

HOME USER MANUAL

FOR SALE

Birnam Mews
Oak Road
Tiddington
Stratford-upon-Avon
Version 1.1

Contents

SECTION/TITLE	PAGE NO.
1. Welcome to Your New Home	4
2. Frequently Asked Questions	6
3. Documents for You to Keep	8
Useful Property Information	8
Finishes Specification	9
4. Register as a Customer for Services	20
5. Getting to Know Your New Home	21
Refuse and Recycling Collection	21
Secure Cycle Storage	22
Fibre Integrated reception system - FIRS System	22
6. Getting to Know Your Area	23
Local Allotments	24
Public Open Spaces (POS's)	24
Local Facilities	25
Public Services	25
7. Locating Equipment	26
8. Utility Services Information & Operating Instructions	28
Electricity	28
Water	30
Heating and Hot Water: Conventional Boiler	32
9. Operating Instructions (Please note images may differ from home to home)	38
Telephone & TV Connection	38
Ventilation	41
10. Advice on Looking After Your Home	46
11. Safety & Improvements to your Home	50
12. Controlling Legionella in Your Home	60
13. How to Report a Repair	62
14. L&Q New Home Warranty	63
Warranty for items in your home	64
15. Response Times for Repairs	65
16. End of Builder Liability	66
17. Energy Efficient Features of your Home	67
18. Saving Energy and Reducing Bills	68
19. Saving Water	70
20. Switching Supplier	71
21. Energy Labels Explained	72
22. Home Security	73
23. Home Fire Safety Guide	74
24. Translations	78
25. Notes	79



1.

Welcome to Your New Home

L&Q AFTERCARE



If you call us from a mobile phone, you may find it cheaper to call:

0300 456 9998 option 1, then 2, then 1

**The L&Q Aftercare Direct
Phone Number is:
0208 189 7440**



Alternatively, log your issue on the L&Q website

www.lqgroup.org.uk

You can also email the team:

lqaftercarecounties@lqgroup.org.uk

Dear Customer,

Welcome to your new home.

At L&Q we take pride in creating homes and communities we can be proud of and are delighted that you have chosen us to provide your new home.

We are committed to providing quality homes, the information contained within this manual is intended to help you make the most of your new home.

As part of our quality homes, we are using the Stewart Milne Sigma II system on a timber frame structure, which as a homeowner will provide you with many benefits for years to come. This uses pre-insulated closed panel timber frame technology, to provide high levels of energy efficiency throughout the building.

Please take the time to familiarise yourself with the contents of this manual. It contains a lot of helpful and useful information which will enhance your enjoyment of your home and the surrounding area.

For detailed guidance on operating equipment (such as heating controls) refer to **Operating Instructions** of this manual.

Should you need to report a problem with your new home contact L&Q (see info panel on the left)



2.

Frequently Asked Questions

QUESTIONS

Q: How do I organise an aerial / dish and get the TV working?

Q: Which day are the bin collections?

Q: Do I need to take out insurance for my property?

ANSWERS

A Fibre Integrated Reception System has been installed onsite. This means there is no need to install a dish to your home as this is all fed through Fibre into the home.

If you wish to have items such as Sky installed in your property, please see page 22 for further information.

In order for the TV to work, all you will need to do is plug your TV into the Media Plate supplied and away you go.

Your bins will be collected by Stratford-upon-Avon Refuse Service every Thursday. The weeks will alternate between General Refuse and Recycling. For further information on your bin collections and bins please see page 21

The general position is that customers are responsible for taking out content's insurance for their home, but L&Q takes care of the building's insurance (the cost is recovered through rent and service charges depending on whether you own or rent). This is the case for both rent and sale schemes.

If you have purchased a house (where you have 100% ownership) you will be responsible for both contents and buildings insurance.

In addition to the insurance referred to, all new homes we build are covered by insurance for ten years – this is an insurance that the developer who built the property has to take out to cover any major problems in the building. The most common insurance is through the NHBC (National House Builders Council).

In the event of a major problem being identified, L&Q would normally be responsible for making any claim in consultation with customers.

If you have purchased your home and hold the NHBC Certificate, then you should pursue any claims with the NHBC on 0800 035 6422 or visit www.nhbc.co.uk for further information. This insurance is separate from the normal building's insurance.

QUESTIONS

Q: Who do I contact within the first 2 years of ownership for queries or questions regarding my property?

ANSWERS

Within the first 2 years of ownership, please contact the L&Q Aftercare Team.

Their contact details are as follows:

Email: lqaftercarecounties@lqgroup.org.uk

Telephone: 0300 456 9998 option 1, then 2, then 1

Website: www.lqgroup.org.uk

Once the 2nd year warranty period is about to expire, you will receive a letter advising of this and further contact details.

Who do I contact outside of working hours for an emergency?

If you experience an issue with your property outside of normal working hours, please contact L&Q on the same number. A member of the team will take your call and if the issue is deemed as an emergency, we will do all we can to ensure the property is made safe. The following day we will send someone out to rectify the issue for you. (subject to parts availability etc)

IMPORTANT – IF YOU SMELL GAS

If you smell Gas and think there could be a leak, close off the gas control valve and contact **National Grid** immediately on **0800 111 999**

IMPORTANT – IF YOU SPOT A WATER LEAK

Gas leak

Open all windows and extinguish any naked flames such as cigarettes

Do not use anything electrical as this could cause a spark

Water leak

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

Turn off the main stopcock located under the kitchen sink, an image of this can be found in the Utility Services Information Section on Page 31 and contact **L&Q Aftercare Team** on **0300 456 9998**.

3.

Documents for You to Keep

- Please find enclosed the following certificates/ documents:
- Gas and Electrical Certificates
 - Energy Performance Certificate
 - Secure by Design
 - NHBC Warranty
 - Building Control Certificate

USEFUL PROPERTY INFORMATION

Keys

ITEM	REFERENCE	MANUFACTURER / SUPPLIER
Window keys		
Front door keys		
Meter box keys		
Bin store – Applicable to 1 Bedroom Homes		
Bike store – Applicable to 1 Bedroom Homes		
Patio Door Keys		
Bike Shed Key		

FINISHES SPECIFICATION

Kitchen Specification

Nobilia are the suppliers of your kitchen and appliances. If you have any queries or require replacement items in future, please contact them on – 01422 889100

TYPE	ITEM	MAKE	COLOUR
Classic Specification - Ivory	Base and Tall Units	Nobilia – Select Range	Handle less Honed Ivory 418
Classic Specification - Ivory	Base and Tall Unit & Carcass	Nobilia – Select Range	Handle less Ivory Matt 120
Classic Specification - Ivory	Wall Unit Carcass & Wall Unit Panel	Nobilia – Select Range	Handleless Ivory Matt 120
Classic Specification - Ivory	Wall Units	Nobilia – Select Range	Handleless Honed Ivory 418
Classic Specification - Ivory	Wall Unit Carcass & Wall Unit Panel	Nobilia – Select Range	Handleless Ivory Matt 120
Classic Specification - Ivory	Kitchen Upstand	Nobilia – Select Range	268 Haveland Oak Reproduction (Only available until 13/12/2019)
Classic Specification - Ivory	Worktop & Worktop Edge	Nobilia – Select Range	268 Haveland Oak Reproduction (Only available until 13/12/2019)
Classic Specification - Ivory	Plinth	Nobilia – Select Range	Handleless Ivory Matt 120
Classic Specification - Ivory	Kitchen Upstand	Nobilia – Select Range	Sanremo Oak Reproduction 078(Available After 13/12/2019)
Classic Specification - Ivory	Worktop & Worktop Edge	Nobilia – Select Range	Sanremo Oak Reproduction 078(Available After 13/12/2019)
Classic Specification - Ivory	Handles	Nobilia – Select Range	Linen Recessed Handles No 002

Classic Specification - Ivory	Base Units, Tall Units & Wall Units	Nobilia – Select Range	Mineral Grey Matt 413 (Available until 13/12/2019)
Classic Specification – Grey	Base and Tall Unit Panel & Carcass, Wall Unit Carcass, Unit Panels and Plinths	Nobilia – Select Range	Handle less Mineral Grey Matt 075 (Available until 13/12/2019)
Classic Specification - Grey	Base/Tall Units & Panels	Nobilia – Select Range	Handle less Stone Grey Supermatt 341 (Available from 16/12/2019)
Classic Specification - Grey	Base Unit/Tall Unit Carcass, Wall Unit Carcass	Nobilia – Select Range	Handle less Stone-Grey Décor 089 (Available from 16/12/2019)
Classic Specification – Grey	Wall Units & Panel	Nobilia – Select Range	Handle less Stone Grey Supermatt 341 (Available from 16/12/2019)
Classic Specification – Grey	Kitchen Upstand &	Nobilia – Select Range	Ceramic Grey Reproduction 375
Classic Specification – Grey	Kitchen Upstand & Worktop Edge	Nobilia – Select Range	Limestone Reproduction 376 (Available After 16/12/2019)
Premium Specification – Ivory	Base Units, Tall Units & Wall Units	Nobilia – Select Range	Honed Ivory 418
Premium Specification – Ivory	Base Units, Tall Units & Carcass	Nobilia – Select Range	Handle less Ivory Matt 120
Premium Specification – Ivory	Wall Unit Panel	Nobilia – Select Range	Handle less Ivory Matt 120
Premium Specification – Ivory	Glass Splashback	Nobilia – Select Range	Handleless Ivory Satin
Premium Specification – Ivory	Worktop & Upstand	Nobilia – Select Range	Stone Resin Iron Bark
Premium Specification – Ivory	Handles	Nobilia – Select Range	Linen Recessed Handle 002

Premium Specification – Grey	Base, Tall & Wall Units	Nobilis – Select Range	Handle less Mineral Grey Matt 413 (Available until 13/12/2019)
Premium Specification – Grey	Base, Tall & Wall Units Carcass & Units Panel	Nobilis – Select Range	Handle less Mineral Grey Matt 075 (Available until 13/12/2019)
Premium Specification – Grey	Plinth & Wall Unit Panels	Nobilis – Select Range	Handle less Mineral Grey Matt 075 (Available until 13/12/2019)
Premium Specification – Grey	Base & Tall Units, Plinth & Unit Panel, Wall Units	Nobilis – Select Range	Handle less Stone Grey Supermatt 341 (Available from 16/12/2019)
Premium Specification – Grey	Base Unit & Tall Unit Carcass, Wall Unit Carcass	Nobilis – Select Range	Handle less Stone-Grey Décor 089 (Available from 16/12/2019)
Premium Specification – Grey	Glass Splashback	Nobilis – Select Range	Glass Splashback – Dove Grey
Premium Specification – Grey	Kitchen Upstand & Worktop	Nobilis – Select Range	Stone Resin – Snowy Ibiza
Premium Specification – Grey	Handles	Nobilis – Select Range	Linen Recessed Handle

Bathroom Specification

LOCATION & TYPE	ITEM	MAKE	DESCRIPTION/REFERENCE
Bathroom – Classic Specification	Bath	Ideal Standard	S183701 Sandringham 21 No Tap holes, Anti Slip Finish
Bathroom – Classic Specification	Bath panel & Basin Access panel	Amari	Truffle Sonoma Oak
Bathroom – Classic Specification	Bath filler & pop waste	Vado	WG-81389 – C/P – Push Type Bath Filler Waste & Overflow
Bathroom – Classic Specification	Bath Screen	Merlyn	MB3 – 6mm Bath screen

Bathroom – Classic Specification	Basin	Ideal Standard	Studio Echo – E159401 White Semi Recessed Basin 550x440
Bathroom – Classic Specification	Basin taps	Vado	PHO-100/CC-FR/5C-P- photon Mono Basin Mixer with Universal Waste and 5L/M Flow Regulator
Bathroom – Classic Specification	WC push plate	Geberit	Geberit Flush Plate Kappa 50
Bathroom – Classic Specification	WC – Cistern	Geberit	Kappa Concealed Cistern
Bathroom – Classic Specification	WC	Ideal Standard	WC: T353501, Seat: T352701 – Tesi Inc Soft Seat & Cover Back to Wall Floor Mounted
Bathroom – Classic Specification	Shower 2 Way Thermostatic Valve	Vado	CON-BV048D/2-BR – Concealed part for 2 outlet Thermostatic Shower Valve
Bathroom – Classic Specification	Shower Rail Kit	Vado	Evo – MFSRK-FR6-DC-C/P – Evolve Multi-function slide Rail Kit with 6m flow regulator
Bathroom – Classic Specification	Shower Wall Outlet	Vado	ELE-Outlet-C/P – Elements Wall Outlet
En suite – Classic Specification	Basin	Ideal Standard	Studio Echo E159401 White Semi Recessed Basin 550x440
En suite – Classic Specification	Basin taps	Vado	PHO-100/CC-FR/5/C-P Photon Mono Basin Mixer with Universal Waste and 5L/M Flow Regulator
En suite – Classic Specification	WC	Ideal Standard	WC: T353501, Seat: T352701 – Tesi Inc Soft Seat & Cover Back to Wall Floor Mounted
En suite – Classic Specification	WC – Cistern	Geberit	Kappa Concealed Cistern 15cm. 6/3 Litres 82cm High
En suite – Classic Specification	Access Panel	Amari	Truffle Sonoma Oak – R20031RU
En suite – Classic Specification	WC – Push plate	Geberit	Kappa 50 for Dual Flush Chrome Finish
En suite – Classic Specification	Shower 2 Way Diverter	Vado	CON-BV048D/2-BR – Concealed for 2-part outlets
En suite – Classic Specification	Shower Rail Kit	Vado	EVO-MFSRK-FR6-DC-C/P Evolve Multi-Function Slide Rail Kit with 6L/M Flow Regulator

En suite – Classic Specification	Shower Wall Outlet	Vado	ELE-Outlet C/P – Elements Wall Outlet
En suite – Classic Specification	Shower Fixed Head	Vado	AQB-RO/20-FR/9-C/P- Aquablade Round 200mm Shower Head with 9L/M Flow Regulator
En suite – Classic Specification	Shower Tray	Vado	4 Upstand Tray 1200x760 S1276RTUP
En suite – Classic Specification	Shower enclosure – Sliding Door	Merlyn	Ionic Express Sliding Door with Side Panel Enclosure
Cloakroom – Classic Specification	WC	Ideal Standard	WC: T353501 Seat: T352701 – Tesi WC Inc Soft Seat & Cover Back to Wall Mounted
Cloakroom – Classic Specification	Cistern	Geberit	Kappa Concealed Cistern 15cm, 6/3 Litres 82cm High
Cloakroom – Classic Specification	Flush Plate	Geberit	Kappa 50 for Dual Flush
Cloakroom – Classic	Basin	Ideal Standard	Echo E159401 – White Semi Recessed Basin 550x440
Cloakroom – Classic Specification	Bottle Trap	Vado	PEX-460/UK-1.1/4-C/P Chrome Finish
Cloakroom – Classic Specification	Basin Taps	Vado	PHO-100/CC-FR/5/C-P Photon. Chrome Finish
Cloakroom – Classic Specification	Access Panel	Amari	Truffle Sonoma Oak – R20031RU
Bathroom – Premium Specification	Bath	Ideal Standard	Sandringham 21 S183701 21 No Tapholes, Anti Slip Finish
Bathroom – Premium Specification	Bath panel & Basin Access panel	Amari	Truffle Sonoma Oak – R20031RU
Bathroom – Premium Specification	Bath filler & pop waste	Vado	WG-81389/SQ-C/Psquare Push Type Bath Filler Waste & Overflow
Bathroom – Premium Specification	Bath Screen	Merlyn	MB8 – Two Panel Folding Bath Screen – 8mm Toughened Glass
Bathroom – Premium Specification	Basin	Sottini	Fusaro Basin, Semi Countertop Basin – U858901

Bathroom – Premium Specification	Basin taps	Vado	PHA-200/CC-FR/5-C-P Phase Mono Basin Mixer with Universal Waste & 51/m Flow Regulator
Bathroom – Premium Specification	WC push plate	Geberit	Kappa 50 Flush Plate for Dual Flush
Bathroom – Premium Specification	WC – Cistern	Geberit	Kappa Concealed Cistern 15cm 6/3 Litres 82cm High
Bathroom – Premium Specification	WC	Sottini	WC: U836101 Seat: U836401 Sottini Turano Wall Mounted with Soft Close Seat
Bathroom – Premium Specification	Shower 2 Way Diverter	Vado	Mix-148D/2-Trim-C/P Mix 2 outlet Trim to Suit Thermostatic Shower Valve
Bathroom – Premium Specification	Shower Rail Kit	Vado	NEB-MFSRK/SQ/B-FR6-DB-CP Nebula Square Multi-Function Slide Rail Kit with Smooth Hose
Bathroom – Premium Specification	Shower Wall Outlet	Vado	Ins-Outlet-C/P Instinct Wall Outlet
En suite – Premium Specification	Basin	Sottini	Fusaro Basin Semi Countertop Basin – U858901
En suite – Premium Specification	Basin taps	Vado	PHA-220/CC-FR/5-C/P Mono Basin Mixer with Universal Waste
En suite – Premium Specification	WC	Sottini	WC: U836101 Seat: U836401 Sottini Turano Wall Mounted with Soft Close Seat
En suite – Premium Specification	WC – Cistern	Geberit	Kappa Concealed Cistern 15cm 6/3 Litres 82cm High
En suite – Premium Specification	Access Panel	Amari	Truffle Sonoma Oak – R20031RU
En suite – Premium Specification	WC – flush plate	Geberit	Kappa 50 Flush Plate for Dual Flush
En suite – Premium Specification	Shower 2 Way Diverter	Vado	Mix-148D/2-Trim-C/P Mix 2 outlet Trim to Suit Thermostatic Shower Valve
En suite – Premium Specification	Shower Rail Kit	Vado	NEB-MFSRK/SQ/B-FR6-DB-CP Nebula Square Multi-Function Slide Rail Kit with Smooth Hose

En suite – Premium Specification	Shower Wall Outlet	Vado	Ins-Outlet-C/P – Instinct Wall outlet
En suite – Premium Specification	Shower Fixed Head	Vado	AQB-SQ/20-FR/9-C/P Aquablade Squire 200mm Showerhead with 9L/M Flow Regulator
En suite – Premium Specification	Shower Tray	Merlyn	Touchstone 4 Upstand Tray S1276RTUP
En suite – Premium Specification	Shower enclosure – Sliding Door	Merlyn	Ionic Express – Sliding Door – Chrome Finish
Cloakroom – Premium Specification	WC	Sottini	WC: U836101 Seat: U836401 Sottini Turano Wall Mounted with Soft Close Seat
Cloakroom – Premium Specification	Cistern	Geberit	Kappa Concealed Cistern 15cm 6/3 Litres 82cm High
Cloakroom – Premium Specification	Flush Plate	Geberit	Kappa 50 Flush Plate for Dual Flush
Cloakroom – Premium Specification	Basin	Sottini	Fusaro Basin Semi Countertop Basin – U858901
Cloakroom – Premium Specification	Bottle Trap	Vado	Square Contemporary Bottle Trap – PEX-461/SQ-1.1/4-C/P
Cloakroom – Premium Specification	Basin Taps	Vado	PHA-220/CC-FR/5-C/P Mono Basin Mixer with Universal Waste
Cloakroom – Premium Specification	Access Panel	Amari	Truffle Sonoma Oak – R20031RU

Flooring Specification

LOCATION	ITEM	MAKE	COLOUR
Bedroom, Upstairs hallway, Lounge, Dining Room – Premium Specification	Grey option	CFS	Sarabi Range – Zanzibar 910
Bedroom, Upstairs hallway, Lounge, Dining Room – Premium Specification	Ivory option	CFS	Sarabi Range – Wheat Field 640
Bathroom, En-suite & Cloakroom – Premium Specification	Grey option	Johnson Tiles	Hudson Manhattan Natural - HUDS3N

Bathroom, En-suite & Cloakroom – Premium Specification	Ivory option	Johnson Tiles	Hudson New Jersey Natural - HUDS2N
Ground Floor Hallway, Kitchen & Cupboard – Premium Specification	Grey option	Johnson Tiles	Boundary Castlerock Lapato - BON04L
Ground Floor Hallway, Kitchen & Cupboard – Premium Specification	Ivory option	Johnson Tiles	Boundary Dune Lapato - BON02L
Bedroom, Upstairs hallway – Classic Specification	Grey option	CFS	Silk Harmony - Silver 714
Bedroom, Upstairs hallway – Classic Specification	Ivory option	CFS	Serenade - HEMP
Ground Floor Hallway, Kitchen, Lounge & Cloakroom, Cupboards – Classic Specification	Ivory option	Amtico	Tico SS5W2531 Spacia Range "Sun Bleached Oak"
Ground Floor Hallway, Kitchen, Lounge & Cloakroom, Cupboards – Classic Specification	Grey option	Amtico	TICO SS5W2550 Spacia Range "Nordic Oak"
Bathroom & En-suite – Classic Specification	Grey option	Johnson Tiles	Hudson Manhattan Natural - HUDS3N
Bathroom & En-suite – Classic Specification	Ivory option	Johnson Tiles	Hudson New Jersey Natural - HUDS2N

Paint/ Wall Tiling Specification

Classic & Premium Specification – Grey Option	Bedroom wall, ceiling & skirting	Dulux - Supermatt grey steel 3 emulsion	Grey
Classic & Premium Specification – Ivory Option	Kitchen wall, ceiling & skirting	Dulux - Supermatt Off White Emulsion	Jasmine white
Classic & Premium Specification – All Colour Choices	Ceiling finish	Dulux – Matt Emulsion	White
Classic & Premium Specification - All Colour Choices	Wall finish	Dulux – Supermatt Emulsion	Off-White
Classic & Premium Specification - All Colour Choices	Skirting finish	Dulux – Satinwood	White

Classic & Premium Specification - Grey	Bathroom & En suite, Cloakroom – Wall tiles – option 1	Johnson Tiles	Hudson Manhattan rockfall – HUDS3R – Grey
Classic & Premium Specification - Ivory	Bathroom & En suite, Cloakroom – Wall tiles – option 2	Johnson Tiles	Hudson jersey Rockfall – Beige

Joinery & Ironmongery Specification

Classic & Premium Specification	Internal Doors	Stairways/L20 Doors – residor/premdor doorset interior four panel moulded semi solid core – hinges & bathroom locks where applicable	White base coat
Internal door handles – Classic Specification	Internal Door Handles	Carlisle Brass – SZA6013SQSNC – 105mm level on 50mm sprung	Satin Nickel finish
Internal door handles – Premium Specification	Internal Door Handles	Carlisle Brass – SZA6013SQSNC – 105mm level on 50mm sprung	Satin Nickel finish
Classic & Premium Specification	Wardrobes	Stairways/Staircraft – small sensor light – bespoke	White base coat
Classic & Premium Specification	Stairs	Stringers – redwood 220 x 28 treads – risers – plywood 9mm – flat bullnosed handrail – redwood – 58 x 44mm moulded crown pattern	White primed

Appliances and Controls

LOCATION & MANUFACTURER	DESCRIPTION	MODEL
-------------------------	-------------	-------

CLASSIC APPLIANCE SPECIFICATION

Kitchen - CDA	Sink – bowl & half sink – stainless steel	KA32SS
Kitchen - CDA	Taps -Monoblock sink – chrome	TC55CH
Kitchen - Nobilia	Select range – trend tray	BE60
Kitchen - Nobilia	Lighting – LED built-in surface mounted	LMOON – chrome
Kitchen - Beko	Oven –multi function – split & cook – 60cm – black	BVM34500BM
Kitchen - Beko	Hob – electric 60cm – touch control – 60cm – black	HII6400AT
Kitchen - Beko (Canopy Option)	Extractor Hood –60cm telescopic hood with recirculating filters	HNT61210
Kitchen - Beko	Washing Machine – white – 85cm x 60cm	WDIY854310F
Kitchen - Beko	Fridge Freezer – 70/30 fridge freezer, frost free – white	BCB7030F
Kitchen - Beko	Dishwasher – 12 place settings - -60cm – white	DIN15310

PREMIUM APPLIANCE SPECIFICATION

Kitchen - CDA	Sink – bowl & half sink – stainless steel	KA32SS
Kitchen - CDA	Taps -Monoblock sink – chrome	TC55CH
Kitchen - Nobilia	Select range – trend tray	BE60
Kitchen - Nobilia	Lighting – LED built-in surface mounted	LMOON – chrome
Kitchen – Grundig	Option 1 – Oven – black – 60cm	GEBM45003B
Kitchen – Grundig	Option 2 – Oven -multifunction – black – 44 ltr – 60cm	GEKW47000B
Kitchen – Grundig	Induction Hob – touch slider control flexi zone	GIEI824470HX
Kitchen – Grundig	T-Shape Extractor hood with charcoal filter 3 speed	GDK5774BB
Kitchen – Grundig	Washer dryer	GWD59400CW
Kitchen – Blomberg	Optional – fridge – auto defrost	SSM1351
Kitchen – Blomberg	Optional – freezer – auto defrost	FNM1541i

Kitchen – Grundig	Dishwasher – 5 programmes – 12 ltrs water – 60cm	GNV22620
-------------------	--	----------

ELECTRICAL/ UTILITY SPECIFICATION (CLASSIC & PREMIUM)

Bedroom & Lounge - Deta	TV & Media – Deta Slimline range white plastic media plate	Slimline - S1987
All – Deta (Premium only)	Sockets – stainless steel	Ultra Screwless 8532SS
Bathroom & En suite – Deta (Classic only)	Shaver socket – white plastic shaver socket	Slimline - S1305
Bathroom & En suite - Deta (Premium only)	Shaver socket – Ultimate screwless flat plate media place – stainless steel	Ultimate Screwless 8571SS
Bedroom – Deta	Lighting – Pendant & Battens with Decorative Cover – Matt white	V1278 - T2 RATED
Lounge – Deta	Lighting – Pendant & Battens with Decorative Cover – Matt white	V1278 - T2 RATED
Hall/stairs – Deta	Lighting – Pendant & Battens with Decorative Cover – Matt white	V1278 - T2 RATED
Bathroom & En suite – JCC	Lighting – Downlight – Non-Dimmable IP65 RATED - White	JC1001
Various – Assure Boilers	AssureCombi Boiler	White combi boiler
Various – Honeywell	Carbon monoxide detectors	XC70 – white
Various – Honeywell	Smoke/Heat detectors	XS100-EN – white
All – Myson (Classic only)	Thermostat – programmable room thermostat	MPRT
All – Myson (Premium only)	Wall Thermostat – TOUCH II Wi-Fi – 2 zone - white	T2WiFi
All bathrooms – Towelrads Ltd	Towel rail – duel fuel TVR corner valve	129022 – chrome

4. Register as a Customer for Services

Remember when you move into your new home, you must register with the various service providers such as gas and electricity companies.

You will also need to register with a telecom service provider to access your phone line. To find out which service providers are in your area you can visit www.ofnl.co.uk

Call the services listed below to register as the customer for your home. You will probably need to give the relevant meter reading number. This will also be provided on your key handover form.

ELECTRICITY	EMERGENCIES	MPAN NO	METER NUMBER
SSE - 0345 026 2658 www.sse.co.uk/help/contact-us	0345 076 7646		
GAS	EMERGENCIES	MPRN NO	METER NUMBER
SSE - 0345 026 2658 www.sse.co.uk/help/contact-us	0800 111 999 (National Gas Emergency Number)		
WATER	EMERGENCIES	WEBSITE	
Severn Trent	0800 783 4444	www.stwater.co.uk	
FIBRE NETWORK	MAIN NUMBER	WEBSITE	
OFNL There are 7 broadband service providers which residents can choose from. Refer to customer packs provided or visit the OFNL website link to make necessary arrangements	0291678550	www.ofnl.co.uk/residents-businesses/available-isps	
COUNCIL TAX	MAIN NUMBER	WEBSITE	
Stratford-Upon-Avon Council	01789 267575	www.stratford.gov.uk/council-tax	

5.

Getting to Know Your New Home

REFUSE AND RECYCLING COLLECTION

Your local authority is responsible for the collection of your refuse and recycling.

Typically, 3 wheelie bins are provided by L&Q.

Your general refuse is collected every other Thursday. Please ensure bins are placed in clear sight at the end of your driveway on collection day. All rubbish should be bagged and placed in the bins provided. Rubbish left on the floor will not be collected and will attract vermin.

For further information on general waste and recycling in your area, please visit www.stratford.gov.uk/waste-recycling/when-we-collect.cfm

Any problems with refuse collection should be reported directly to Stratford-Upon-Avon Council – Tel: 01789 267575

Your recycling is collected every other Thursday. Please ensure that recycling is placed in the appropriate recycling bins/bags or it will not be collected. Further details of what can be recycled, bulky refuse collections, etc. can be found on www.stratford.gov.uk/waste-recycling website.

PUTTING YOUR BINS OUT FOR COLLECTION

Please place your wheeled bins (or equivalent receptacles) at your property boundary with their lids down, clearly visible to the collection crews, by 06:00 on your collection day.

SECURE CYCLE STORAGE

1-bedroom homes are provided with a communal cycle store. There is one space per home.

Please ensure that you lock your bike to the rack provided and lock the cycle store door behind you. Cycles are/ will be stored at own risk. **Please note, it is the homeowner's responsibility to fit the adequate anti-theft devices if they wish to store a bike within the provided stores.**

All other properties are provided with a cycle storing shed in the garden.

FIBRE INTEGRATED RECEPTION SYSTEM - FIRS SYSTEM

There has been a FIRS System installed onsite here at Tiddington.

This system provides TV signals without needing an individual aerial in your home or satellite dish. There is a restriction on the erection of aerials and satellite dishes to your home. The communal system is provided to avoid this being necessary. Please note – this is a shared system throughout the development and uses fibre to deliver the network to your home. For further information, please see the envelope provided or visit: <https://www.ofnl.co.uk/>

GARDEN MAINTENANCE

The maintenance of the grass in your front and rear gardens will be your responsibility for the duration of owning your home. Alongside this, it will be your responsibility to water and maintain both your front and rear gardens i.e. watering of the plants. There will be an outside tap provided as part of your new home to assist with this. Please note there may be hose pipe restrictions in your area – please check this especially in the summer/hotter periods.

6.

Getting to Know Your Area

HELPLINES

NATIONAL TRAVELINE

Tel: 0871 200 2233

www.traveline.org.uk

NATIONAL RAIL

Tel: 0845 748 4950 or

textphone 0845 605 0600

www.nationalrail.co.uk

SUSTRANS

(Sustainable transport,
cycle storage, safe routes
to school and cycle networks)

Tel: 0845 113 0065

www.sustrans.org.uk

NATIONAL PARK AND RIDE

www.parkandride.net

The information in this section is to help you gain knowledge of your new local area and includes information on public transport, local amenities and services.

Your nearest public transport facilities are:

BUS

Oak Road, Tiddington

For further bus routes please visit: www.stagecoachbus.com

TRAIN

Stratford upon Avon Train
Station
(2.7 miles)

Links to:

Birmingham Moor Street (~50
min)

London Marylebone (~2hrs 9
min)

Stratford Parkway Station
(4 miles)

Links to:

Birmingham Moor Street (~50
min)

London Marylebone (~2hrs 5
min)

~~London Euston / 2 hrs 12 min~~

LIFT SHARE (UK'S LARGEST CAR SHARING SCHEME – OTHERS ARE AVAILABLE)

Address:

liftshare.com Ltd, Butterfly Hall,
Attleborough, Norfolk, NR17 1AB

Tel: 01603 389321

www.liftshare.org

LOCAL ALLOTMENTS

Situated between Tiddington and Alveston, there are a small number of allotments for people to enjoy.

Residents of Birnam Mews will be eligible for a plot on here, please note there may be a small waiting list to join.

A Half Plot on the site (250 Square Metres) is currently around £32.00 per annum, including rent, water, PL insurance and membership.

If you would like to apply for an allotment, please visit the below website.

www.alvestontiddingtonallotments.wordpress.com

The website will also provide you with other information such as Newsletters and Event Information.

PUBLIC OPEN SPACES (POS'S)

There are two public open spaces at Scarrots Street and Claude Eliot Way which are available to residents. These two POS's also offer enclosed play areas where young children (aged 5 and under) can safely explore natural play equipment which includes a Timber play Riko Railway, Timberplay Balance Beam and a Timber Climbing Structure under appropriate supervision. No pets are allowed in these two POS's.

On the south side of Birnam Mews, there is an additional large open space for public use. Dogs are also welcomed here, and a dog waste bin is provided to ensure the development is kept clean and tidy.

LOCAL FACILITIES

There are a range of local facilities available for all groups and ages. These include:

- Local community centre located on Tiddington Road. Please see www.tiddingtoncommunitycentre.org.uk
- Scouts, Cubs, Beavers, Rainbows, Brownies and Guides groups Please see www.ggw.org.uk/stratford-on-avon
- Stratford Upon Avon Town Centre
- Royal Shakespeare Theatre located on the River Avon
- Golf clubs and spas - with a choice of the Welcombe Spa and Golf Course just a 10-minute drive away.

PUBLIC SERVICES

Don't forget to register for your important health services – Doctors, Dentist etc.

All your local practises can be found at www.nhs.uk/service-search

If you are looking to start a family or already have children, please see below a small selection of Local Schools:

Grammar Schools –

- King Edwards VI School – 2.5 miles with an Outstanding Ofsted rating
- Stratford Girls Grammar School – 3.6 miles again with an Outstanding Ofsted rating

Primary Schools –

- Alveston C of E Primary – 0.2 miles away with a Good Ofsted rating
- Bridgetown Primary School – 1.8 miles away with a Good Ofsted rating

Secondary Schools –

- Welcomes Hill School – 2.7 miles with a Good Ofsted rating
 - Stratford-upon-Avon High School – 2.9 miles with a Good Ofsted rating
-

7.

Locating Equipment

It is important to familiarise yourself with the location of various items of equipment in your home.

SERVICE ISOLATIONS

Electricity

LOCATION

A consumer unit is in either the hallway, Hallway Cupboard, Utility Room or Under stairs cupboard.

Water

Stopcocks for cold water are located in either the Kitchen sink, cupboard under the stairs or utility sink cupboard.

Gas

The isolator is in the Meter box located immediately outside the front door or to the side of the property.

METERS

Electricity

LOCATION

The Electric meter is in the electric meter box located immediately outside the front door, or to the side of the property.

Water

The meter is located in the pavement outside your property.

Gas

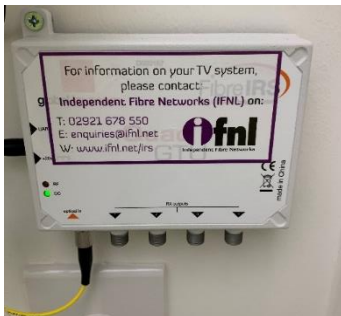
The meter is in the meter box located immediately outside the front door, or to the side of the property.

EQUIPMENT

Thermostat & Heating Controls

Heat/CO and smoke detectors

Gateway Terminal Unit



Electric Vehicle Charging Points

LOCATION

These are located in each of the heating zones – Usually within the hallway or Living room on the ground floor and either the Landing or Bedroom 1 on the first floor.

The carbon monoxide detector is located in the room where the boiler is fitted, and the heat and smoke detectors are generally fitted in the kitchen, hallway and landings.

A Gateway Terminal Unit (GTU) is connected via installing cabling to media plates (aerial sockets). It enables you to connect satellite (Sky or Freesat) or terrestrial (Freeview) set top boxes, or directly into a digital ready TV or DAB radio. The gateway terminal unit is located in the cupboard under the stairs. This unit must remain accessible for maintenance, if required.

There will be a provision within your new home (excluding 1-bedroom homes) to have an electric vehicle charging point installed. Please see page 38 for further information regarding this.

8.

Utility Services Information & Operating Instructions

ELECTRICITY

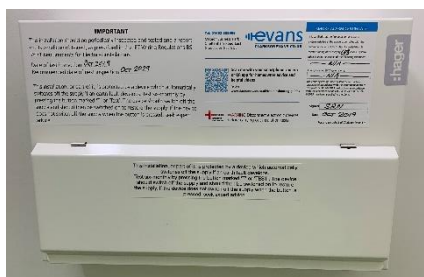
This is your consumer unit
with a mains isolator.

To switch off all power to the consumer unit flip down the bottom cover as follows:

- Switch off all power here
- Remember – UP is on and DOWN is off.
- Each circuit is clearly labelled and is protected by a residual current breaker (RCD).
- This can be reset by flicking the switch back to the (on) up position.
- These are more sensitive than fuses and may trip out even when a bulb fails; or an electrical appliance has a fault.

If an RCD trips or switches off, carry out the following:

1. Switch 'ON' the RCD. If it trips again, switch off or unplug all equipment on the circuit protected by the RCD.
2. Switch 'ON' the RCD and switch 'ON' or plug in each item of equipment in turn until the RCD trips again. Leave the faulty equipment switched off or unplugged and switch 'ON' the RCD. Call in a qualified/approved electrician to repair the faulty equipment.
3. If the RCD cannot be switched on after switching off or unplugging all equipment, contact L&Q on the telephone number provided.



What to do if you experience a power failure:

1. Check the main circuit breaker (MCB) switch in the consumer unit and reset if necessary.

To reset the residual current device (RCD) switch (the largest black switch on the board), push the switch to the off position and then back up to the on position. DO NOT force the switch into the ON position if resistance is felt and it will not stay in place leave it in the OFF position.

1. If it trips again, unplug the appliance (you suspect may have caused the problem), reset again, and try a different socket. If this also trips, it is the appliance which is faulty. Refrain from using it and get it checked by a qualified electrician.
2. If it is the property wiring that is at fault, you should contact L&Q. An electrician will then be instructed to rectify the problem.

What to do if your lights do not work:

Check the points listed below before contacting L&Q Aftercare:

1. If an area of lighting is not working, e.g. the living room check the circuit breakers in the consumer unit and reset them if necessary.
2. If a particular light is not working, check whether the bulb has blown and replace it if necessary.
3. Always replace bulbs in accordance to manufacturer's instructions.

If the problem is not the bulb, and the circuit lights have not 'tripped out', then contact L&Q Aftercare or a qualified electrician.

WATER



There is a labelled stopcock to isolate the cold-water supply. Stopcocks for cold water are located either within the Kitchen sink, utility sink or under stairs cupboard.

- Twist in a clockwise direction to turn off.
- In the event of a leak outside your property please contact L&Q.

Isolation valves are fitted to the pipe work connecting sinks, wash hand basins and other appliances such as washing machines. These should be used when servicing one of the appliances to prevent having to shut off the main water supply.



What to do if you have no water:

If possible, check if your immediate neighbours have the same problem. If there is no issue with their supply contact L&Q Aftercare within the first 2 years – after this then please contact a certified plumber.

Connection of washing machine /dishwasher



Isolation valves for washing machines and other appliances are simple coloured taps. They can be turned across the pipe to switch off the supply and turned in line with the pipe to switch on the water as shown here.



Isolation valves are located under sinks, hand wash basins and the WC are known as 'Ballofix' valves. These valves can be closed by using a small screwdriver to turn the screw a quarter turn until it faces across the valve.

What to do if you experience low water pressure:

Water pressure can vary at different times of the day. Pressure is normally higher late at night when very little water is being taken from the network and most people's taps are turned off. In the morning when people are taking a bath or shower, or watering their garden on a hot evening, there is a bigger demand for water which can cause low pressures.

What to do if water is leaking from a pipe:

Turn off the main stopcock located generally in either the Kitchen sink or Utility Sink cupboard and contact L&Q (within the first 2 years) following this, please contact a certified plumber.



The image to the left is an image of how your bathroom may look. The isolation valve for here will be located behind the access panel under the sink.

Boiler

Heating and hot water are both provided either by a combination boiler or a system boiler and indirect hot water cylinder.

Please note that there are a number of valves located beneath the boiler, please do not touch any of valves, pipe work or controls. It is important that the boiler electricity supply switch remains switched on.

What to do if the boiler is not functioning/firing:

Check the points listed below before contacting L&Q Direct.

1. Is there power to the boiler and is it turned on?
2. Has there been a power cut?
3. If there has been a power cut, press the boiler reset button when the power is back on.
4. The programmer should be on the ON position. If not, turn to the ON position.
5. Is the room thermostat too low? If so, the boiler will not come on.
6. Has the thermostat temperature been reached? The boiler should not need to come on if it has.
7. Check if the system pressure is correct and if it requires the pressure increasing or the system topping up, please see the below link to aid in this process.

The boiler as well as all other gas appliances will require servicing every 12 months by an accredited company. Gas Safety Tests and repairs must be carried out by Transco or a Gas Safe (formally CORGI) Registered Engineer.

What to do if the water is too hot

Check the point listed below before contacting the L&Q Direct:

1. Is the boiler thermostat set too high?

What to do if the water is not heating up

1. The programmer may not be on the right setting. Check and reset if necessary.
2. Make sure the boiler in the kitchen is switched to the ON Position.
3. Check the water temperature setting on the boiler is correct.

Below are some links for more information and problem-solving video's if your boiler is not functioning correctly.

Video's - <https://www.baxi.co.uk/service-and-repair/boiler-faqs>

Literature - <https://www.potterton.co.uk/literature-library#Literature1>





Premium Specification



Classic Specification



Towel Rail

Your bathroom has been installed with a towel rail connected to your heating system. There is also the option of a summer electric option if you do not wish to use your heating but still require your towel rail. This is a smart thermostat that enables the automatic control of the towel rail. Using an internal sensor, it can keep the temperature of the towel radiator to a desired value.

How do you use a Smart Thermostatic Towel Rail?

- “Comfort” mode – the thermostat keeps the towel radiators temperature at the level set by the user.
- ” Boost 2h” mode - the heating element is activated for a period of 2 hours independently. The temperature is automatically controlled so as not to exceed 65°C. At the end of the 2-hour period, the device returns to “Comfort” mode.
- “P1” and “P2” mode - The control system enters “Boost” mode for 2 hours; after that it returns into “Comfort” mode for 22 or 10 hours (configurable by the user P1 or P2) and then it enters again into “Boost” mode for 2 hours, repeating the same procedure endlessly.
- “Standby/ Antifreeze” mode - if the temperature drops below 10°C the device will automatically activate the control system in order the internal liquid freezing.

Please refer to the following document for more information.
[Smart-Thermo Element User Guide.pdf](#)

Thermostat



Classic Specification

Your heating system is dual zoned, giving you the option to heat separate rooms individually. Programmable thermostats are located throughout the various heating zones either in the hallway or living area for the ground floor zone and either on the landing or bedroom 1 for the first/second floor zone.

For further information on how to adjust the heating times and temperatures, please refer to the user manual provided.



Premium Specification

It may be that you have the Myson Touch 2 smart thermostat fitted within your property. These will be positioned as shown on the left.

For operating instructions, see Appendix for the MRPT Room Thermostat User Instructions.

For operating instructions, see Appendix for the Myson Touch 2 Thermostat User Instructions.



Thermostatic radiator valves (TRV's)

Heating within the property is provided by panel radiators, you may have a heated towel rail within the bathroom. In all instances these will be controlled by a TRV, apart from the area's where the room thermostat is positioned. Towel Rails will also have a dual fuel option which enables them to be manually operated during summer months.

Turn to the right (clockwise) to decrease temperature

Turn to the left (anti-clockwise) to increase temperature

We recommend that the TRV is never set lower than the 'frost' (*) setting, to prevent damage if the temperature falls whilst you are away from home.

Valve Markings

- The open **O** is a positive shut off setting. This should only be used if it is required to remove the radiator for decorating or maintenance purposes
- The * setting is a frost protection setting. When this setting is selected the valve will open when the temperature falls below 8°C.
- Setting I. The valve will start to open when the temperature around the valve head falls to 12°C. or below.
- Setting II. This setting approximates to 16°C.
- Setting III. This setting approximates to 20°C.
- Setting IIII. This setting approximates to 24°C.
- The solid **●** is the maximum setting.

For further information please refer to the Householder information on the use of Myson thermostatic radiator valves under the appendix.



Heatrae Mega flow System
Ready 210SB Hot Water
Cylinder

Points to remember

- To get maximum heat from the radiators, turn the room, radiators, and boiler thermostat up.
- If the heating is not wanted for some time (e.g. while you are on holiday) or if rooms are not in use, turn the thermostat to the lowest (frost) setting.
- If the temperature does turn colder, cold rooms will draw heat from heated rooms, so turning heating up in all rooms will improve comfort levels.
- Set the programmer controls to automatically switch the heating system off when your home is unoccupied (e.g. when you are at work) or at night when heating may not be necessary. The thermostats may be left at their normal setting, so that the heating system may restart automatically just prior to your return or when you rise in the morning, in accordance with the programmer settings.

What to do if rooms are too cold:

Check the following points below before contacting L&Q.

1. Is the boiler turned on?
2. Is the boiler thermostat set correctly?
3. The programmer should be on the ON period. If not, turn to the ON position.
4. Make sure the valve to each radiator is turned on.
5. Check the main room thermostat.

Plinth Heaters



It may be that you have no radiator within your kitchen. Instead you will have a plinth heater under one of your units within the plinth. The system uses a fan convector heater which relies on a fan to blow air across a heat exchanger to provide heat. Kick spaces are plumbed into the central heating system and can be used as a heater or on warmer days to blow ambient temperatures without the central heating being on. They work using either Heating Mode or Fan Only Mode. You also have the option of different fan speeds.

For further information on how this operates, please refer to the user manual under the appendix.

Electronic Vehicle Charging Point



You will find there is a full provision for electronic vehicle charging points (7kw charging rate). (Unfortunately, if you live in a one-bedroom home there is no provision for this) These will be found on either the front or side of the home dependent on the car parking bay.

Should you wish to go ahead and complete the installation, a local installation company (details are below) will take you through the whole process such as a government grant, (subject to government policy) product choices & options:

Stratford Energy Solutions

Unit 2

1 Avenue Farm Industrial Estate

Stratford upon Avon

CV37 0HR

01789 262411

www.stratfordenergy.co.uk

9.

Operating Instructions

(Please note images may differ from home to home)

TELEPHONE & TV CONNECTION



Telephone points

There is one 'master' (main) socket in your property, which is often located in the hallway/under stairs cupboard. For 1 bed houses, it is located in the cupboard on the first floor. You will need to have the telephone line activated to your property by choosing one of the 7 service providers via the OFNL website. There is normally a charge for the activation of the telephone line, which varies according to the telephone provider you choose to use.



TV & Media plate in Lounge & Bedrooms (Finish dependent on spec)



TV & Media plate in lounge & bedroom (Premium Specification)

TV

There is a main satellite/TV aerial connection panel (media plate) in the living room. Using the FIRS system on the development will mean that if you wish to have Freeview TV you will just need to plug your TV into the media plate and away you go. If you wish to have Sky TV installed, please contact the provider who will arrange this with you. Please note you will not require a Sky Dish as the Sky is delivered through the FIRS system again.

Smaller media arrangements are fitted within all bedrooms and reception rooms.

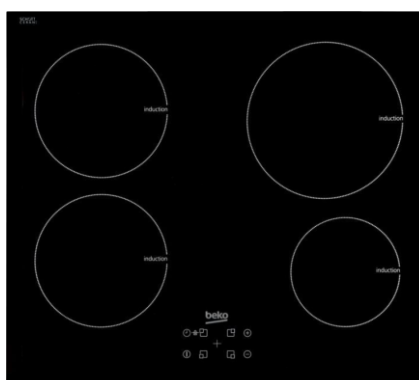
To connect all media arrangements an aerial booster may be required.



Premium Specification



Classic Specification



Cooker extractor hood

A cooker extractor hood has been installed in the kitchen. This will remove airborne grease, fumes and smoke from the air through the filter panels and up the chimney.

For use and maintenance instructions, refer to the user instruction manual.

Oven

A Beko multifunction single oven has been installed in your home. Please see the manufacturer operation and maintenance manual for further information.

Induction Hob

As part of the cooker system, an induction hob has been installed into the worktop of your kitchen. For the hob to work, you will require magnetic bottom utensils. Again, please refer to the manufacturer's operation and maintenance manual for further information.



A boost switch is provided at worktop height to control this. When cooking, the cooker extract is recommended be used to avoid excess condensation



Fridge/ Freezer

The integrated fridge installed in your home is a Beko 70:30 split fridge freezer. It has antibacterial seals to help prevent any unpleasant smells leaking out. The bottom draw has active blue light technology helping to keep your fruit and vegetables stored in here fresher for longer. For further information on recommendations for temperature settings etc please refer to the manufacturer's operation and maintenance manual.

Classic Specification



Dishwasher

A Beko dishwasher has been fitted to your kitchen. This particular model has an easy load upper basket which you can adjust the height on, a removable sliding cutlery basket and folding cup racks.

Please refer to the manufacturer's operation and maintenance manual for usage and maintenance instructions.

Premium Specification



The Premium Specification provides a different Dishwasher to your kitchen. This Dishwasher is a Grundig Appliance. This model has 5 Programmes to choose from and comes with 14 place settings.

An indicator light which illuminates onto the floor will appear when the wash cycle has finished.

For further information regarding the appliance, please see the operation and maintenance manual.



Washer/ Dryer

You will find an integrated 1400 spin washer dryer. There are many wash cycles to choose from and it has an 8kg wash and 5kg dry load capacity.

Please refer to the manufacturer's operation and maintenance manual

VENTILATION



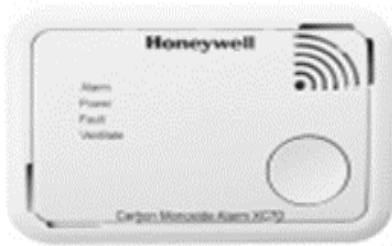
Extractor fan

Ventilation to wet areas, such as bathrooms and cloakrooms is provided by an extract fan generally wall mounted and in some cases there will be a ceiling mounted fan, linked to the room lighting.

This will over run after the light is switched off to clear the room of condensation. If there is a window in the room, the overrun feature is not present.

We do not advise that you turn the extractor fan off as this can lead to a build-up in condensation in the room.

Heat/CO and smoke alarms



Your home is fitted with a carbon monoxide alarm in the Room which contains the boiler and a combined heat/smoke detector in the hallway/Landing which are mains powered with a battery backup.

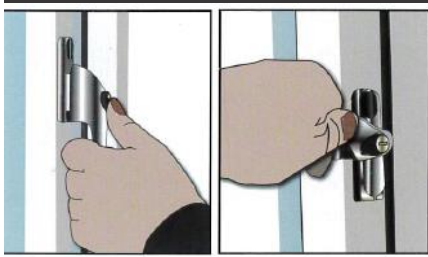
The detectors are dust sensitive and should therefore be cleaned with the vacuum cleaner nozzle on a regular basis. Please refer to the supplied instruction leaflet.

If the detector starts making a short beep/chirp sound, this is an indication that the backup battery should be replaced. In order for the detectors to work properly it is essential that batteries are changed when required.

Do not interfere or tamper with any of the alarms.

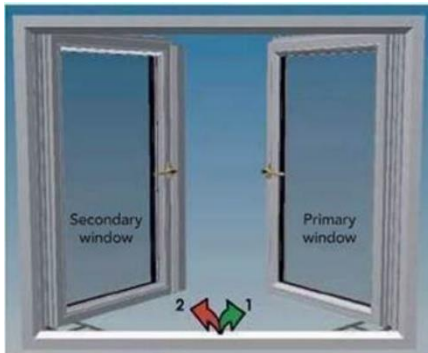


External doors & Windows



To open the windows in your home please follow the following instructions.

- If fitted, turn the key or depress the button to unlock the locking handle.
- Rotate the handle through 90° to disengage the locking mechanism and open by pushing outwards.



Double opening windows

These windows operate in the same way as a single window. It is only the opening sequence that makes them different. The main (primary) window needs to open first and close last to prevent the windows from clashing.

Tri -Stay (side opening windows)

This stay combines the features of the other stays; it has a built-in restrictor, it provides the maximum clear opening for escape, and it slides to allow cleaning.



Restricted position



Egress position



Cleaning position

- Open the window to the restricted position (If outward pressure is not maintained on the window the 'Press' button will simply relocate. This is a safety feature.)
- The fully open window will now expose a second button on both stays. Pressing these buttons will allow the window to slide sideways for easy cleaning. Be sure to slide the window sideways gently and as evenly as possible to avoid any damage to the stays. When cleaning has been completed simply slide the window carefully back to its normal position; the catch will then automatically re-engage.
- Closing the window will automatically relocate the restrictor device.



The windows in your home are also fitted with restrictors to prevent the windows from being opened too far accidentally.

To open for cleaning purposes only please follow the procedure below:

Locate the window restrictor mechanism at the side of the frame. Then push the black restrictor plate upwards to release the hook restrictor.

Please note there may be canopies under your windows – these are not made for standing on to clean your windows or a means of escape from the building.



Locking your Doors

To lock your front entrance door externally:

1. Close the door – latch engages
2. Lift the handle
3. Insert the key and turn to fully lock

To lock your door internally:

1. Close the door-latch engages
2. Lift the handle
3. Turn the lock fully



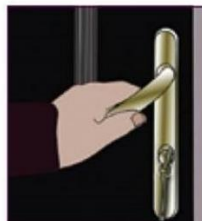
Patio Doors

These doors operate in a similar way to a single door; it is only the operating sequence that makes them different. The main (primary) door needs to open first and closed last to prevent the doors from clashing.



To open both of the patio doors:

1. Unlock the door using the key
2. Open the main door to allow access to the side of the second door.
3. Slide the top lock up and the bottom lock down.
4. You can now open the second door.



To lock the doors back up again, repeat the above in reverse.

Advice on Looking After Your Home

PLEASE NOTE:

We do not recommend your home is decorated for the first 24 months.

Any smaller cracks will be your **responsibility** to fill and re-paint.

Homes built today benefit from many improvements in construction, but all new homes still need special treatment for the first two years. This is because concrete, bricks, timber, plaster and other materials all absorb water during construction and need time to dry out.

You may not be able to feel this excess moisture, and it will not do you any harm, but it does need to evaporate slowly and be ventilated away.

Shrinkage

A brand-new home needs to dry out gradually. As the home is lived in and heated, timber and plaster will shrink, causing small cracks. Shrinkage cracks are not structurally important and can be permanently cured with normal redecoration.

Shrinkage can be kept to a minimum by:

- Maintaining a reasonably even temperature – try to use the central heating sparingly at first so that the building structure warms up and dries out gradually. This will help with energy bills too.
- Ventilating the evaporated moisture away – leave windows, or at least the trickle vents (the slotted vents in the window frame), open for as long as possible each day. Leave internal doors and doors of built in cupboards open a few inches to encourage air circulation. These should be left open at all times if practical.

Efflorescence

Another consequence of drying out may be the appearance of a white, chalky deposit on the inside or outside of walls – this is called ‘efflorescence’.

Efflorescence is caused by natural salts coming out of the wall materials and is quite normal. Salts on external walls will eventually disappear; those on internal walls can be brushed or wiped away.

If efflorescence persists internally, it may indicate a water leak. In this case, you should report this to L&Q.

Ventilation

Ventilation is the supply of ‘fresh’ outdoor air into a building and the removal of stale air from a building. It is required:

- To remove bad odours and pollutants
- To prevent condensation from becoming a problem
- For comfort in the summer months
- To aid the drying process

Some ventilation is always required to remove some of the moisture that is produced all of the time, for example by people’s breath. Extra ventilation is also needed when cooking, washing up, bathing and drying clothes. Use the ventilation system boost switch in the kitchen or open a window.

Extract grilles should be kept clean to avoid the build-up of dust and to ensure that the ventilation system is able to run freely.

Remember that extract grilles should never be blocked.

Condensation

Condensation is steam or vapour that has turned back to water on contact with cold surfaces. Mould can also form on walls or ceilings because of excess steam or vapour.

Condensation and mould can damage clothes, bedding, floor coverings, decorations and the home itself if allowed to persist. Next to shrinkage, condensation and mould are the most common problems in new homes.

Modern buildings are constructed to a high level of 'air tightness'. This is beneficial as it saves energy, however, normal daily activities produce a great deal of water vapour that may cause condensation or mould if sufficient ventilation is not provided.

To help reduce condensation and mould:

Produce less moisture

Cover pans when cooking and do not leave kettles boiling.

Put washing outside to dry when possible.

If you have a non-condensing tumble dryer, add a flexible duct to ventilate the moist air to the outside. DIY kits are available for this.

When showering keep the bathroom door closed and close it behind you when you leave the room. This will allow the extractor to remove the moist air. It also prevents it from spreading to other parts of your home.

Ventilate moisture away

Keep the window trickle ventilators open when rooms are occupied and open windows and use the ventilation system boost switch when cooking, bathing, washing up and drying clothes.

Stop moisture spreading

Keep kitchen and bathroom doors closed when cooking, washing up, bathing and drying clothes. You can also open windows or use the ventilation system boost switch.

Heating

Homes where the heating is switched off all day are more likely to suffer from condensation problems than those which are continually occupied with the heating on. This is because normal activities such as washing, or cooking are carried out in the evening when the home has not been heated for a long period.

Set the time clock on the central heating so that the home is warm by the time you return home in the evening.

Windows

Your home has double glazed windows which are unlikely to suffer from surface condensation, except perhaps temporarily in kitchens and bathrooms.

Condensation is more likely to occur on single glazed windows. If you follow the advice provided about ventilation, condensation is less likely, but if it does occur on window glass, it is best to wipe it up.

If you have double glazing, there should never be misting between the panes of glass. If there is, contact L&Q within the defect liability period.

Parking Bays

Parking bays/Driveway are laid with permeable block paving. From time to time this will need to be weeded and possibly jet washed to keep it looking like new.

Safety & Improvements to your Home

Any alteration or extension made to your home after purchase may adversely affect all or part, of your warranty. Please contact the L&Q Aftercare team if you plan to alter your home. They will then liaise with other L&Q departments if necessary.

Timber Frame Homes

The internal finishes of modern timber frame homes are similar to that of masonry construction. Ceilings and walls are generally dry lined with plasterboard, in some cases covered with a skim coat of plaster. So, you can do the simple DIY jobs like painting and wall papering your timber frame home in the same way as in any other home.

Installing services and appliances

Plumbing, heating and electrical installations have specific rules for the drilling of joists and studs, and the passage of flues and waste pipes. Due to the fire line installed, the party wall is prohibited for having any additional services applied to it.

Consult an electrician when installing lights recessed in the ceiling. These lights are a potential fire hazard because they generate heat within the ceiling. They may also transmit sound to other rooms. The Electrical Safety Council publication, Electrical installations and their impact on fire performance of buildings includes aspects unique to timber construction, available at www.esc.org.uk

Care & Maintenance

The internal fittings, fixtures and services of a timber frame home are essentially the same as those in a masonry home and require the same degree of care and maintenance.

- Boilers will require annual servicing from a professional.
- Have an electrical safety test, at least every 10 years.
- Inspect the interior of the building at least annually.

Roof space

Inspect the roof space annually to ensure that none of the ventilation paths have become blocked by insulation or nests of animals and insects. It is not recommended that anything is stored in the roof/loft area.

Ventilation

Condensation can be a problem in any home. It occurs where there is too much water vapour, not enough ventilation and cool surfaces for water to condense on.

Remove vapour at the source by fitting and maintaining exhaust fans in kitchens and bathrooms and ensure, that clothes dryers are vented to the exterior. If condensation does still occur, it will become apparent in the first instance on the glazing. This indicates that there is insufficient ventilation and opening the window a fraction will cause it to disappear quite rapidly, at which time the window can be closed.

If your home has a mechanical ventilation system, it is important that you keep it running, and clean and change filters as recommended by the manufacturer.

Tiling

Check ceramic tiles in wet areas such as bath surrounds, rake out any cracks in the grouting and refill with waterproof grout. At the same time, repair or replace defective mastic seals between plumbing fixtures and the walls.

Ironmongery

Try not to paint hinges on doors and windows - this prevents them working efficiently.

Use an aerosol release spray to ease stiff hinges. This will also stop squeaks.

Windows & Doors

For the inside – Any glass cleaner can be used with a soft cloth

For the outside – Use a warm soapy water solution to remove the heavier dirt and grime first, before using a glass cleaner and a soft cloth.

Clean the PVCU frames with warm soapy water and cream cleaner.

Clean composite doors and door hardware with warm soapy water.

Clean drainage slots, door tracks and thresholds using a vacuum cleaner and/ or a damp cloth.

Lubricate moving parts with general purpose lubricating oil.

Timber joinery and plasterboard walls

Walls and internal joinery require periodic cleaning because they attract knocks, smudges and scratches. Joinery is usually repainted at the same time as walls. Rub down joinery before repainting to restore a smooth finish.

For more information please refer to the document. - STA Living in a Timber Frame Home under the appendix.

In particular, please pay attention to the following sections:

- Don't do this at home – page 12
- DIY project fixtures and fittings – page 14
- DIY project 2 additional TV point – page 16
- DIY project 5 saving on energy bills – page 20

Internal decorations

You should not attempt any redecoration in the first 24 months

Walls and ceilings

The builder will have painted the walls of your home with a light paint which lets moisture work itself out during the drying period. Further coats of emulsion and oil-based paints or wallpaper can be used for later redecoration, after the 24-month builder liability and after walls have dried out. When you redecorate, use a filler to make good any minor gaps and plaster cracks which have arisen from normal drying out and shrinkage.

Internal walls

Internal walls between rooms in your home are built from timber frames. Timber framed walls are finished in plasterboard

Wall fixings

Before attempting to fix any items to walls, it is important to find out how they are built.

Metallic tape has been applied behind any pipe work within the walls which can be detected with a battery-operated detector. The electrical wiring within the walls can also be detected in the same way. Battery operated detectors are available to buy at DIY stores.

Be careful to avoid contact with any pipes or electric cables that may lie beneath the surface when nailing or drilling into walls and ceilings.

Fixing to a dry lined wall is done in much the same way as fixing to a solid wall but the fixing device must cross the small cavity behind the plasterboard and penetrate well into the solid wall behind. Suitable proprietary fixing devices are available.

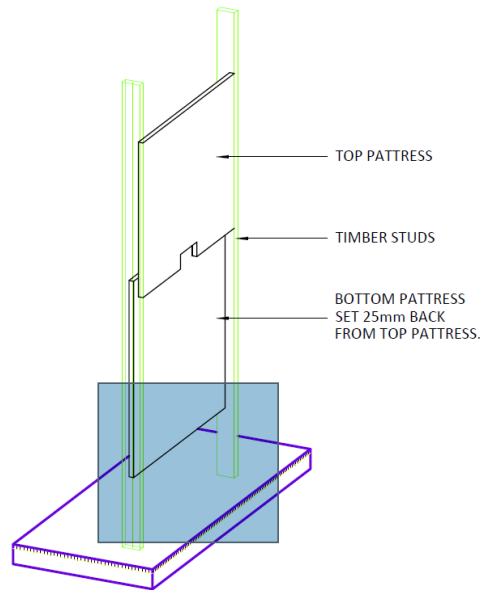
For heavy weights such as kitchen cabinets or bookshelves, you should find the timber or metal frame behind the plasterboard, as explained above, and screw into that. If the frame is not in a suitable place, it may be necessary to spread the load by screwing a piece of wood into and across two studs and fixing into that.

Alternatively, if there is no stud where you particularly want a fixing, and the fixing is to carry a relatively light load, then you can fix just to the plasterboard using cavity fixings. These form an anchorage behind the plasterboard facing. Plastic cavity plugs and a wide range of toggle devices are available.

For timber framed external walls, choose a cavity fixing which seals the hole drilled in the plasterboard.

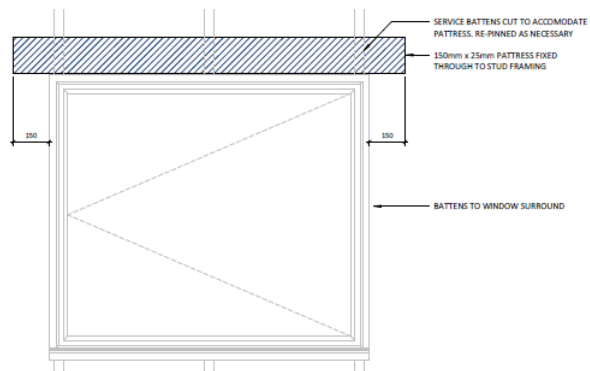
TV Pattress

Stud wall pattresses, as detailed below, have been provided in the living room and bedrooms for mounting heavy items to the wall including TV's, etc.



Curtain tracks

A pattress for the curtain rail (150mm x 25mm extended either side of the window), as pictured below, has been provided above each window for fixing curtain track or blinds.



Cracking in Walls

Most homes will experience cracking at some point, no matter how well-designed or built they are. The cracks are not normally serious and are very unlikely to affect the stability of the building.

There are a number of reasons why cracking can occur, but it's most likely to be because of drying shrinkage, thermal or moisture changes in building materials, or ground settlement.

How to minimise cracks:

1. Try to keep an even temperature throughout your home, even in the rooms that you don't normally use.
2. When you first start using your central heating (in a brand-new home or after the summer months), try to use it sparingly so that the structure of your home warms up and dries out gradually.
3. Keep your home well ventilated to allow moisture to evaporate as the structure dries out. You can do this by keeping windows open for as long possible each day, and by leaving trickle vents (slotted vents in the window frames) open – even in the winter when your heating is on.

If you find a crack:

Although you may feel alarmed when you find a crack in your home, it's usually nothing to worry about.

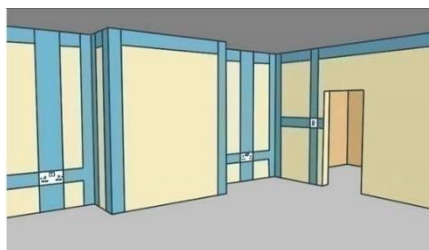
A crack that's 2mm or less is generally regarded as being cosmetic and won't affect a property's structural stability or safety. You can repair it using a suitable filler, grout or sealant the next time you redecorate your home.

For full guide please refer to the following document. Cracking – NHBC.

Electrics

Be careful when nailing or drilling into walls or ceilings to avoid cables and pipe work. Battery operated detectors can be used alongside the tape that has been provided. Detectors can be purchased from DIY stores. Also, be careful when digging in the garden, in case there are cables or pipes buried near the surface.

As a general rule, blue highlighted areas (on the image below) are 'wiring zones' where electrical cable might be installed. It is advised to avoid drilling in these zones.



Do not run telephone or data cables too close to main wiring circuits and avoid contact between wiring and certain materials, polystyrene insulation. Do not lay insulation over cables where cables have been selected without this possibility in mind.

Only replace outdoor sockets with fittings designed for outdoor use.

Sockets should not be overloaded using multiple adaptors.

You should check with L&Q before replacing existing switches with dimmer switches, as this may not be appropriate for some switches or extra accessories may be required.

Cords feeding pendant light fittings should always be replaced with flex with the necessary temperature rating. Light fittings should be checked to ensure they are not too heavy for the ceiling or luminaire support couplers if fitted.

Combustible material should be kept away from concentrated sources of heat, such as spotlights fitted into cabinets.

Floors

At Birnam Mews, the ground floor is formed using a proprietary system called Jetfloor. This comprises of expanded polystyrene blocks between concrete beams combined with reinforced concrete topping to provide high levels of thermal insulation. It is commonly known as a ventilated suspended concrete flooring system. There is a void below the ground floor allowing a degree of soil movement and this void is ventilated via air bricks built into the outer walls. These air bricks should be kept clear from obstruction at all times.

Intermediate floors which forms the First Floor are formed with timber joists. Steel beams may also be used to support wide spanning floors.

Occupiers to L&Q's homes will enjoy carpet finishes to all bedrooms and circulation space (at first floor only). Carpet floor finishes reduces sounds transferring between two floors and helps to retain warmth.

When laying carpet, perimeter grippers are easily fixed to timber flooring but are not appropriate with concrete floors where double-sided tape is easier.

Threshold strips may be needed to hold the edge of a carpet or cover the junction between different floor finishes. They can be screw-fixed directly into timber flooring but need to be screwed into a fixing plug when there is a concrete floor.

Always check for buried pipes and cables with a detector before drilling into floors.

Amtico Flooring Cleaning & Care Guide

To keep your floor as immaculate as the day it was fitted, add protective felt feet or glides to your furniture. Try increasing the contact area between your furniture and floor to spread the weight, which will also help to reduce the risk of dents.

The key to maintaining any floor is to keep it clean, and the beauty of Amtico products is that there is very little maintenance required. Sweep frequently, mop occasionally (we do not recommend using a steam mop) and use an Amtico Entrance mat to reduce the chance of dirt and grime being walked onto your floor.

We recommend Amtico Floorcare Maintainer for regular cleaning with a standard string mop – this will remove any marks that don't disappear with a light sweep.

For full care advice, visit www.amtico.com or your nearest Amtico retailer.

Once a year, or as and when required, do a deeper clean. Use Amtico Floorcare Stripper to remove any ingrained dirt – simply apply the prepared solution, leave for 10 minutes, then thoroughly rinse twice. Once the floor is dry, apply Amtico Floorcare Dressing for a fresh new look.

For full cleaning and maintenance guide please refer to the following document. Amtico wear and care leaflet.

Ceilings

Ceilings are formed using 15mm plasterboards fixed to timber joists and it is recommended not to fix any heavy items on to ceiling to avoid damage.

Doors

Many doors are made with a thin facing of compressed board or plywood on a skeletal honeycomb core within a timber frame. Items such as coat hooks can be fixed to these doors with the same sort of cavity devices that are used for fixing to plasterboard. However, make sure that the door thickness will accommodate the plug or toggle fitting when inserted and fully tightened. All storage compartments will have a full-sized door, but this may not be a true reflection of the height of the cupboard. The doors have a semi solid core which results in a better acoustic level.

Fire Doors

Apartments and 3 storey houses are designed with a protected core. To achieve this, your property is provided with a number of internal fire doors. It is important that these are not removed from the property and nothing is hung from or and fixings are added onto the door. You should seek professional building regulation advice before planning to replace these fire doors.

Windows

Your property will have double-glazed windows. Replacement of a double-glazing unit should be done by a specialist. Do not drill or nail into window frames.

Glass should always be replaced with glass of the same type and thickness, and in certain locations, such as low-level glazing, safety glass should be used

Stairs

Guarding and handrails may be removed or replaced during the lifetime of the staircase. However, removing the guarding on one side of the stairs could double the risk on an injury in the event of a fall.

Landings should be kept clear of obstructions.

Alterations to doors, or the addition of permanent features to landings is prohibited for Health & Safety reasons.

If there is a fault with your stairs such as Balustrades coming away etc then please contact L&Q.

Other guarding

If you require any personal alterations to your property due to mobility etc, this will need to be reported to us via an Occupational Therapist.

Roofs

If you find an issue with your roof within the first 2 years of ownership, please contact L&Q Aftercare Team.

All guttering and soffits should be checked on a regular basis to prevent any build-up of leaves etc to help prevent a backlog of water in the guttering/drain pipes as the roof is also a part of your NHBC warranty.

Controlling Legionella in Your Home

What is Legionnaires' disease?

Legionnaires' disease is caused by bacteria called Legionella and is an uncommon form of pneumonia that may have serious consequences, particularly for older people.

The bacteria exist naturally in the environment including rivers, lakes and reservoirs, usually in low numbers. They can also live in purpose-built water systems such as hot and cold-water systems, taps, showers, spa pools and hot tubs. Infection occurs if you inhale tiny water droplets containing the bacteria. The bacteria must be inhaled into the lungs to cause the disease.

Legionella can survive in low temperatures but thrive at 20°C (68°F) to 50°C (122°F). Temperatures of 60°C (140°F) and over will kill Legionella. If conditions are favourable, the bacteria may multiply, creating conditions in which the risk from Legionnaires' disease increases. It is therefore important to control the risks.

How can I reduce the risk of Legionella in my home?

The risk of Legionella is very low, but you can take the following precautions. These are particularly important when you move into a new home or are returning after a long break.

Hot water systems

Hot water systems have the potential to harbour Legionella where there may be stagnant or warm water. Examples include shower heads, hot water taps, garden hoses and hot water storage vessels:

- It is important to run your shower or bath continuously for a few minutes when you move in/return after a long absence in order to flush through any bacteria.
- Hot water tanks should ideally be set to store water at 60°C or more to reduce the risk of Legionella multiplication. Be aware that this temperature may be too hot for water supplied to showers and taps as it may cause scalding. This applies particularly where children or older people use the appliances, in which case it may be necessary to lower the water temperature using Thermostatic Mixing Valves to 45-50°C to reduce the risk of scalding.
- Hot water systems and filter devices attached to shower and tap outlets should be maintained regularly according to the manufacturers' instructions included in your moving in pack.
- All hot and mixed sanitary outlets (shower, hand basin, bath taps) that are not used on a daily basis should be flushed weekly by turning on the hot water at full flow rate for at least 2 minutes. Flushing will help eliminate stagnant water and minimise the multiplication of bacteria that may be present.
- All shower heads taps and filter devices should be thoroughly cleaned and de-scaled (as per the manufacturer's instructions) on a regular basis to prevent the build-up of lime scale, mould and algae growth.

13.

How to Report a Repair

PLEASE NOTE:

If you notice problems when you move into your home you can report them to L&Q on **0300 456 9998** or online at **www.lqgroup.org.uk**

Your new home is under warranty by the builder for a period of 24 months from the date the property was handed over to L&Q. If you report a repair that we consider the responsibility of the builder, then we will instruct them to carry out the repair rather than one of L&Q's day-to-day repairs contractors. You remain responsible for accidental or deliberate damage to your home.

Where there are white goods provided in your property, these are often covered by a two-year manufacturer warranty. We ask that you contact the manufacturers customer services department to discuss this if you have a problem.

L&Q New Home Warranty

PLEASE NOTE:

You can report problems covered under your warranty to **L&Q's Aftercare team** on **0300 456 9998** or online at **www.lqgroup.org.uk** and we will arrange to resolve the problem.

Your L&Q warranty starts from the date of legal completion and lasts for two years. Under the terms of your warranty you will need to report certain problems you identify within set timescales from them to be valid. We would ask that you report any problems that you identify as soon as possible after moving into your home.

It is important to note we do not protect against all problems that occur in your home and as the owner you are obliged to carry out regular maintenance.

The warranty does not cover:

- Problems with any workmanship, materials or appliances that you have bought or added to your property;
- Damage caused by storms or accidentally, by negligence, abuse or poor maintenance of the property or appliances. This includes blockages caused by inappropriate waste disposal;
- L&Q will not cover cosmetic damage to the following items: oven, hob, hood and sink; white goods; kitchen units and worktops; sanitaryware; shower tray and cubicle; carpets and flooring; curtains, blinds and soft furnishings; decoration and tiling; furniture e.g. fitted wardrobes; doors; sockets and switches; glass. Unless the cosmetic damage is identified during the home welcome that you will be invited to attend along with L&Q's Quality Inspector at or near the time you move into your new home. Cosmetic damage that is within the tolerances set out in the latest NHBC standards will not be covered under this warranty.
- Any problems caused by natural shrinkage or condensation; and
- Any inconvenience, distress or consequential loss of enjoyment, business use or income caused by remedial works, assuming all reasonable steps have been taken to minimise disruption.

Your L&Q warranty does not affect your statutory rights in relation to new equipment provided as part of your home including white goods. Some manufacturers offer warranties over and above the L&Q warranty and we ask that you contact

Any suspected problems **should be reported directly to L&Q Aftercare**. When reporting a problem please make sure you can provide:

- Your name, address and telephone number.
- A time of the day when you will be available.
- As much information as possible about the problem you are reporting.

This will help you by enabling the appropriate action to be taken as soon as possible by the right service person.

Please help us and be safe:

- Report emergency problems straight away
- If there is a water leak, turn off the water supply
- If there is an electrical problem, turn off the power at the mains switch if it is safe to do so.

WARRANTY FOR ITEMS IN YOUR HOME

Some of the items provided in your home will come with a warranty. This is something which will need to be registered by you as the home owner and will include items such as:

- Dishwasher
- Washer/Dryer
- Fridge/Freezer
- Oven
- Induction Hob
- Extractor Hood
- Boiler

We recommend the warranties are registered as soon as possible after you move into your home, you will find the relevant contact information on the cards provided as part of your homeowner pack. Should the appliance have an issue, you will need to contact the manufacturer, you will need the serial number of your appliances. This will be on the appliance; the user manual should tell you where this is located on each appliance.

Please note your Warranty may become void if the appliance is not maintained and serviced as per the manufacturer's recommendations – please see the information booklets provided. Any other items you purchase for your new home may also come with a warranty, so don't forget to register those items too. You may also be able to purchase extended warranties from the manufacturer's if you wish.

Response Times for Repairs

When you report a problem, we will advise you on the timescale for repair based on the following:

1. Emergency - within 24 hours. For example, burst pipes, fires, flooding, blocked drains, lack of security or complete power failure.
2. Urgent - within 5 working days. For example, faulty plumbing, water leaks or faulty heating.
3. Essential - within 20 working days. Essential routine repairs not in category 1 or 2.

In the case of an emergency, it may not always be possible to carry out the repair when making safe the emergency. There may need to be several appointments to carry out the repair which we will endeavour to complete as soon as possible.

For urgent orders, our aim is five working days, but this will be dependent on the severity of the problem, availability of parts and access. If your repair is delayed due to these reasons we will endeavour to have the repair completed as soon as possible.

16.

End of Builder Liability

The end of builder liability does not affect your L&Q warranty. This will continue and will remain valid for two years from the date that you moved in.

If any damage or alterations you have carried out yourself have caused the problem, then you are responsible for the repairs.

You are responsible for the following:

- Fixtures and fittings, you (or anyone living with you) install that caused the damage
- The cost of any repairs caused as a result of misuse or neglect
- Minor cracks to plaster/woodwork
- Curtain rails
- Lost or broken keys
- Carpets and blinds in your home
- Keeping your home in good decorative order.

17.

Energy Efficient Features of your Home

Your home is constructed to a high standard to ensure energy efficiency and benefits from the latest in sustainable technologies to reduce your bills and your carbon footprint.

On this development we have included the following sustainable technologies.



Smart Meters

Smart Meters are the newest form of meters for your gas and electricity. You can have an In-Home Display Unit which will show you how much energy you have used. In turn, this will then help you to monitor your energy usage in your home.

For more information on your SSE Smart Meter please visit: <https://sse.co.uk/smart-meters>

For more information on your GTC Smart Meter please visit: <https://www.gtc-uk.co.uk/docs/general---house-builders/gtc-smart-meters-guide.pdf?sfvrsn=4>



Dual Flush System

With a choice of two flush buttons to press, you can help save water by using the relevant flush on your toilet.



LED Lighting

Another way of helping reduce the energy you use, we recommend on fitting LED bulbs throughout your home. Not only will this help save energy, it may help with your electricity bills.

18.

Saving Energy and Reducing Bills

The great thing about moving into a new build is that your home is already very energy efficient. However there are still many things you can do to save energy and keep your bills down. This section highlights some of our top tips, developed through our 4-year Energy Save programme.

Tips for reducing your fuel and water bills

Heating and Hot Water

- Can you use cold water instead? Hot water can cost five times more
- Make the most of your timers and thermostatic radiator valves (TRVs) - only heat the rooms you are using and at the times you need them.
- Set your thermostat between 18 and 21 degrees. You do not need to turn your thermostat up when it is colder outside; the house will heat up to the set temperature regardless.
- Use your thermostat programmer to control the timing of your heating. This way it will keep you warmer when you are at home; and save you money when you are not.

Appliances

- When buying white goods, such as washing machines or dishwashers, consider choosing those with an 'energy saving recommended' sticker or A, A+ and A++ rated appliances. These are the most energy efficient products.

Electronics

- Leaving electronics on standby is like a constantly dripping tap and this can cost. Switch all electronics off at the wall when they are not in use.
- Put the TV and DVD on a multi-plug to make it easier to turn both off.

Fridge

- Wait until hot food and drink has cooled before putting it in your fridge
- Don't leave the door open
- Defrost regularly

Kettle

- Boil the amount of water you need, just make sure the element is fully covered
- Refill with a cup of water straight after boiling as the heat will be stored in the water for your next boil
- Buy an eco-kettle if yours needs replacing.

Oven

- See if there are other ways to cook first. Using a slow cooker, hob, grill or microwave are all more efficient than an oven
- Keep the oven door shut as every time you open it you waste heat.

Microwave

- Use it as much as you can as it is super-efficient.
- Microwaving a baked potato uses 10 times less electricity than using an electric oven.
- Remember to switch it off as it uses power when not in use.

Pans

- Heat the minimum amount of water that you need, and use the right size hob for the pan so you don't waste heat
- When cooking, putting a lid on pans will keep the heat in.

Laundry

- Always run a full load in the washing machine
- Most detergents work well at 30 Degrees Celsius
- Don't leave the machine on standby – switch it off at the wall
- When drying clothes, spin out as much water as possible with an extra spin where possible
- Dry clothes on a clothes rack in bathroom with extractor on. (The tumble dryer is an energy guzzler)

Lights

- Switch lights off and always remember to do so when you leave a room
- Know your lights – halogen spotlights and outside spotlights use a lot of energy
 - Be efficient and use energy-saving light bulbs, as they use 4 times less energy.

Kitchen & Bathroom

- Reduce use - have shallower baths or shorter showers
- When washing up, put the plug in and let dishes soak before washing.
- New energy efficient dishwashers are sometimes more efficient than doing the washing up by hand

Rainwater Butts

By collecting and storing rainwater for watering the gardens we can help you to stay 'green' and keep your water bills down.

The following can help to save water in the home:

- Vegetables and fruit should be washed in a bowl rather than under a running tap and the leftover water can be used for watering house plants.
- Try keeping a bottle or jug of water in the fridge instead of running taps until the water runs cold.
- Try not to leave the tap running while you brush your teeth, shave or wash your hands, as this can waste up to five litres of water per minute.
- Cotton wool and tissues should be put in a waste bin rather than flushed down the toilet.
- Washing your car with a bucket and sponge uses much less water than using a hosepipe. If you prefer to use a car wash, find one that recycles the water.

The following can help to save water in the garden:

- Watering in the cool of the early morning or evening helps to reduce evaporation losses.
- If plants and shrubs are watered too often they will remain shallow rooted, weakening the plant. Leave them alone until they show signs of wilting.
- You can use a watering can to water plants with rainwater collected in water butts.
- If you prefer to use a hosepipe, fit a trigger nozzle to control the flow.

Remember to check for any restrictions in your area before using a hosepipe.

- Careful weeding and hoeing ensures that watering helps plants and not weeds.
- Mulches such as wood chips, bark and gravel help to prevent water evaporation and also suppress weed growth, saving you both water and time spent weeding.
- Lawns can survive long periods of dry weather if the grass is not cut too short. Even if the grass turns brown, it will quickly recover after a few days of rain. Please be aware – gardens could/will get water logged with prolonged periods of rain.
- Decking, gravel, paving and cobbles can make an attractive alternative to water-thirsty lawns and have the extra benefit of being low maintenance.
- Garden sprinklers can use as much water in an hour as a family of four uses in a day. If you use a sprinkler, many water companies require you to have a water meter fitted.

Your energy bill depends on two things:

1. How much energy you use in your home
2. How much you are charged per unit of energy by your supplier.

Often people do not challenge this, but it can be another great savings opportunity.

We do not recommend changing supplier until after the first 3-6 months. This is so you can gauge an accurate idea of your usage of gas/electric.

Why not see if you can get a better deal?

Here's how to save:

- **Check what you pay**
Look at your bill and see what you pay per unit of energy. This will usually be in terms of pence per kWh (kilowatt hour) for electricity.
- **Compare your price to other deals out there**
There are a number of good websites that compile all the different rates available and present them online. Take a look to see what deals there are.

There are several websites which scan the current rates to find the best deal; the most well-known is www.uswitch.com, which lists a lot of the major suppliers.

If you wish to discuss your tariff/change your supplier, we suggest speaking with SSE in the first instance as they will be able to assist with the best tariff for you. However, if you wish to still change your provider then you are able to in the above way.

21.

Energy Labels Explained

PLEASE NOTE:

Fridges and freezers have two additional ratings A+ and A++. And, to make it more confusing, from end 2011, new A+, A++ and A+++ energy ratings for fridges, washing machines and dishwashers will be compulsory for all new models on the market.

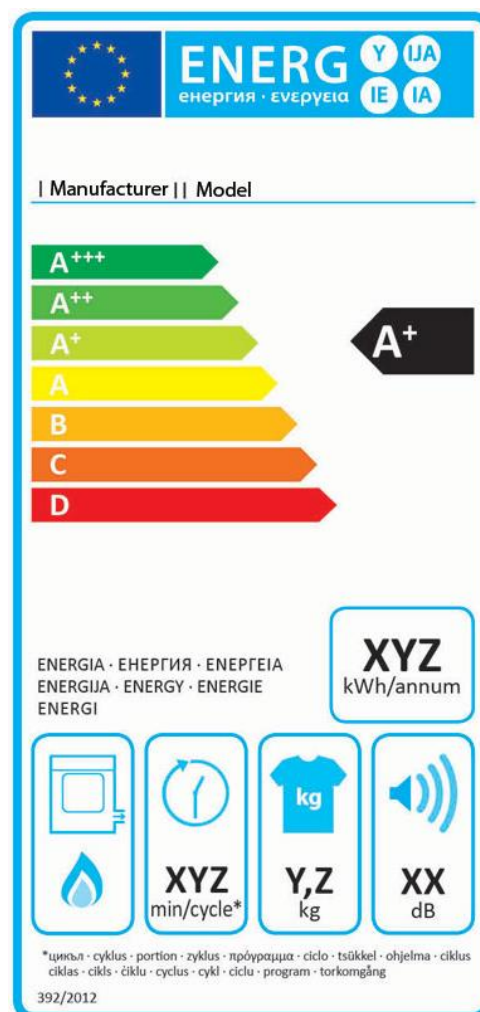
LABEL INFO

The displayed energy label, rates products from A (the most efficient) to G (the least efficient) and is required by European law to be displayed at the point of sale on the following products:

- Washing machines, washer-dryers
- Tumble dryers
- Fridges, freezers and fridge freezers
- Dishwashers
- Electric ovens
- Energy-saving light bulbs

HOW IS IT AWARDED?

Appliances are graded on their energy consumption in kWh* (units of energy used per hour). So the less kWh used, the more efficient the appliance. Manufacturers are required to self-certify products based on EU criteria set for each product type.



1. Energy Efficiency Rating
A+++ is the most efficient, and D is the least efficient, based on the product's energy consumption.

2. Annual Energy Consumption
The annual energy consumption (in kWh per year) for each product is calculated using specific EU-defined criteria. Here, for tumble dryers, the figure is calculated based on the standard cotton program at full and half load.

3. Product-specific information
You'll also find images showing extra data related to the product, such as capacity, water consumption and noise levels.

22.

Home Security

PLEASE NOTE:

Please remember to contact L&Q to obtain approval before making any alterations or improvements to your home.

Secured by Design is an Official Police Security initiative to help make you feel safe in your home. To achieve Secured by Design accreditation, the contractor has had to consider how to make your home as secure as possible. The choice of entrance doors to the building and to your home, the type of windows used, door entry systems, fencing and gates and even external lighting all contribute to making your home more secure.

Please make sure that you consider the safety and security of yourself and others when entering and leaving the building. Wedging doors and gates open or disabling them, puts everyone at risk.

Tips from the Police:

- L&Q insure the structure of the building. You are responsible for ensuring that the contents of your home are adequately insured against fire and theft and that any terms about declaring valuable items etc. are complied with.
- Whenever you leave your home - even to visit a neighbour for a short time - make sure that all doors and windows, including those in garages and sheds, are securely locked.
- If your front door can be locked by a key from the inside, make sure you have a spare key in a convenient place near the front door so that you can get out quickly in an emergency.
- Do not leave a window open, including upper storey windows, for a pet. If a cat can get through a window, a burglar probably can as well.
- When you are away from the house, try to make it look occupied.
- Leave the lights on in the evening (but not just hall or landing lights). Get a neighbour to come in and switch them on or use an automatic time switch.
- Remember to cancel papers, milk and other regular deliveries before going on holiday.
- Arrange for a neighbour or friend to keep an eye on your home while you are away.
- Never leave valuable or easily transportable items like car keys where they can be seen by looking through a window. The temptation may be too much for a passing burglar.
- Store any high value items (i.e. jewellery, passports) in a properly secured safe or bank vault

Home Fire Safety Guide

KEEP YOUR HOME SAFE

Alarms

Fire alarms have been fitted on every level of your home and in any room a fire could start.

- Remember to test all your alarms monthly.
- Remember to clean the alarms with the vacuum cleaner nozzle on a regular basis. Please see the operations manual provided.
- Fitting interlinked alarms will give everyone in your home the earliest warning of fire.

Smoking

- It is safer not to smoke.
- Try to smoke outside and make sure cigarettes are put right out.
- Never smoke in bed, or anywhere else if you think you might fall asleep.
- Do not leave a lit cigarette or pipe unattended. Use proper ashtrays and never throw hot ash into the bin.
- Keep matches and lighters well out of the reach of children.

Candles

- Candles, tea lights and incense burners should only be placed in stable, heat resistant holder.
- Keep candles well away from curtains, furniture and clothes.

Heating and electrics

- Sit at least one metre away from heaters.
- Keep heaters well away from anything that can catch alight.
- Don't overload electrical sockets.

TAKE EXTRA CARE IN THE KITCHEN

- Do not disable the heat alarm in the kitchen. It detects the increase in temperature caused by a fire but will not be set off by cooking fumes.
- Never leave pans unattended when cooking.
- Don't cook if you are tired, have been drinking alcohol or taking medication that might make you drowsy.

If the pan does catch fire:

- Don't tackle the fire yourself or try to move the pan.
- Never throw water onto the pan as this can create a fireball and don't try to move it.
- If you can do so safely- turn off the heat.
- Leave the room and close the door. Shout to warn others to get out and call 999.

STAY SAFE WHEN YOU GO TO BED

- Close all doors as this helps to prevent fire spreading.
- Switch off and unplug electrical items such as TVs and avoid charging devices like mobile phones when you sleep.
- Only leave essential appliances switched on such as the fridge or freezer turn all others off.
- Make sure candles are out before you go to bed.
- Check your cooker and heaters are turned off.

KNOW WHAT TO DO IN A FIRE

Plan your escape

- Make an escape plan and practise it regularly to make sure everyone knows how to get out safely.
- The best route is the normal way in and out of your home.
- Plan a second route in case the first one is blocked. Fire escape windows are marked with green push button on the window handles. Please be familiarise with its opening mechanism in preparation for emergency use.
- Never store anything in communal areas including balconies. Items can block your escape route and be a fire risk.
- Always keep door and window keys where everyone you live with can find them.
- Your house meets current regulations. First floor windows meet current standards and are an accepted form of escape in the event of a fire, these are identified with a green button and are only required in habitable rooms. These are acceptable for use should the fire restrict your ability to vacate the building in the normal way.

ESCAPING FROM FIRE IN YOUR HOME

- If your smoke alarm goes off when you are asleep, follow your escape plan, get out and call 999.
- Shout 'FIRE ' to warn others and don't stop to pick up valuables.
- Check closed doors with the back of your hand. Do not open the door if it feels warm -the fire may be on the other side.
- Smoke can kill; get down as low as possible where the air will be clearer.
- If your escape is blocked by fire it may be safer to stay put until the fire brigade arrives. Close the door and use soft materials to block any gaps to stop the smoke. If you have a phone call 999, go to a window, shout "HELP, FIRE" and wait to be rescued.

If there is a fire or smoke inside your property but your escape route is NOT clear:

- It may be safer to stay in your property until the fire brigade arrives.
- Find a safe room close the door and use soft materials to block any gaps to stop the smoke.
- Go to a window, shout for “HELP, FIRE” and call 999.
- Be ready to describe where you are and the quickest way to reach you.

If there is a fire in another part of the building:

- Purpose-built blocks of flats or maisonettes are built to give you some protection from fire. Walls, floors and doors will hold back flames and smoke for a minimum of 30 to 60 minutes.
- If you are in your flat, you are usually safer staying there unless heat or smoke is affecting you. Stay put and call 999. Tell the fire brigade where you are and the best way to reach you.
- If you are within the communal areas of the building, leave and call 999.

CARBON MONOXIDE

Carbon Monoxide (CO) is a poisonous gas that has no smell or taste and can kill quickly. If you have a solid fuel burner, open fire or a gas boiler, get them serviced regularly and fit a CO alarm

All L&Q homes at Birnam Mews are fitted with a gas boiler and a CO alarm is fitted to detect any leakage of gas. Do not disable/tamper with a CO alarm.

When you hear a CO alarm, turn the gas supply off from the meter, call the national gas, as per instructions below:

- ✓ Call the National Gas Emergency Service on 0800 111 999
 - ✓ Switch off the appliance and shut off the gas supply at the meter control valve
 - ✓ Open all doors and windows to ventilate the room
 - ✓ Visit your GP and tell him/her that you believe you may have been exposed to carbon monoxide

PRODUCT RECALLS

Faulty electrical goods can cause fires. If you are concerned about the safety of a product; stop using it and let the retailer, manufacturer or your local Trading Standards office know. Take extra care with second-hand appliances and ensure they have been safety checked.

For further fire safety advice visit

www.warwickshire.gov.uk/fireandrescue

PLEASE NOTE:

If you would like to have this home user manual reproduced in your own language, or in large type, braille or as an audio CD, please ask one of our staff at **L&Q** on **0300 456 9998** who will arrange this for you.

Arabic

إذا كنت ترغب في الحصول على هذا الدليل المستخدمين المنزليين تتكرر في اللغة الخاصة بك، أو المنزليين تتكرر في اللغة الخاصة بك، أو في نوع كبير، برايل أو قرص مضغوط صوتي، من المباشر على 0300 456 9998 الذين سيتم ترتيب ذلك L & Q فضلك اطلب أحد موظفينا في بالنسبة لك.

Bengali

আপনি এই বাড়িতে ব্যবহারকারী ম্যানুয়াল আপনার নিজের ভাষায় পুনরুৎপাদন, বা বড় ধরনের, ব্রেইল অথবা একটি অডিও সিডি হিসাবে, আপনার জন্য এই ব্যবস্থা হবে যারা 0300 456 9998 উপর এল প্রশ্ন সরাসরি আমাদের কর্মীদের এক বলুন আছে চাই.

Chinese

如果你想有這樣的家庭用戶手冊複製在自己的語言，或在大類型，盲文或音頻CD，請詢問我們對0300 456 9998 的工作人員 L & Q直接的一個誰將會為你安排。

French

Si vous souhaitez avoir cette utilisateur à la maison manuel reproduit dans votre propre langue, ou en gros caractères, en braille ou un CD audio, s'il vous plaît demander à un de nos collaborateurs à L & Q direct sur 0300 456 9998 qui se chargera de cela pour vous.

Punjabi

ਤੁਹਾਨੂੰ ਇਸ ਨੂੰ ਘਰ ਯੂਜ਼ਰ ਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਛਾਪਿਆ, ਜ ਵੱਡੇ ਕਿਸਮ, ਬ੍ਰੇਲ ਵਿਚ ਜ ਇੱਕ ਆਡੀਓ CD ਦੇ ਨਾਤੇ, ਤੁਹਾਡੇ ਲਈ ਇਸ ਨੂੰ ਦਾ ਪ੍ਰਬੰਧ ਕੀਤਾ ਜਾਵੇਗਾ, ਜੇ ਕਿ 0300 456 9998 'ਤੇ L & Q ਡਾਇਰੈਕਟ' ਤੇ ਸਾਡੇ ਸਟਾਫ ਨੂੰ ਇੱਕ ਨੂੰ ਪੁੱਛ ਕਰੋ ਜੀ ਕੋਲ ਕਰਨ ਲਈ ਚਾਹੁੰਦੇ ਹੋ.

Somali

Haddii aad jeclaan lahayd in ay tani Buugga guriga user soo saari kartid luqadaada, ama nooc oo waaweyn, Braille, ama sida CD maqal ah, fadlan weydii mid ka mid ah shaqaalaheenna at L & S Direct on 0300 456 9998, kuwaas oo kuu diyaarin doonaa waxa aad u.

Turkish

Bu ev kullanım kılavuzu kendi dilinizde çoğaltılamaz, ya da büyük tip, braille veya bir ses CD'si olarak, sizin için bu düzenleyecektir 0300 456 9998 L & Q Doğrudan bizim personel birini isteyin istiyorum edin.

Urdu

بڑے کی قسم، بریل میں یا ایک آپ کو اس گھر کے صارف دستی اپنی زبان میں پیش کیا، یا L آڈیو سی ڈی کے طور پر، آپ کے لئے یہ بندوبست کریں گے جو 0300 456 9998 پر ڈائریکٹ میں ہمارے عملے کے ایک براہ کرم دریافت کرنا چاہوں گا، تو L & Q.

25.

Notes

[illegible]

29-35 West Ham Lane,
Stratford, London
E15 4PH



0300 45 69998
lqgroup.org.uk