

# HOME USER MANUAL

## FOR RENT

**Birnam Mews**  
**Oak Road**  
**Tiddington**  
**Stratford-upon-Avon**

Version 1.1

# Contents

SECTION/TITLE	PAGE NO.
1. <b>Welcome to Your New Home</b>	4
2. <b>Frequently Asked Questions</b>	6
3. <b>Useful information for your property</b>	8
Finishes Specification	9
4. <b>Register as a Customer for Services</b>	13
5. <b>Getting to Know Your New Home</b>	14
Refuse and Recycling Collection	14
6. <b>Getting to Know Your Area</b>	16
Local Allotments	17
Public Open Spaces (POS's)	17
Local Facilities	18
Public Services	18
7. <b>Locating Equipment</b>	19
8. <b>Utility Services Information</b>	21
Electricity	21
Water	23
Heating and Hot Water: Conventional Boiler	25
9. <b>Operating Instructions</b>	29
Telephone & TV Connection	29
Ventilation	30
External doors & Windows	32
10. <b>Advice on Looking After Your Home</b>	35
11. <b>Safety &amp; Improvements to your Home</b>	39
12. <b>Controlling Legionella in Your Home</b>	47
13. <b>How to Report a Repair</b>	49
14. <b>Response Times for Repair</b>	50
15. <b>End of Builder Liability</b>	51
16. <b>Energy Efficient Features of your Home</b>	52
17. <b>Saving Energy and Reducing Bills</b>	53
18. <b>Saving Water</b>	55
19. <b>Switching Supplier</b>	56
20. <b>Energy Labels Explained</b>	57
21. <b>Home Security</b>	58
22. <b>Home Fire Safety Guide</b>	59
23. <b>Translations</b>	63
24. <b>Notes</b>	64







# 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](http://www.lqgroup.org.uk)**

Or send an email to

**[lqaftercarecounties@lqgroup.org.uk](mailto: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. 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.



## 2.

# Frequently Asked Questions

### QUESTIONS

---

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

---

---

**Q: How do I report a problem with my property?**

---

### ANSWERS

---

A FIRS 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 30 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.

---

### Step 1: Read this guide

Before contacting L&Q in the first instance, it is advised to refer to the technical section of this guide to answer any possible problems. If the guide doesn't provide the answer, please refer to step 2.

### Step 2: Contact L&Q on

- 0300 456 9998 for both routine and emergency calls
- Contact us via our website [www.lqgroup.org.uk](http://www.lqgroup.org.uk)

### Step 3: Tell us

- Your name
- Address
- A telephone number which we can contact you during the day
- When you will be available to allow access to your home

## QUESTIONS

---

**Q: Which day are the bin collections?**

## ANSWERS

---

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 22

---

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

---

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.

---

---

### **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**

---

## **Gas leak**

Open all windows and extinguish any naked flames such as cigarettes

Do not use anything electrical as this could cause a spark

---

---

### **IMPORTANT – IF YOU SPOT A WATER LEAK**

---

## **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 either under the kitchen sink, utility kitchen sink or in quarter houses, the cupboard under the stairs. (an image of this can be found in the Utility Services Information Section on Page 23) and contact L&Q Aftercare Team on 0208 189 7440

3.

Useful information  
for your property

Keys			• [details of Key fob manufacturer and key replacement details in case of loss e.g. specification and code details]		
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					
Bike Shed Keys					



## FINISHES SPECIFICATION

### Kitchen Specification

TYPE	ITEM	MAKE	COLOUR / REFERENCE
Rented Specification	Base & Tall Units	Nobilis select range	Ivory Soft matt Speed Door 206
Rented Specification	Base & Tall Unit Carcasses	Nobilis select range	Ivory Matt 120
Rented Specification	Base & Tall Unit Panels	Nobilis select range	Ivory Matt 120
Rented Specification	Plinth	Nobilis select range	Ivory Matt 120
Rented Specification	Wall Units	Nobilis select range	Ivory Soft matt Speed Door 206
Rented Specification	Wall Unit Carcass	Nobilis Select Range	Ivory Matt 120
Rented Specification	Upstand, Worktop and Worktop Edge	Nobilis Select Range	Sanremo Oak Reproduction
Rented Specification	Handles	Nobilis Select Range	Nobilis Handle – Ref 183

### Bathroom

LOCATION & TYPE	ITEM	MAKE	DESCRIPTION/REFERENCE
Bathroom - Rented Specification	Bath	Ideal Standard	Sandringham 21 Steel Bath
Bathroom - Rented Specification	Bath Panel	Amari	MDF Panel
Bathroom - Rented Specification	Bath/Shower Rail Kit	Vado	EVO-MFSRK-FR6-DB-C/P – Evolve Multi-Function Slide Rail Kit – Chrome Finish
Bathroom - Rented Specification	Basin Mixer	Vado	CEL-131T-C/P Celsius Thermostatic Deck Mounted Shower Mixer
Bathroom - Rented Specification	Bath Waste	Vado	PEX-KITB-STOW-C/P – PEX Stowaway Bath Plug & Chain Waste

Bathroom - Rented Specification	Curtain Pole	Merlyn	M-GP589500 – Premium Shower Curtain Rod
Bathroom - Rented Specification	Shower Curtain	Merlyn	M-GP85107 – Merlyn High Performance Textile Shower Curtain
Bathroom - Rented Specification	Basin	Ideal Standard	Sandringham 21 E894901 Basin, E897601 Pedestal
Bathroom – Rented Specification	Basin Mixer	Vado	ASC-100/CC-FR/5-C/P Ascent Mono Basin Mixer inc Pop Up Waste
Bathroom – Rented Specification	Shower Enclosure	Merlyn	Ionic Express Sliding Door with Side Panel Enclosure
Bathroom – Rented Specification	Shower Tray	Merlyn	Touchstone Regular Shower tray
Bathroom – Rented Specification	WC	Ideal Standard	Sandringham 21 E822101&E899901&E131701 White Close Coupled Floor Mounted with Dual Cistern
Cloakroom – Rented Specification	WC	Ideal Standard	Sandringham 21 E822101&E899901&E131701 White Close Coupled Floor Mounted with Dual Cistern
Cloakroom – Rented Specification	Basin	Ideal Standard	Sandringham 21 E894901 Basin, E897601 Pedestal
Cloakroom – Rented Specification	Basin Mixer	Vado	ASC-100/CC-FR/5-C/P Ascent Mono Basin Mixer inc Pop Up Waste

## Flooring Specification

LOCATION	ITEM	MAKE	COLOUR
Bedroom, Stairs & Upstairs hallway - Rented Specification	Floor finish	CFS – Dorset twist – 80/20	Ivory
Various - Rented Specification	Floor Underlay	CFS – Cushilay 10mm – ref: Bayacushi	N/A
Lounge (Dining), Bathroom & Cupboards - Rented Specification	Floor	Polyfor – PUR Vinyl flooring	Choice of 16 colours
Kitchen	Floor	Polyfor – PUR Vinyl flooring	Choice of 16 colours

## Paint/ Wall Tiling Specification

Kitchen wall	Paint finish	Dulux	Brilliant white emulsion
Kitchen ceiling	Paint finish	Dulux	White emulsion
Kitchen skirting	Paint finish	Dulux	White satinwood
Bathroom	Wall tiles	Johnson Tiles/CDT	Polar White Bumpy Gloss

## Joinery & Ironmongery Specification

Rented Specification	Internal Doors	Stairways/L20 Doors – residor/premdor doorset interior four panel moulded semi solid core – hinges & bathroom locks where applicable	White base coat
Rented Specification	Internal Door Handles	Carlisle Brass – SZRO10 – 105mm level on 50mm sprung	Satin Nickel finish
Rented Specification	Wardrobes	Stairways/Staircraft – small sensor light – bespoke	White base coat
Rented Specification	Stairs	Stringers – redwood 220 x 28 treads – risers – plywood 9mm – flat bullnosed handrail – redwood – 58 x 44mm moulded crown pattern	White primed
Rented Specification	Bathroom Lock	SZR004 Bathroom Turn and Release	Satin Nickle Finish



## Appliances and Controls

LOCATION & MANUFACTURER	DESCRIPTION	MODEL
<b>RENTED SPECIFICATION - KITCHEN</b>		
Kitchen - CDA	Sink – bowl & half sink – stainless steel	KA32SS
Kitchen - CDA	Taps - Monoblock sink – chrome	TC55CH
Kitchen - Beko	Extractor Hood – with charcoal filter 3 speed – steel	HB60PX
<b>RENTED SPECIFICATION – PLUMBING &amp; HEATING</b>		
Various – Potterton Boilers	Potterton Assure Combi Boiler	White Combi Boiler
Various – Honeywell	Carbon monoxide detectors	XC70 – white
Various – Honeywell	Smoke/Heat detectors	XS100-EN – white
Various - Myson	TRV's – Nickle/ white	TRV-2-NICKEL - 2TRV10NPF90
Various – Myson	Radiator valves – Nickle/ white	MM10WANPF90, MM10LANPF90, MM10LANDPF90
Various – Stelrad	Radiators – Horizontal – White finish	K1, P+, K2, (various sizes)
All - Myson	Thermostat - Programmable room thermostat - MPRT	N/A
All – Myson	Automatic Bypass valve – brass/ white	ABV22

## 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](http://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.

### ELECTRICITY

SSE - 0345 026 2658  
[www.sse.co.uk/help/contact-us](http://www.sse.co.uk/help/contact-us)

### EMERGENCIES

0345 076 7646

### MPAN NO

### METER NUMBER

### GAS

SSE - 0345 026 2658  
[www.sse.co.uk/help/contact-us](http://www.sse.co.uk/help/contact-us)

### EMERGENCIES

0800 111 999  
(National Gas  
Emergency  
Number)

### MPRN NO

### METER NUMBER

### WATER

Severn Trent

### EMERGENCIES

0800 783 4444

### WEBSITE

[www.stwater.co.uk](http://www.stwater.co.uk)

### FIBRE NETWORK

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

### MAIN NUMBER

0291678550

### WEBSITE

[www.ofnl.co.uk/residents-businesses/available-isps](http://www.ofnl.co.uk/residents-businesses/available-isps)

### COUNCIL TAX

Stratford-Upon-Avon Council

### MAIN NUMBER

01789 267575

### WEBSITE

[www.stratford.gov.uk/council-tax](http://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. (1-bedroom homes will not be provided with a garden waste bin, only a Black Bin and Recycling Bin).

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](http://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 the following website [www.stratford.gov.uk/waste-recycling](http://www.stratford.gov.uk/waste-recycling)

### 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.

Cycles should not be stored anywhere where they are likely to cause an obstruction.

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 store in the garden shed.

## FIRS SYSTEM – FIBRE INTEGRATED RECEPTION 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 and restrictions are made in your tenancy.

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/>

## GRASS MAINTENANCE

---

The maintenance of the grass in your front and rear gardens will be your responsibility for the duration of owning your home.

## 6.

# Getting to Know Your Area

### HELPLINES

---

#### **NATIONAL TRAVELINE**

Tel: 0871 2002233

[www.traveline.info/](http://www.traveline.info/)

#### **NATIONAL RAIL**

Tel: 0800 0223720or

textphone 0845 605 0600

[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

#### **SUSTRANS**

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

Tel: 0845 113 0065

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

#### **NATIONAL PARK AND RIDE**

[www.parkandride.net](http://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

Knights Lane, Tiddington

For further information regarding bus routes, please visit:

<https://www.stagecoachbus.com>

---

##### **TRAIN**

---

Stratford upon Avon Train  
Station  
(2.7 miles)

---

Links to:

Birmingham Moor Street (~50  
min)

London Marylebone (~2hrs 9  
min)

London Euston (~2 hrs 57 min  
indirect)

---

Stratford Parkway Station  
(4 miles)

---

Links to:

Birmingham Moor Street (~50  
min)

London Marylebone (~2hrs 5  
min)

London Euston (~2 hrs 43 min  
indirect)

---

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

---

##### **Address:**

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

Tel: 0870 078 0225

[www.liftshare.org](http://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](http://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 attractive landscaped greens within the development that include seating and play area's for young children and these are provided for residents of Birnam Mews and the general public. They provide 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.

To ensure children can play safely dogs are discouraged and will be required to be kept on a lead and waste cleaned up using the dog bins provided.

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](http://www.tiddingtoncommunitycentre.org.uk)
- Scouts, Cubs, Beavers, Rainbows, Brownies and Guides groups Please see [www.ggw.org.uk/stratford-on-avon](http://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](http://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 located 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 your 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.

#### 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

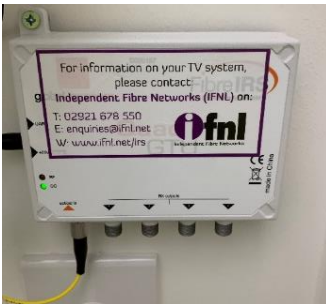
---

### Heat/CO and smoke detectors

---

### Gateway Terminal Unit

---



## 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, 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) 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.



## 8.

# Utility Services Information

## ELECTRICITY

---

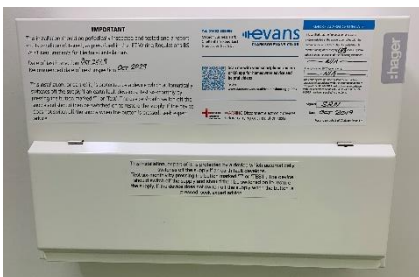
### This is your consumer unit with a mains isolator.

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 Aftercare 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 Direct. 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:

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 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 case of a leak, turn off the stop cock and contact L&Q Aftercare (within the first 2 years) after this then please contact a certified plumber.

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.



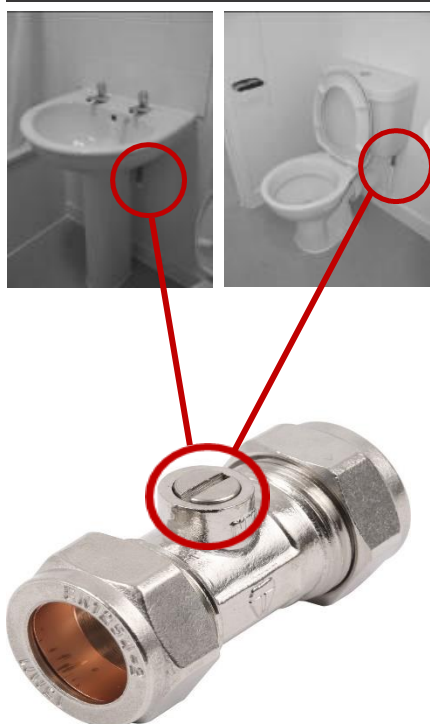
### **What to do if you have no water:**

If possible, check if your immediate neighbours have the same problem. If there is no issue with their supply contact L&Q Aftercare.



## 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 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.

### 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.

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 be serviced yearly by L&Q. If applicable, it will be professionally repaired, and relevant certification will be issued. 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:**

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>





---

## Thermostat

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.

The image on the left illustrates how the thermostat will look.

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



## 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.

For operating instructions, see Appendix for the Householder information of Myson thermostatic radiator valves.

### 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.



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.

# 9.

# Operating Instructions

## 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/ Satellite 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.



### 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.

These 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.



### 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 Beko HB60PX user instruction manual.

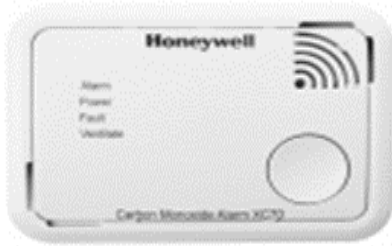


A boost switch is provided at worktop height to control this. When cooking, the cooker extract is recommended be used to avoid excess condensation



---

## 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.

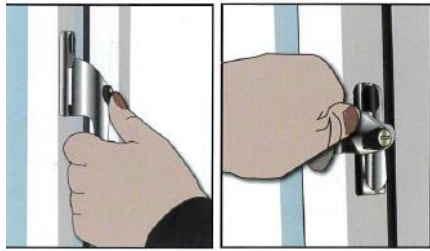
If the detector starts making a short beep/chirp sound, this is an indication that the backup battery should be replaced. In order for the detectors to work properly, it is essential that batteries are changed when required.

Do not interfere or tamper with any of the alarms.



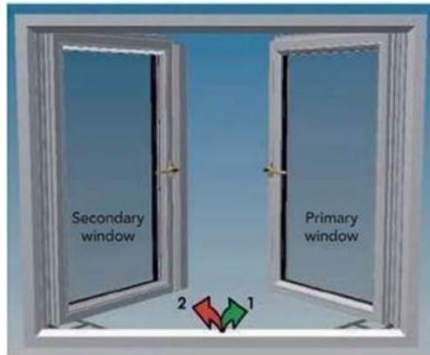
## EXTERNAL DOORS &

### WINDOWS



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

- If fitted, turn 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.



Restricted position



Egress position



Cleaning position

### 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.

- 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.**



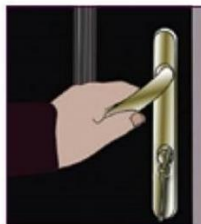
## Locking your front entrance door

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
-



---

## 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.

---

# 10.

## Advice on Looking After Your Home

### PLEASE NOTE:

---

**Please do not re-decorate until after the end of the 24-month builder liability and when an inspection of your home has taken place.**

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 cavity vents and 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.

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.

## 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 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/Driveways 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

---

L&Q are responsible for arranging repairs in your home and any repairs should be reported as soon as possible. The first 24 months is the period in which the builder has a duty to remedy any problems in the property.

## 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](http://www.esc.org.uk)

## Care & Maintenance

All care and maintenance with rented properties will be covered by L&Q Aftercare.

## Roof space

You are not permitted to store anything in the roof/loft area. Care and maintenance will be covered by L&Q Aftercare.

## 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 turning on exhaust fans in kitchens, cloakroom, and bathrooms. Dry clothes in the garden whenever possible. 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.

## **Tiling**

If you come across issues with your tiling, please contact the L&Q Aftercare Team who will help arrange the necessary remedial work.

## **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 this document. STA Living in a Timber Frame Home under the appendix. 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

## PLEASE NOTE:

For further advice please call  
**L&Q** on **0300 456 9998** or  
online at  
**[www.lqgroup.org.uk](http://www.lqgroup.org.uk)**.

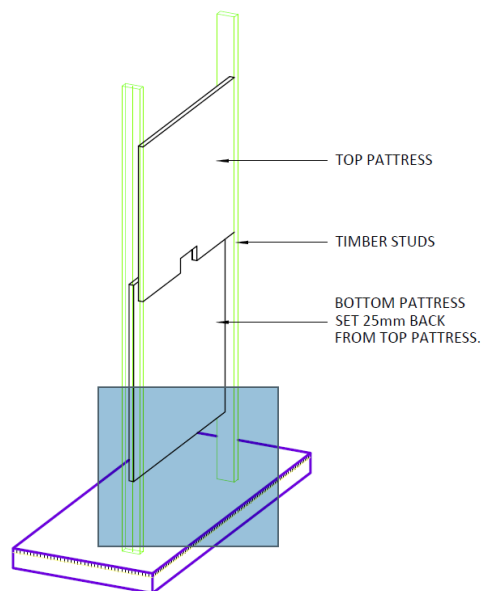
## Wall fixings

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.

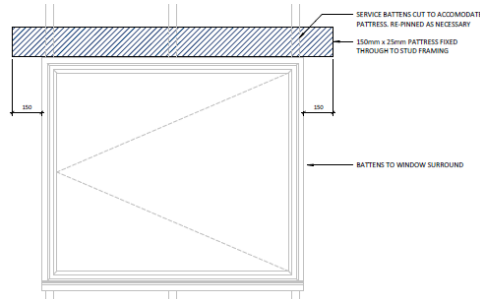
Stud wall pattresses, as detailed below, have been provided in the living room and bedrooms for mounting heavy items to the wall including TV's, etc.





# 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. If this occurs, please report to L&Q.

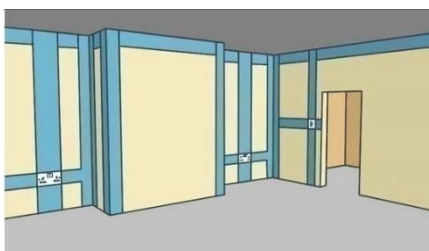
For full guide please refer to the following document. Cracking - NHBC.

---

## 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 are 'wiring zones' where electrical cable might be installed. It is advised to avoid drilling in these zones.



All repairs and maintenance are the responsibility of L&Q and should be carried out by a qualified and approved contractor. Call L&Q to report any repairs or maintenance work required.

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 spot lights 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.

## **Polyflor Flooring and Maintenance**

Routine Cleaning:

1. Sweep or vacuum to remove any loose dirt, grit etc.
2. Using a Floor Maintainer diluted to the manufacturer's instructions, mop the floor thoroughly using a clean mop, (either Micro-fibre type or traditional).
3. Collect any excess in the mop-bucket and allow to dry.

For full cleaning and maintenance guide please refer to the following document Smooth Floorcare under the appendix.

---

## 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.

## 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.

If you come across an issue with the windows in your property, please contact the L&Q Aftercare Team.

For information on the maintenance of your windows please section 11 of this manual.

## 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, please contact the L&Q Aftercare Team.

# 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 (68F) to 50°C (122F). Temperatures of 60°C (140F) 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 manufactures' 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 Aftercare 0208 189 7440** or online at **[www.lqgroup.org.uk](http://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.

# Response Times for Repair

---

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.

# 15.

## 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 who installed the item on your behalf) 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

# 16.

## 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.



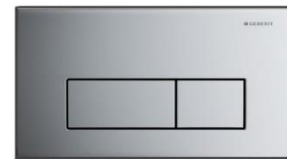
### Smart Meters

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.

# 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.

For homes with gardens, the following can help to save water:

- 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 ensure 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

## 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](http://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.

## 20.

# 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.

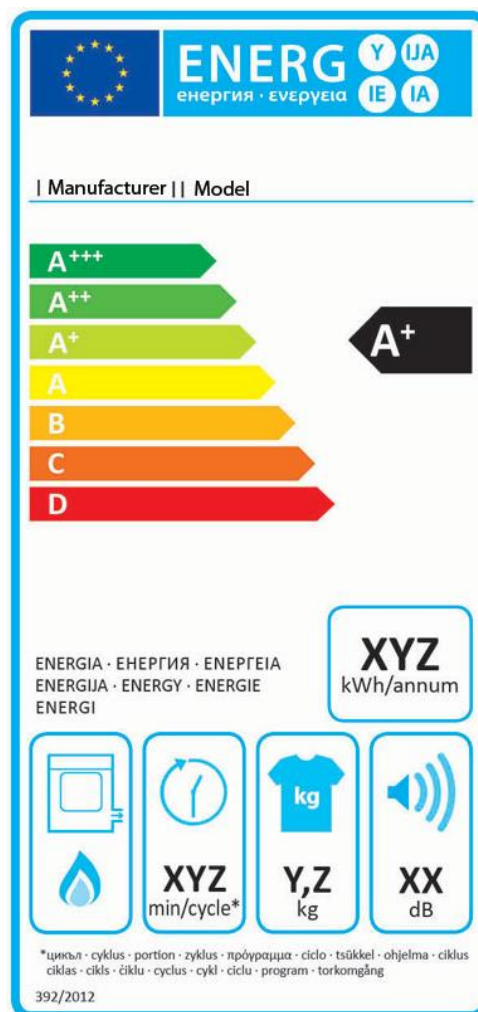
### LABEL INFO

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.

# 21.

## 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

- One smoke alarm is provided on every level of your home and in any room where a fire could start.
- Check your smoke alarms are safe. They should have the BSI kitemark and LPCB mark.
- 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.
- 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.

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. A list of recalled products is available at: [www.london-fire.gov.uk/product-recalls](http://www.london-fire.gov.uk/product-recalls)

**For further fire safety advice visit**  
**[www.warwickshire.gov.uk/fireandrescue](http://www.warwickshire.gov.uk/fireandrescue)**

**PLEASE NOTE:**

If you would like to have this home user manual reproduced in your own language, 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 فضلك المباشر على 0300 456 9998 الذين سيتم ترتيب ذلك بالنسبة لك. L & Q اطلب أحد موظفينا في

**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08000156536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. Q.

24.

## Notes

[illegible]

[illegible]





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



0300 45 69998  
**lqgroup.org.uk**