device (RCD). This automatically switches off the power if anything electrical plugged into your home is faulty, if you accidentally make contact with live equipment or if a bulb blows. This is known as a "trip". The circuit breakers are marked up to assist in locating the correct circuit.

Should the electrics trip, you can locate the faulty appliance by unplugging all appliances, resetting the consumer unit and then plugging your appliances back in one by one. Once the faulty appliance is identified, you will need to stop using it and have it serviced by a reputable appliance service provider. If you are unable to identify a faulty appliance and are still having problems after resetting the consumer unit, please report this to Community Gateway if it is within the 12 month defect period or to check if it is eligible for £500 repairs contribution.

Water Supply

IF YOU HAVE A WATER BURST OR LEAK IN YOUR HOME, PLEASE SHUT OFF YOUR WATER SUPPLY AND CONTACT COMMUNITY GATEWAY ASSOCIATION.

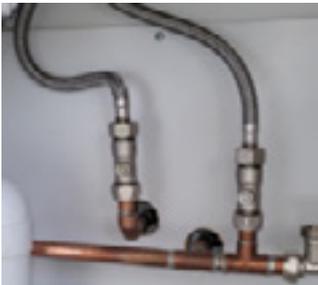
Please make yourself familiar with stopcocks and isolating valves to your property.



To isolate water in case of an emergency, use the blue switch as shown in the adjacent photo this is under the kitchen sink. Please identify this so you know where it is, and make sure you can turn it off in case of an emergency i.e. if you have a leak. If there are any problems associated with leaking water within your home turn off the water supply at the stopcock and contact Community Gateway, if within the 12 month defect period or check if eligible for £500 repair contribution.

The water meter to your property is also located under the sink in the kitchen, shown to the left. This means that the water supplier will need to enter your home to read the meter.

Isolating Valves



Isolating valves have been installed on both hot and cold water pipes. Isolating valves can be operated by using a flat head screw driver to shut off the water supply to a faulty appliance.

External Taps (Where Applicable)

During winter months, drain the tap by turning off the water supply at the stop tap valve nearest to the tap and open the tap to remove water in the tap body to prevent frost damage. It is also advisable never to leave the external tap running unless in conjunction with a hosepipe.

Gas Supply

If you smell or suspect a gas leak, you must

- Turn the gas supply off at the mains immediately.
- Open all doors and windows for maximum ventilation.
- Do not use any sockets or switches.
- Call the emergency telephone number below.

Gas supply company emergency service: Transco - 0800 111999

The gas meter and gas supply stop-lever can be found outside your property as shown below. Please make sure access to the gas meter is maintained at all times and make yourself familiar with this in case of an emergency.

A key for your meter cupboard will be provided for you at sign up.

Section Three

HOW TO OPERATE

Smoke and Heat Detectors

Your home has been fitted with smoke detectors in the kitchen, hall and landing. A Carbon monoxide detector and heat/smoke detector are also fitted in the kitchen. The bungalows have a smoke detector in every room. All alarms are connected to the mains electricity supply and a battery backup supply.

Do not remove the back up battery from the smoke detectors.

If the battery needs to be changed, the detector will start to 'beep' intermittently.



Heat Detector



Smoke Detector



CO Detector

Detector Testing

Once the button on the detector is pushed and held down for approximately 3 - 5 seconds the alarm will sound for a short period of time. This will set off the second detector.

We recommend that you carry out this test once a week to ensure both smoke alarms are working.

Once this test is finished the alarms will 'beep' twice to indicate that they are reset. Hoovering the outside of the alarm will prevent dust activating a false alarm. Manuals are provided at the back of this guide for your information.

SMOKE DETECTORS HAVE BEEN INSTALLED IN ORDER TO ALERT YOU OF A POTENTIAL FIRE. FOR YOUR SAFETY, DO NOT SWITCH THE SMOKE DETECTOR OFF AT ANY TIME.

Carbon Monoxide Detection

A carbon monoxide detector has been fitted inside your property and is located next to the boiler.

Carbon monoxide poisoning causes accidental deaths every year when gas appliances are installed incorrectly, badly maintained or poorly ventilated. It is deadly as you cannot see, smell it or taste it. Being exposed to carbon monoxide can cause brain damage and even death.

All appliances should be safety checked and maintained and it is especially important if you live in rented accommodation that the landlord checks and maintains any gas appliances. This is a legal requirement. Symptoms of carbon monoxide poisoning can include headaches, fatigue, dizziness, nausea, diarrhoea, stomach pains, chest pains and erratic behaviour.

Further information can be found on <https://www.fireservice.co.uk/safety/carbon-monoxide/>.

If your alarm goes off, do not panic and remain calm. Don't ever ignore the detector.

Heating and Hot Water System

Boiler

The ideal settings for hot water should be 60°C and for heating between 40-50°C. Please leave this as set up.

To ensure the operational efficiency of the heating system and to ensure that the boiler warranty is not breached, it is important to ensure that the heating system is serviced by a suitably qualified heating engineer on an annual basis.

Fault Diagnosis

If a fault occurs on the boiler an error code may be shown on the display, for fault code identification please refer to the boiler User Guide provided with this document. If within 12 month defect period, please check if you are eligible for the £500 repair contribution.

Room Stat and Timer Clock



You will find a timer control in your property. This allows you to control when the heating and hot water comes on and turns off within your property. The room stat can be found in your property. If you would like to adjust the heating temperature within your home when it is ON, do not alter the settings on the boiler. Instead, change the temperature of the room stat. This will not turn the boiler off or affect the Timer Clock settings - it will simply heat the radiators to the temperature set on the stat.

The heating system will not work if this is on 0.

Radiators

Standard radiators have been installed. Each radiator has a thermostatically controlled radiator valve (TRV), which you can use to set the temperature of each radiator.

Your thermostat controls the heating system for the whole house, however, you can control the heat in individual rooms by adjusting the radiators. Eg if your thermostat is set to 20 degrees, the thermostat will turn the heating on until it reaches 20 degrees. If you do not want to have the heating on in some of the rooms, you can simply turn the radiators down to 0.

To economically and efficiently control the heat in your home do not turn your boiler or thermostat off, simply control room temperature by adjusting the radiator TRV's. (In the summer turn them low, and in winter turn them higher.) This is the most efficient way to heat your home.

*	FROST
1	5°C
2	10°C
3	15°C
4	20°C
5	25°C

NB. If your house thermostat is set to 15°C and your radiator TRV is set to 5 (25°C) the radiator will only heat to 15°C, as the house thermostat overrides the radiator TRV's.

Ventilation & Insulation

Extractor Fans

These have been fitted in your bathrooms. There is a separate extractor hood for your kitchen, this is located above your hob. The bathroom fan will automatically come on when the light is switched on.

Please check isolator switches are in the ON position for the extractor to work.



Extractor



Bathroom Extractor Boost

It is strongly suggested you turn the fan on whenever cooking to avoid a build up of moisture in the kitchen which could result in condensation.

The extractor fan in the bathroom will come on with the bathroom light and remain on for a short while after it is switched off.

Please do not turn this fan off at the isolator switch as this may cause a build up of moisture in the room.

Data Installation

Telephone Sockets

Your property has been prepared for connection to the BT network with the master connection located to the front of the property. You must arrange for an engineer to connect your property to their network before your phone will be connected.

Telephone sockets can be found in the lounge area with an extension point for broadband within the bedroom. Once the main external line has been connected by BT, these sockets will be functional.

NB. It is important that you inform your telephone service provider (BT or other) that the bedroom has an extension point. If you do not inform your service supplier of this, you may be charged for two visits.

Television Aerial

The T.V. aerial socket is connected and is ready for immediate use, you will need to provide your own TV aerial. All new television sets incorporate digital TV, however, if your set is an older model you may not be able to tune it in and a separate digital box will be required. These can be purchased from a variety of shops.

Should Virgin Media or another provider be requested to the property, it is your responsibility to arrange installation direct with the desired company.



Shower

Your shower is electric and a guide has been provided on how to use it.

1. To turn on the shower turn the on/off.
2. To adjust the temperature adjust the other side hot/cold.

The settings of the heat dial can be left in this position if you are happy with the temperature

Water Use

The average water consumption for your homes is low. This has been achieved through the installation of low water use appliances.

Water Restrictors

Taps and showers have been fitted with flow restrictors to conform to sustainable building standards. This may reduce the water pressure slightly to what you may be used to, however it will also reduce the amount of water used and the savings will be reflected within your utility bills.

N.B. Thermostatic Mixing Valves have been installed at your property which comply with energy saving and Health & Safety. These will control the temperature of the water flow to your property, usually the bath, to prevent injuries from hot water. It has been set to 46 degrees and cannot be set higher. The water can feel cooler.

Kitchen Installation

Appliances

Each new property on the development is fitted with an integrated electric oven, gas hob, extractor unit and fridge freezer. The individual appliance user manuals are provided at the back of this document. The user manuals provide information relating to safe/efficient usage and cleaning of each appliance. The user manual for each appliance should be read in its entirety before operating. These appliances are gifted to the resident.

Appliance Information

- Electric oven
- Integrated cooker hood
- Gas hob
- Fridge freezer

The fuse spurs are marked up above your worktop. For your appliances to work, both switches must be turned to the on position. Each appliance comes with a Manufacturer's Guarantee. If you need to report a problem, please contact the supplier.

Washing Machine

If you do not have an integrated washing machine or a utility room, then the space closest to the sink is for the washing machine as the water connections are within the sink unit. Please ensure the appliance is fitted by a professional fitter to avoid leaks occurring. Should a dryer be fitted, please ensure the kitchen is fully ventilated when in use to prevent a build up of moisture within the kitchen.

Lighting

Internal Lighting

Your home has been fitted with low energy lighting. By using low energy light bulbs, you only use 1/5th of the electricity you would normally use and they are designed to last on average 8 times longer than normal bulbs.

When it comes to replacing your energy saving light bulbs, you can find all types in your local DIY store. If you are not sure on what to buy and simply wish to replace the old one, take the bulb with you and a member of staff will assist.

External Lighting

The lights at the front and back of the property operate on a switch near to the front or rear door on your property.

Car Charging



The MaxiCharger is a smart wall-mounted single-outlet, universal Type 2 socket EV charger. A manual is provided along with this guide.

Section Four

AFTERCARE

Fitted Kitchen

Care and Maintenance

The units and worktops in the kitchen have been manufactured to a high quality specification, and we strongly advise the user to read these guidance notes carefully before cleaning or polishing any fittings.

N.B. It is important to recognise that wall and base units located adjacent to ovens, hobs and frequently used appliances (such as kettles and boiling pans) can suffer from excessive condensation, and in such cases great care must be taken to ensure that units subjected to such conditions are wiped clean and dried thoroughly to avoid delaminating.

Doors and drawer fronts manufactured in laminated chipboard should be kept clean, using a soft dampened cloth containing a mild detergent. Heavier stains may be removed by using a cream cleansing agent; however harsh abrasive agents, such as acids, bleaches, petrol, scouring pads, wire wool and cleaning aids should be avoided. During cleaning, do not use excessive amount of water.

A chopping board should always be used for cutting or chopping. Never cut directly onto the surface. Avoid placing heated appliances on worktop joints, e.g. kettles, toasters etc., as variations in temperature will, in time, cause a breakdown of the joint sealing compound. This in turn can allow surface water to penetrate the joint and cause the core material to take in moisture and fail. Similarly, do not allow water to remain on mitred joints or where wood edging is fixed to worktops.

Kitchen worktops are always to be kept free of standing water, especially on the joints.

Sink & Taps

To maintain the appearance of sink and taps, clean only using a damp, soft cloth. A solution of warm water and a mild liquid detergent may also be used where necessary, and then rinse thoroughly.

Abrasive cleaners or acidic cleaners MUST NOT BE USED under any circumstances. Avoid contact with all solvents.

Flooring

The frequency of floor cleaning is dependent upon the number of people occupying your home.

Standard Surface Finish

Sweep or dry vacuum the floor to remove dust and loose dirt. Spot mop regularly. Stubborn black marks can be removed by using the centre disc of a scrubbing pad and a small amount of undiluted alkaline cleanser. Place the disc under the sole of a shoe and rub - this gives greater pressure. Rinse the area well with clean, warm water and leave to dry.

Application of a Floor Dressing

A floor dressing or maintainer containing polish should not be applied to the Polysafe floor finish range, as this may reduce the slip resistance.

Laying Flooring

If the property is finished without carpet or vinyl product, you must make sure that your new floor covering is worked into the gap underneath doors (it is your responsibility to have the doors taken off, planed and re-fixed). Please note that some doors may have door strips on the bottom edge which can be removed instead of planing.

Prior to installing any vinyl finishes to the concrete floors, the substrate must be treated in line with the manufacturers recommendations.

Bathroom Floors

Bathroom floors are not to be treated as wet room floors unless fitted as wet rooms. To avoid any issues with flooring, ensure you dry overrun water from showering or bathing that gets on the floor.

NB: The main front door cannot be altered and a low level threshold has been installed for ease of access. A short pile mat just behind the door may be more suitable than a long pile carpet.

External Doors

Door Locking System

The front/rear doors and frames to your home are fitted to comply with robust security measures. They have been installed in accordance with the Secured By Design principals. When locking the front door, close the door, lift the handle, then turn the key to engage the deadlock.

IMPORTANT - Always lift the handle on doors to fully engage the locking system. This compresses the door in its frame and provides an efficient all-round weather tight seal. Guarantees are invalid unless you follow this procedure.

French Doors

UPVC is used in many home products in modern new-build properties as it's durable, easy to clean and has a prolonged lifespan. However, it is susceptible to swelling and contracting with intense heat and cold.

Preventing UPVC windows or doors expanding in the heat

In extreme heat, you may have noticed your windows or doors becoming stiff or not opening or closing properly. Do not worry, your windows and doors are not going to break, this is a perfectly natural occurrence. It will correct itself when the sun sets, as your windows and doors will retract, returning to normal.

Drive

Provided that your drive is properly maintained and treated with care, it will remain in good condition and will last for many years.

- If you have a front wheel drive car, please drive off your drive slowly to avoid scuffing the surfacing, particularly if your drive is sloping.

- Do not turn the steering wheel of your car whilst stationary on the drive as this could damage the surface. Please ensure your car is in motion when turning.
- Weeds will contaminate your drive if the drive is not kept brushed and washed clean of dust, mud or gardening debris.
- Never put a point load on your drive i.e., car jacks, motorcycle stands or ladders, without placing a flat board beneath to spread the weight.
- Do not tip soil or building material in your drive as these will stain and contaminate the surface.
- Never service your car on the drive without protecting the surface from oil, diesel or petrol.
- Your drive is constructed for light vehicles only.

The paved area in front of the main entrance to your home adjacent to the driveway is constructed from paving slabs, which are not suitable for vehicular traffic. In the event of a vehicle being driven onto this paving, the slabs will be damaged, for which Community Gateway cannot be held responsible.

Sanitary Ware

Porcelain & Enamel Suite

Your bathroom suite is designed to give years of reliable service, provided it is properly maintained and cared for. Below are our recommendations and cleaning instructions.

It is recommended that enamel baths are cleaned after every use with warm soapy water, rinsed and if desired polished with a soft cloth.

NEVER use gritty or abrasive cleaners.

Regular cleaning will prevent the build-up of soluble salts.

Dripping taps should have worn washers replaced as soon as possible.

Strong acids and alkalies including bleach and chemicals WILL DAMAGE SURFACES. Some proprietary cleaners can have an adverse affect on enamel surfaces. We strongly recommend that you follow the manufacturers' instructions of your chosen product.

Porcelain W.C & Wash Hand Basin

For general cleaning purposes and removal of light dirt or deposits, warm water and detergent solution can be used.

NEVER use gritty or abrasive cleaners.

To avoid drain blockages, do not flush baby wipes, facial wipes, nappies, or any sanitary products down your toilets—including flushable wipes. Residents will be charged for any remedial action taken by Community Gateway if any are found in drains.

Windows

Window Handles

Windows are fitted with push buttons on the handles to open. This is an easy to use system, yet secure and long lasting. To operate, simply press the thumb button, turn the handle through 90 degrees and push the window open to the desired position. To close, reverse the procedure by pulling the window closed and turning the handle back to the upright position, engaging it automatically.

The window handles do not have a key locking facility. They will automatically lock when the handle is pointing in the downward position.

The windows have trickle vents. These are small slots/openings in the window that allow small amounts of ventilation (trickle ventilation) through the window when it is closed. They will help avoid problems associated with poor ventilation like condensation. Please ensure they are always kept open.

NOTE: The upstairs windows are fitted with restrictors as a health and safety feature.

Gutters

Gutters should be cleaned out at least once a year to remove leaves and debris. Wet patches on the walls below these may indicate that gutters or downpipes are blocked. If you notice damp patches near to where gutters are located, then we recommend getting them cleared.

Do not lean ladders against gutters, as this will cause distortion and permanent damage to the system.

It is strongly advised that, unless you have suitable access equipment, you employ the services of a reputable contractor for this activity. Maintenance activities at height can be dangerous. Suitable access equipment and trained persons are advised to carry out such tasks.

Render

For those properties with render, regular cleaning of the render system must be undertaken in conjunction with the main building maintenance. This is recommended as good practice to improve the life span of the Alumasc Render Systems.

Please do not drill into the render. Any subsequent attachments and/or external fixtures fixed to the surface must be installed in accordance with Alumasc specification requirements using approved mechanical fixings.

Mechanical or other damage to the render surface must be repaired immediately with Alumasc products and applied by a registered contractor in accordance with Alumasc specification and written guidelines.

Ensure all gutters, downpipes, overflows, etc, are maintained in sound, clean condition. When damage and/or a blockage is reported, it is essential that immediate action is taken to affect a repair or replacement, as a continuous leak onto an Alumasc Render System could cause staining or damage to the finish, resulting in a secondary maintenance problem. If the above is not followed, rectifying render would become costly for you and may void any warranties.

Showers

Shower screens and shower curtains are water repellent only and not waterproof. Any water spillage outside of the bath should be wiped up so as not to cause flooring issues.

The Loft

The roof space is insulated and ventilated. Do not leave the loft hatch open as this will allow warm moist air into the loft which may cause condensation. Ensure that ventilation in the roof space is not obstructed. Do not store anything in the loft. Please note that the loft is not designed to take heavy objects and is not recommended as an area for storage.

Ironmongery

Where external and internal ironmongery has been fitted, it has normally been treated with a coat of clear, hard lacquer. It is important that abrasive cleaners and metal polishes are not used to clean the ironmongery as this will almost certainly cause a degradation in the lacquer.

The protective lacquer can be damaged by contact with hard objects and, in particular, is prone to wear and tear resulting from contact with jewellery. The protective coating to the external ironmongery will almost certainly break down after a period of time due to atmospheric conditions.

Drainage

The drainage at the property up to the edge of your garden and fencing is the responsibility of the owner (maroon line). Beyond this, the responsibility lies with United Utilities (blue lines). Drainage is checked via CCTV prior to handover to identify any building defects. In most instances blocked drains are caused by foreign bodies entering the system after handover and cannot be considered as a repair defect. If you report an issue and it is found to be your fault, then a charge will be incurred.

Examples of foreign bodies are baby wipes and feminine hygiene products. These are NOT flushable and should be disposed of into the bin.

Fixings

When hanging pictures, care must be taken not to disturb any pipes or electrical cabling that may lie beneath the surface of the wall. We strongly recommend that you use a cable detector, which can be bought from most DIY stores. Plasterboard should be able to take the weight of the pictures and other light items using steel picture hooks or masonry nails.

For medium to heavyweight items, the fixings should be long enough to bridge the cavity between the boards and the background, and to penetrate well into the solid wall or background.

When timber or metal framed partitions are used, fixings can be made into the timber or metal studs, or to timber noggins if medium to heavyweight fixtures are required between the studs.

The following guidelines may help to indicate the presence of services:

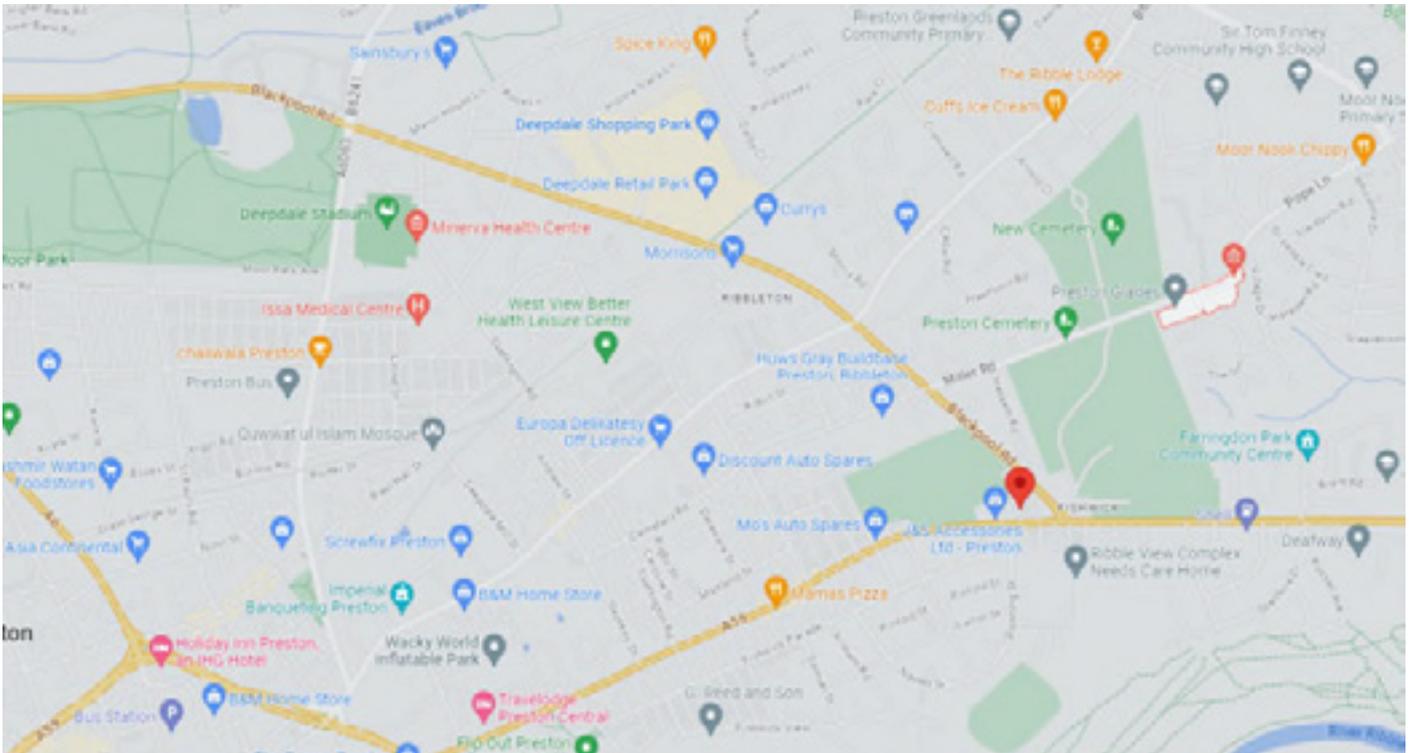
- Electrical sockets/switches/fittings indicate the presence of electrical cables around.
- Gas pipes above or below the boiler or gas hob and next to any fire surrounds.
- Heating pipes alongside windows where the pipes will run up into the ceiling or down into the floor.
- Generally, pipes beneath chipboard floors (where applicable) are identified with marker or pencil lines.
- Services in concrete floors are laid in the screed.

Section Five

YOUR AREA GUIDE

Area Map

Your area guide is designed to help you get acquainted with your new surroundings. This section provides you with essentials that are situated closest to your new home. Most of these locations are only a couple of minutes walk away so there's no need for a car.



The One Stop Shop/Contact Centre gives advice on council tax, housing benefit and council tax support.

We have a limited number of appointments available during the week.

Call Centre (phone lines)

Monday, Tuesday, Wednesday and Friday: 9am - 5pm
Thursdays: 10am - 5pm (general enquiries open from 9am)

Preston City Council General Enquires - 01772 906900

Council Tax - 01772 906902

Housing benefits - 01772 906903

Bins and recycling - 01772 906904

Elections - 01772 906908

Environmental Health - 01772 906907

Emergency out of hours service - 01772 906916

Useful Contact Numbers

Please call **999** for any emergencies.

Please call **111** for any urgent medical problem.

Please call **101** for any no-emergency police issue.

Hospitals

Royal Preston Hospital, Sharoe Green Lane, Fulwood, Preston, PR2 9HT - Tel: 01772 716565

Greater Lancashire Hospital, Wyder Court, Millennium City Park, Ribbleton, Preston, PR2 5BW - Tel: 01772 663977

Pharmacy

Miller Road Pharmacy, 198 Miller Road, Ribbleton, Preston, PR2 6NH - Tel: 01772 654139

Other useful numbers

Preston City Council - 01772 906900

Royal Mail - 03457 740 740

Community Gateway - 0800 953 0213

British Gas - 0333 202 9802

United Utilities - 0345 672 2888

BT - 0800 800 150

Section Six

ENERGY SAVING AND BIN INFORMATION

This section contains advice and tips about how to reduce the amount of energy that you use in your home and keep your utility bills down at the same time.

Heating

Turn down the thermostat to 19°C and set the timer so it comes on no more than 30 minutes before you get up and switches off 30 minutes before you leave the house. Move furniture away from radiators or heaters to let the heat into the room.

Water

Turn down the temperature of your hot water at the central heating boiler. A maximum of 60°C is normally sufficient. If the water is heated by an electric immersion, turn it on half an hour before you need it and turn it off once finished.

Don't leave hot taps running - always use the plug. If you've got a leaking hot tap now is the time to fix it.

Lighting

- Switch the lights off if the room is bright or no one is in it.
- Use natural light where possible - eg remove books/ornaments from windowsills.
- Check spotlights - these can use a lot of electricity. See if you have any high wattage bulbs of 300w or greater.
- Assess the difference if energy-efficient spotlights were used instead.
- Make sure that all your light fittings have energy-efficient bulbs.

Putting your bin out

Time

- Put your bins out before 6:45am on your collection day, with the handle facing the road.

Place

- Move bins to the kerbside. For terraced houses, move bins to the nearest end of the passage or alley.
- Leave bin with handles facing towards the road.
- Make sure all rubbish or recycling is placed inside the bin and make sure the lid is closed.

GREY BIN - General waste

RED LID - Paper & cardboard

YELLOW LID - Bottles & plastic

Section Seven

LAWN CARE - A SEASONAL GUIDE

Looking After the Garden

For the first 6 –10 weeks, please DO NOT walk on or make any attempt to treat or cut the grass. If this season is a dry season (summer) then watering the grass is advised. However, it is not required out of dry season.

Your garden is graded to the natural contours of the land. As the ground settles, new natural drainage channels will form. This settlement and formation of channels may take up to two years.

Until complete, 'wet' areas in your garden may be present. The backfill of gardens and/or service pipes will settle over time. This settlement may cause low areas where water may collect.

To maintain even drainage, it is important to fill any depressions caused by settlement. It may be advisable to consult a landscape gardener or delay major projects until after the first year of occupancy, at which time most settlement will have taken place and the natural drainage of the land will have had time to re-establish.

Your garden may be laid to turf prior to occupancy. It is imperative that the lawn be heavily watered, especially in summer months.

To prevent soil erosion, plant ground cover, grass or shrubbery on slopes and banks. It is of the utmost importance that you start to care for your new lawn immediately upon taking ownership, as this is the most critical step in having a beautiful lawn.

The layout and selection of plants have been designed in accordance with the planning permission. Success in maintaining any recent planting depends on your personal care and treatment, as we do not provide a guarantee.

Lawn Care and Planting Tips

For watering, it is recommended with most new plants that they be soaked with water 'once a week' from the early spring until the ground freezes in winter. Do not water more often than this. Let the water slowly soak around the plant, then, after it has soaked in and set for a while, water again to ensure deep watering.

Exceptions

In very hot weather, all plants may need to be watered more frequently. Grass and seeded areas require more water than plants. When watering your lawn, it is important not to water the planting bed, as this will over water and possibly kill the plants. Plants which 'yellow' are most likely receiving too much water. Do not water these in an attempt to 'save' them, as this will definitely kill them. Generally, fertilise in early April and repeat six weeks later or by late May and we recommend that you do not prune in the first year.

Seasonal Guide

Prior to March	These are the lazy months in your lawn care calendar. Avoid walking on it if it is waterlogged or frozen. This is a good time to check that the lawnmower is in good order - arrange for a service if not.
March	Mid month, rake up all the rubbish on the surface of the lawn. Make the first cut of the season when the weather conditions are dry. The first of the new season should just 'top' the grass - cutting off too much of the grass could damage it this early in the season. Aerate the lawn using a garden fork or hollow aerator.
Spring	Spring is the beginning of the lawn care calendar. During the spring, increase the frequency of mowing and gradually lower the height of the cut to the normal summer cutting height. Feed the lawn with an application of spring lawn feed. The best feeds contain some long-lasting nitrogen fertiliser. No fertilisation will be necessary in the first year after a new lawn is laid. Mid-spring is the best time for applying a weed killer or weed and feed. If moss is a problem, use a good brand of lawn sand and rake up the dead moss a fortnight later. Again, no weed killer should be applied in the first year after a new lawn is laid.
Summer	Mow to the normal summer cutting height once or twice a week if possible. If dry weather is prolonged, water the lawn well. A good soaking once or twice is far better than frequent light watering.
September	Autumn is here so decrease the frequency of mowing and gradually increase the height of the cut. This is a great month to scarify the lawn and follow it up with spiking to aerate the soil below the lawn. Use sharp sand as you did in the spring.
After September	For the last cut of the year, simply 'top' the grass. Feed the lawn with an application of autumn lawn feed. Brush up any autumn leaves & put the mower away until the spring.



Section Eight

OFFICIAL FORMS

Permission Request Form

No work must commence until permission has been granted. We reserve the right to refuse permission.

Name

Address

Contact Number

Email

I am asking permission to carry out the following to my property:

Erect a shed

Changing/installing fencing

Alter light fittings

Install a satellite dish

Wall brackets

Pets

Laying flags

Lopping/topping a tree

Other:

Please provide details on the location of the item(s) and how many you propose to install/erect? (if applicable)

Please give details regarding the size/materials of the item(s)? (if applicable)

Please give details regarding what the use of the item(s)? (if applicable)

Who will be carrying out the work? (if applicable)

Please state all pets you wish to keep at your property full time? (if applicable)

Please provide any further details, if not already provided

Sign:

Date:

Admin Charges

Description	Fee
Resales/Landlords Enquiries (Flats and Apartments)	£180.00
Resales/Landlords Enquiries (Shared Ownership houses & Management Companies)	£180.00
Resale/Landlords further enquiries	£100.00
100% leaseholder remortgage enquiries	£75.00
Owner occupier sale enquires (Freeholders with covenants / estate charges)	£125.00
Notice of transfer	£60.00
Notice of charge	£60.00
Deed of covenant	£75.00
Copy lease (from LR)	£60.00
Copy of lease if held in our records	£35.00
Insurance policy document	£0.00
Standard valuation fee (basic market valuation)	£175-250
Lease extension/enfranchisement legal costs	circa £400
Lease extension admin fee	£150.00
Additional lease extension fee for set up of new lease	£100.00
Lease extension valuation fee (Sec 42 Notice)	£600.00
Lease extension valuation fee (informal)	£400.00
Home improvements (permission request – basic)	£50.00
Home improvements (permission request – complex)	£80.00
Home improvements (Survey in respect of alterations)	£125.00
Home improvements (Survey and licence)	£125.00
New lease plan drafting	£550.00
Rent reference – Right to buy/acquire	£50.00
Retrospective consent with surveyor visit	£125.00
Deed of postponement	£120.00
Deed of variation/rectification administration fee	£250.00
Remortgaging and further advance fees	£100.00
Buying more shares/staircasing	Please contact us
Equity loan transfers, licence to assign	£100.00
Major works management fee	up to 15% of contract costs
Notice to sublet	£100.00
Consents (standard i.e. pets, aerial etc) Pets/sheds would come under tenancy management	£100.00
Consents (sub letting and agreed extension etc)	£100.00
Credit check – Single	£60.00
Credit check – Couple	£90.00
Certificate of Compliance	£50.00
Purchase of Freeholds (Admin charge and consent)	£150.00
Purchase of Freehold (Legal Fees)	£400.00
Land sales (Admin Fees)	£150.00
Admin Fee to administer resale of Shared Ownership property	£125.00
Additional fees for complex/legal resale requirements	Please contact us