



# HOME USER MANUAL

## SHARED OWNERSHIP

**Rosebay House**  
**8 Frank Searle Passage**  
**Walthamstow**  
**London**  
**E17 6DU**

**Version 1.1**

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# 1.

# Welcome to Your New Home

## L&Q DIRECT

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If you call us from a mobile phone,  
you may find it cheaper to call:  
**0300 456 9996**



Alternatively, log your issue  
on the L&Q website  
**[www.lqgroup.org.uk](http://www.lqgroup.org.uk)**

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## Dear Customer,

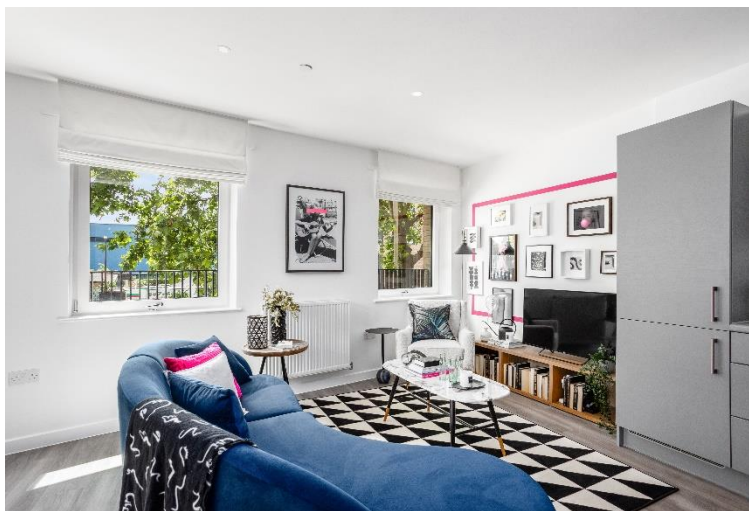
At L&Q, we take pride in creating homes and neighbourhoods we can be proud of and are delighted that you have chosen us to provide your new home.

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

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 Direct (see info panel left)



## 2.

# Frequently Asked Questions

### QUESTIONS

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

Q: Can I make alterations to my property?

### ANSWERS

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#### Step 1: Contact L&Q Direct on

- **0300 456 9996** for both routine and emergency calls
- Contact us via our website [www.lqgroup.org.uk](http://www.lqgroup.org.uk)
- Alternatively, you report defects directly to our Aftercare Team on [LQAftercarelondon@lqgroup.org.uk](mailto:LQAftercarelondon@lqgroup.org.uk) or 020 8189 7604

#### Step 2: 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

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As a general rule, if you are thinking about structural alterations you must consult L&Q before taking further action. In the case of flats there is little scope for making structural alterations and consent is unlikely to be given.

For minor alterations such as putting up shelves and cupboards, consent is not necessary. However, you must be careful to avoid damage to the flat or putting yourself in danger by damaging the electrical wiring located in the walls. You are advised to take professional advice and refer to any detailed guidance contained in this **Home User Manual**.

If you have purchased your home any alterations or extensions that you undertake on your home during the warranty period may affect all or part of your warranty adversely.

Please check our website for further information if you want to carry out any alternations or extensions to find out how this will affect your warranty- [Improving your home | L&Q Group \(www.lqgroup.org.uk/your-home/homeowners/your-lease/improving-your-home\)](http://www.lqgroup.org.uk/your-home/homeowners/your-lease/improving-your-home)

## QUESTIONS

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Q: Who is responsible for repairing my property?

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

## ANSWERS

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If you are **renting** your property from L&Q then we are responsible for the maintenance of your property (except internal decorations).

You may report any repairs by contacting our team at **L&Q Direct** on 0300 456 9996. Please note if the repair is a result of customer misuse at the property it is likely that we will ask you to pay for the damage.

If you have **purchased** a property from us, **we arrange** for the external repairs and maintenance of communal areas and collect the costs through an annual service charge. Maintaining the inside of the property is the responsibility of the owner.

If you report problems within the first two years, which fall under your L&Q warranty you will not be recharged.

The general position is that customers are responsible for taking out **content's insurance** for their home but L&Q takes care of the **buildings 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 0870 241 4329 or visit [www.nhbc.co.uk](http://www.nhbc.co.uk) for further information. This insurance is separate from the normal buildings insurance.

## QUESTIONS

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Q: How can I reduce condensation in my property?

## ANSWERS

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New buildings take time to dry out once occupied – this is a natural process, as building materials would have absorbed moisture during the building process. See Appendix 6 for more detailed information.

To help with the drying out process here are few suggestions to reduce condensation\*:

- Cover pans when cooking and do not leave kettles boiling
- Put washing outside to dry where possible
- If you have a non-condensing tumble dryer, add a flexible duct to ventilate the moist air outside
- Keep the bathroom door closed when you take a shower or bath to stop moisture spreading to other rooms – and always use the extractor.

\*Condensation is the result of steam or vapour turning to water on contact with cold surfaces OR water on contact with a cold surface  
– if left it can cause mould.

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Q: What do I do if I lose my key entry fob?

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If you lose your fob, you can re-order a replacement from the manufacturer (details on how to re-order should be with the documents provided by the contractor). You can also contact **L&Q** on **0300 456 9996** and ask the operator to transfer you to the **L&Q Neighbourhood Office** for your property. You will normally be asked to pay the standard cost of £35 for replacement.

If you need to contact **L&Q** for general enquiries, please call the main number **0300 456 9996**. If you are not sure of who to contact ask to speak to the operator who will direct your call

# 3. Documents for You to Keep

Please find enclosed the following certificates/ documents:

- White Goods manuals.
- Electrical Certificates

## Keys

ITEM	USE	MANUFACTURER / SUPPLIER
Window and balcony door keys	3 x window / balcony door keys	Pinnacle
Front door keys	4 x front door keys	Pinnacle
Letter box keys	2 x letter box keys for the letter boxes on ground floor lobby	Pinnacle
Bin store, bike store, lobby door	4 x fob keys for getting around the building.	Pinnacle



## Specification

LOCATION	ITEM	MAKE	COLOUR
Whole Apartment	Ceiling Finish	Dulux	Super Matt White
Whole Apartment	Wall Finish	Dulux	Super Matt White
Whole Apartment	Joinery Finish	Dulux – Trade Satinwood	RAL9016 White

## Appliances and Controls

Your home has been fitted with a selection of the appliances listed below. Please read each appliance user guide, which will explain how to use and care for these items.

When buying a new electrical appliance, check the energy label. Energy-efficient products use less energy and will help you save on your electricity bill. Refer to section 17 for further details on ways to save energy and reduce your bills. Before any further appliances are installed, you must request permission from L&Q.

MANUFACTURER	TYPE	MODEL
Zanussi	Electric oven	ZOB343X
Zanussi	Ceramic hob	Z6114IOK
Electrolux	Integrated hood	LFE216S
Zanussi	Fridge freezer	ZBB28441SV
Zanussi	Dishwasher	ZDLN1511
Zanussi	Washer Dryer	ZWD71460CW
Comelit	Door entry system	Mini monitor, S2
Deta	Optical smoke alarm	1153
Deta	Switch plates	Ultra Screwless Satin chrome
Deta	Shaver Socket	Shaver point
De'Longhi	Electric Towel Rail	Chrome Finish Richmond
Danfoss	Thermostat	
Deta	Down lights	White LED
Deta	Ceiling pendants	Low energy bulbs
Stelrad	Radiator	

## 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 [broadbandproviders.co.uk](http://broadbandproviders.co.uk). **[Fibre optic broadband is available in your area]**.

Call the **[following services]** to register as the customer for your home. You will need to give the **[relevant meter reading numbers]**.

ELECTRICITY	EMERGENCIES	MPAN NO	METER READING
British Gas <a href="https://www.britishgas.co.uk/discover/home-move/#/hub">https://www.britishgas.co.uk/discover/home-move/#/hub</a>	Call: 105	TBC	TBC
HEAT	EMERGENCIES	MPAN NO	METER READING
EON <a href="https://heat.eonenergy.com/contact/new">https://heat.eonenergy.com/contact/new</a>	0345 302 4312	TBC	TBC
WATER	EMERGENCIES	WEBSITE	
Thames Water	0800 714 614	<a href="http://www.thameswater.co.uk/your-account/9676.htm">www.thameswater.co.uk/your-account/9676.htm</a>	
TELEPHONE	MAIN NUMBER	WEBSITE	
BT	0800 800 150	<a href="http://www.bt.com">www.bt.com</a>	
SATELLITE TV	MAIN NUMBER	WEBSITE	
Sky	0844 241 1818 0344 241 4141	<a href="http://www.sky.com">www.sky.com</a>	
COUNCIL TAX	MAIN NUMBER	WEBSITE	
Waltham Forest Council	020 8496 3000	<a href="https://www.walthamforest.gov.uk">https://www.walthamforest.gov.uk</a>	

<b>VIRGIN MEDIA</b>	<b>Main Number</b>	<b>website</b>
Virgin Media	0345 454 1111	<a href="https://www.virginmedia.com/">https://www.virginmedia.com/</a>

**Household insurance - Don't forget home and contents insurance!**

# 5. Locating Equipment

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

## SERVICE ISOLATIONS

## LOCATION

Electricity

The consumer unit is located in the hallway utility cupboard.

Water

Stopcocks are located in the hallway utility cupboard and are labelled appropriately.

Heating

The Heat Interface Unit is located in the utility cupboard in the hallway.

MEV / MVHR

Within the ceiling or back wall of the utility cupboard in the hallway.

Gas

There are no gas connections provided.

## METERS

## LOCATION

Electricity

Utility cupboard in the hallway.

Water

Within Services riser within the block. If you require a reading, please contact your property manager.

Heating

Utility cupboard in hallway, incorporated into the Heat Interface Unit.

Gas

There are no gas connections provided.

EQUIPMENT	LOCATION
Programmable time switch	Utility cupboard in hallway.
Heat and smoke detectors	Heat detector located in the kitchen. Smoke detectors are fitted in the other areas of the property. There is no CO alarm as there is no gas in this property.
Hot Water Service Thermostat	Wall within Living Room. Heat in separate rooms can be controlled by adjusting the TRV's on each radiator.
Hot water service Programmer	Utility cupboard in hallway.



## 6.

# Utility Services Information

### ELECTRICITY



This is your consumer unit with a mains isolator.

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



- Flick the **RED** switches down (main isolators) to switch off all power here
- Remember – UP is on and DOWN is off.
- This can be reset by flicking the switch back to the (on) up.
- The two most likely RCD trips are located here.

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

The electrical consumer unit/distribution board (also called the fusebox) is usually found within a cupboard in your home. It contains a series of miniature circuit breakers (MCBs) and two main residual current device (RCD). You will find each of these clearly labelled to identify their corresponding circuit.

The function of MCBs is to protect each circuit from damage. The MCBs will automatically interject in the case of an overcurrent, overload or short circuit, isolating the electricity supply from the compromised circuit.

To return power:

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.

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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 red 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.**

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 Direct:

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 Direct or a qualified electrician.

## WATER

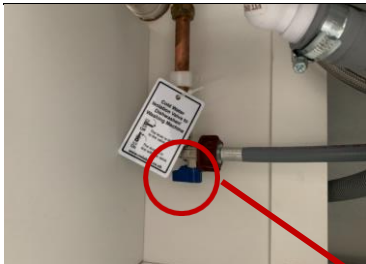


Before the water reaches any of your appliances it passes through a stopcock (similar to that shown on the left). The stopcock is located in the hallway cupboard. And enables you to turn on or off the water supply to your home. If you are away from your apartment for a prolonged period of time, please turn off your water supply at the stopcock to avoid any potential leaks in your absence

In the main risers and above your front door, in the ceiling of the communal area, there is an additional isolation valve that, in the event of significant leak, the emergency services can use to isolate the water supply to your property without gaining access in the event of a leak outside your property please contact L&Q.

Additional Isolation valves are fitted to the pipe work connecting sinks, wash hand basins, shower/bath, toilet, dish washers and washing machines. These should be used when servicing one of the appliances to prevent having to shut off the main water supply.

However to gain access to these valves is far more difficult to access, so it is recommended to use the main isolation valve in the Utility cupboard.



## Connection of washing machine / dishwasher

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

Blue = Cold Water Feed



Bathroom Isolation valves for sink, toilet and shower/baths are located within the vanity unit (under the sink). You would need a specialist to cut the mastic to gain access to this and re-mastic it afterwards.

### **What to do if you experience low water pressure:**

The water pressure in your area is 1-1.5bar.

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 you have no water:**

If possible, check if your immediate neighbours have the same problem. If there is no issue with their supply, the problem is with your internal plumbing.

### **What to do if water is leaking from a pipe:**

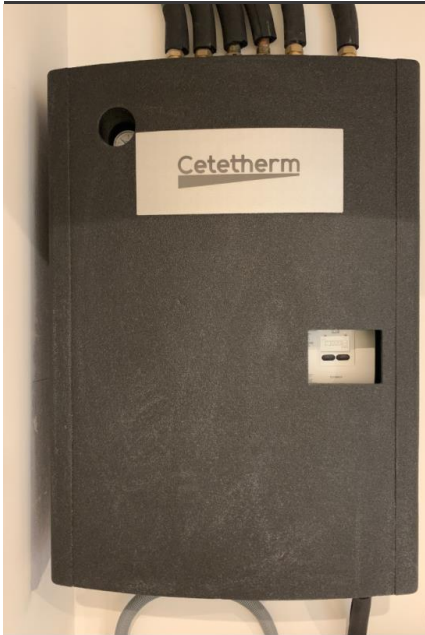
Turn off the main stopcock located **Hallway utility cupboard** and contact L&Q Direct. In the event of a major leak emergency services can turn off an additional isolation valve in the main riser and above your front door.

### **To access drains**

Open white access hatch on the wall to gain access to the pipe. Please gain advice from L&Q and a professional plumber before using this.



## HEATING AND HOT WATER: HEAT INTERFACE UNIT (HIU)



Your heat and hot water is provided from the Ferry Lane Communal Heating System, operated by EON Heat. The introduction of Communal Heating Systems forms part of the GLA's (Greater London Authority) policy on renewable energy aimed at reducing carbon emissions within London.

The remote Communal Heating System supplies heating and heated water to your Heat Interface Unit (HIU) which is located in your utility cupboard and manufactured by Cetetherm. This means that there is no gas supply in your home.

Unlike a standard domestic boiler, the HIU does not heat water. It does however transfer heat generated by communal energy plant, to your radiator and domestic hot water systems.

In your utility cupboard, there is a switch (labelled 'HIU'). This controls your heat and hot water from the HIU. Do not switch this off unless you wish to have neither heat nor hot water.

The HIU is also connected to a permanent electricity supply via a fused isolator and a control cable linked back to the central energy plant room.

E.ON is responsible for the provision of heat to the HIU. All other heating appliances are the responsibility of the home owner. If you have any concerns about your heating system, please speak to E.ON, Customer Experience Manager or contact Customer Service.

Only E.ON is authorised to alter the settings or controls on your HIU. Your individual heat usage is monitored remotely and is paid directly to E.ON

When the automatic controls are correctly set up, the heating system shouldn't need attention other than periodic inspection/ maintenance.

By measuring the amount of energy through water flow and temperature, the heat meter will calculate the amount of energy you use. Your energy provider will then use this information to calculate your bill. This process means you will only pay for the energy that you use not for energy your service provider estimates you will use, as is the case with traditional boiler installations.

Please note that there are a number of valves located around the heat interface unit, in addition to the mains water stopcock.

Please do not touch any other pipe work or controls.

### **For further information please refer to the manufacturer's information in the Customer's Pack**

These notes explain how to control your heating and hot water systems and their controls to give the results you require.

Do not be influenced by the advice of friends or neighbours. The setting of the controls will depend on the results that you require. Their system may not be exactly the same as yours and the results they obtain may not suit your requirements.



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## A) THERMOSTAT



The thermostat for your heating system primarily operates by sensing the air temperature of the surrounding room. The thermostat will then regulate the system to reach your desired temperature setting, pausing once this temperature has been met. The thermostat can be found in the living room of the apartment.

Lightly dust, do not use abrasive pads or cleaners.

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## B) THERMOSTATIC RADIATOR VALVES (TRV)



The desired temperature in each room can be set by adjusting the TRV valve on the individual radiators.

Lightly dust, do not use abrasive pads or cleaners.

**For further information please refer to the manufacturer's information in the customer's pack**

### **C) FROST PRECAUTIONS**

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In severely cold weather, your home may be damaged by frost. Ensure that the radiators are never set below the 'frost' setting, which will prevent freezing of pipes as long as the boiler is enabled.

### **D) CLEANING OF RADIATORS**

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Lightly wipe over the casing with a damp soapy cloth.

Do not use abrasive pads or cleaners.

### **E) SERVICE**

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Servicing is important in order to ensure efficient operation and long life of systems installed

#### **Points to remember**

- 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.

#### **Temperature Controls – Hot Water**

##### **Domestic hot water cylinder**

The temperature is set on the hot water cylinder when commissioned. Once set, it should need no further adjustment and will continue to provide hot water at recommended temperature - if not just increase or decrease as required.



### MEV – Mechanical extract ventilation

Every apartment will have either an MEV or MVHR installed (see next page)

Your home is installed with a centralised ventilation system as shown in the picture. **(Example shown in the pictures – models may vary.)**



This unit is located within the ceiling of your utility cupboard. Your MEV system provides ventilation helping to reduce excess moisture. It works by extracting stale, moisture-laden air from the wet rooms such as bathrooms, WCs, kitchen and shower rooms, which is released into the atmosphere. Your MEV is a low-energy system which runs continuously.

A boost switch located in the living room enables you to increase the performance of the whole system during times of high humidity, such as cooking or drying clothes, or using the bathroom.

The MEV has a self-cleaning impeller however occasional maintenance is required in order to keep the air flowing properly. How frequently depends on where you live and how clean the air is, however quarterly cleaning is recommended. To clean your MEV you will need to open the access hatch and unclip the front cover exposing the front impeller. Clean using a vacuum cleaner (do not use water to clean) and reclip the cover to the unit.

It is also recommended that a Major Service is undertaken by the manufacturer in line with manufacturer's guidance.

There are ceiling intake vents in the kitchen and the wet rooms. Please do not touch or cover these as they have been set to achieve optimum performance.

Please follow the manufacturer's maintenance and servicing guidelines and contact the manufacturer for assistance outside the warranty period.

While your MEV system will provide extraction from the kitchen, we also recommend that you turn on your Recirculating Cooker Hood when cooking as this will help reduce cooking odours.

**DO NOT** switch off the unit - this system works continuously 24/7 and must not be turned off or adjusted. Doing so can cause excess moisture and condensation within your home.





Your home is installed with a Mechanical Ventilation with Heat Recovery system (MVHR). This unit is located within your utility cupboard. The MVHR is a continually running system providing a constant supply of fresh air to living rooms and bedrooms. It also removes moist stale air from bathrooms and kitchens, using a heat recovery system to warm the fresh air entering your home. This system enables air circulation within the property.

Whilst your MVHR system will provide extraction from the kitchen, we also recommend that you turn on your cooker hood when cooking as this will help reduce cooking odours.

A boost switch located in the Living Room enables you to increase the performance of the system during times of high humidity, such as cooking or drying clothes, or using the shower/bath.



The MVHR filters need to be cleaned to keep the air flowing properly. How frequently depends on where you live and how clean the air is, however quarterly cleaning is recommended. Pull out both filters using the handles, remove the filter covers and clean using a vacuum cleaner (never use water) and place back in the unit. The filters keep your air clean, but are also needed to keep the system working properly. There are ceiling vents in all rooms. Please do not touch or cover these as they have been set to achieve optimum performance. NOx Filters are located in the diffusers (which look similar to extract vents) the diffusers filters need to be changed after a year or two.

Please follow the manufacturer's maintenance and servicing guidelines and contact the manufacturer for assistance outside the warranty period.

DO NOT switch off the unit - this system works continuously 24/7 and must not be turned off or adjusted. Doing so can cause excess moisture and condensation within your home.



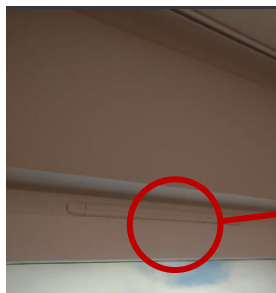
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## Extract Vents

Ventilation is provided by a fully MEV / MVHR ventilation system using ceiling mounted vents located around your flat. Do not move, block or adjust the vents as they are positioned for best ventilation.

For additional ventilation when cooking or showering etc., a boost switch is provided for you. This is located in the living room.

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## Window ventilators

Window ventilators which can be opened are situated on the top horizontal pane of each of your windows.

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# Condensation

The Mechanical Extract Ventilation (MEV)/ MVHR system will help minimise condensation within your home but will not eliminate it.

- DO NOT TURN THIS UNIT OFF. DO NOT ADJUST CEILING VENTS. The unit must always be kept on; it has been set to optimise performance.
- While cooking, keep the door closed and MEV boost switch on.
- While bathing keep the door closed and the MEV boost switch on.
- Keep all rooms warm and ventilated.
- Never use portable gas heaters.
- In very cold weather – keep the heating on all the time (intermittent heating causes condensation to form on surfaces as they cool, especially windows, WC cisterns and cold water pipes)
- If you are out all day – keep the heating on at a low setting.
- If using a tumble dryer – ensure it is of the condensing type.
- Avoid using clothes drying racks but if it is necessary, avoid using in habitable rooms such as lounges/bedrooms; instead, use the bathroom with the MEV/ MVHR boost function running.
- If condensation does occur – mop up as much as possible.
- If you notice condensation on windows, you should open them slightly to regulate the rooms air and avoid excess moisture.
- Do not place large items of furniture against the external walls, pockets of trapped air can lead to serious surface condensation and mould growth forming on both the wall and furniture .
- Try to maintain a low heat level for periods of time. This steady temperature will help draw moisture slowly from the building.
- If decorating your home in the first 18 months of occupation please be aware that paint that has been applied before the property is fully dried out may crack
- Remember that it is cheaper to reduce the production of water vapour than it is to compensate for it by turning up the heating.

Even when your home has dried out fully (estimated 18 months from your occupation date) you should still continue to maintain best practice in areas particularly susceptible to condensation, i.e. kitchens and bathrooms.

# 7.

## Operating Instructions

### TELEPHONE & TV CONNECTION



### Telephone points

A telephone connection point has been provided in your home. If you decide to have a telephone installed, you should make all arrangements directly with a Telecommunications Company.

The master telephone point is located inside the utility cupboard with a telephone point located underneath. Further telephone points are in the living room and master bedroom media plates.

Openreach and Virgin Media connections have been installed to ensure you have access to a wide range of potential providers for Broadband and Telephone Services. The connections are all direct fibre, allowing access to superfast broadband speeds.

There is provision within the utility cupboard for keeping a broadband router. The Openreach Connection is 'Fibre To The Premises' (FTTP) and as such you will need to contact a suitable supplier of this service (such as BT) to arrange set up of the Telephone and Broadband services. A connection will need to be made from your router to the master phone socket to 'live wire' the telephone sockets in the apartment.

Installation of the connections is an intricate process, which is almost wholly out of our control. Occasionally, due to unforeseen circumstances, the delivery of the necessary fibre connections may be delayed.

There is normally a charge for the activation of the telephone line, which varies according to the telephone provider you choose to use.



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## TV/Satellite TV

Provision for television service has been installed for digital terrestrial TV, satellite television, and cable television. Outlets are available in both the living room and master bedroom for all service options.

Access is therefore available to the following services:

Freeview - <https://www.freeview.co.uk/>

Freesat - <https://www.freesat.co.uk/>

Sky Q (subject to subscription) - <https://www.sky.com/>

Virgin Media (subject to subscription) -  
<https://www.virginmedia.com/>

Please be aware that your home is not pre-registered with a TV licence. You may, however, be eligible to transfer your existing TV licence from a previous residence. Visit TV Licensing to find out how.

Sky TV is available on the main living room plate with wireless multi-room via Sky Q. Virgin is available via sockets in the living room and bedroom.

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## Cooker extractor hood

The built in extractor hood is located above the hob. Extend the extractor hood out when in use. It can be switched on from the grid switch located above the worktop.



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## Heat and smoke alarms

Your home is fitted with a heat alarm in the kitchen and a smoke detector in the hallway which is mains powered with a battery backup.

The detectors are dust sensitive and should therefore be cleaned with the vacuum cleaner nozzle every now and then. 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.



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## Sprinkler system

Your apartment and communal areas will be fitted with a sprinkler system to protect the building in the case of a fire.

The Sprinkler pipes enter your apartment in the ceiling above your door and have been positioned around your floor for the best possible fire protection coverage.

The sprinkler heads are concealed by the cover shown in the photo to the left. These covers will drop off automatically when the sprinkler is set off.

Please do not tamper with the sprinkler fire system, it is here to protect you.

## DOOR ENTRY SYSTEM

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### Letting in visitors

To let visitors in you, the visitor must pass through two security check points by using entry panels. You can allow them through these checkpoints using a receiver located in your apartment.

Your receiver unit located in the hallway will ring and after a few seconds the video link will open enabling you to see and hear your visitor.



#### Checkpoint 1

Visitor will dial your apartment number into the ground floor, front door entry panel. This panel is audio/visual.

This will ring the residents receiver, the resident will verify via audio/visual that they expecting visitor/delivery.

Resident presses unlock button to unlock entrance door. This gives the visitor access to the ground floor lobby.



#### Checkpoint 2

Visitor will dial your apartment number into the ground floor lift entry panel. This panel is audio only.

Again, this will ring the resident's receiver and the resident will verify via audio that they are expecting a visitor/delivery.

Again, resident presses unlock button to unlock entrance door. This gives the visitor access to the ground floor lift and to the resident's floor.



## ENTERING THE BUILDING

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## Entry and Access

To enter your main entrance pass your supplied key fob over the fob reader located adjacent to the main entrance to enter your lobby area. To use the lifts, use your fob key again on the lift entry panel and this will provide you access to all the floors you are allowed to enter.



## Leaving the building

When leaving the building please push the green 'PRESS TO EXIT' switch located on the wall adjacent to the main entrance door.



## In an emergency

Do not use the green 'Break Glass' next to exit switch unless there is a specific emergency situation.



## Key fobs

If you lose your fob, you can re-order a replacement from the manufacturer by contacting **L&Q Direct** on **0300 456 9996** and ask the operator to transfer you to the **L&Q Neighbourhood Office** for your property. You will normally be asked to pay the standard cost of £35 for replacement.

If you need to contact **L&Q** for general enquiries, please call the main number **0300 456 9996**. If you are not sure of who to contact, ask to speak to the operator who will direct your call.

## WINDOWS

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

Turn the handle upward to 90 degrees to release the locking mechanism. And open the window inwards.

Turn the handle up to 180 degrees to allow the window to tilt.

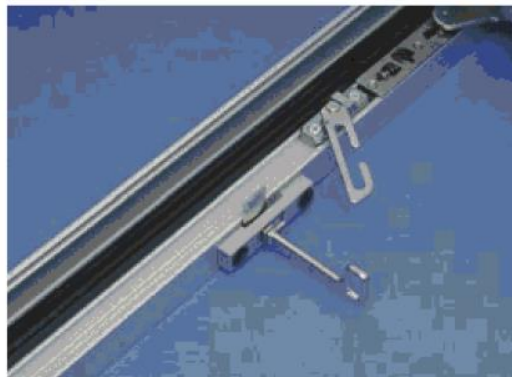
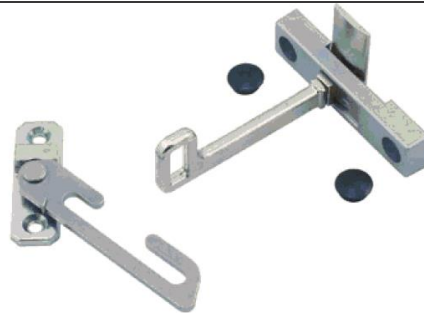


The windows in your home are also fitted with restrictors to prevent the windows from being opened too far accidentally. **To open for cleaning purposes only** please follow the procedure below:

Insert the key and whilst holding the key in, slide the lock assembly to the right/left (depending on window)

Whilst holding the lock assembly to the right/left, open the window. When window is open at a set distance the shape of the key dictates that it has to be removed to open the window further

Once the key has been removed the lock assembly will spring back into its original position. And the window can freely open. When the window is closed the resistor arm will self-engage and will restrict the window the next time it is opened



The window can now be opened inwards completely to allow easier maintenance.

Do not lean excessively when opening and closing window



## BALCONY DOORS



All balcony doors open inwards.

**Opening door:** turn the key in the lock, and lift the door handle upwards 90 degrees to open the door.

**Closing door:** point door handle down to close door, and turn key to lock door.



## Locking your flat entrance door

To lock your flat entrance door from the inside, you can turn the bolt and use the chain for added security. To lock the door when leaving your flat, close the door and use the key to ensure it is locked.



## 8.

# Getting to Know Your New Home

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### REFUSE AND RECYCLING COLLECTION

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

Your general refuse and recycling are collected on a Wednesday. You can find out when your rubbish & recycling is collected from the following website:

<https://www.walthamforest.gov.uk/content/bin-collection-days>

The bin stores are located on the ground floor carpark:

- Gadwall House Refuse Store – Door G.09 (2<sup>nd</sup> door on right when entering car park from this block)
- Wren House Refuse Store – Door G.13 (1<sup>st</sup> door on right when entering car park from this block)
- Rosebay House Refuse Store – Door G.17 (the door opposite and to the left when entering car park)
- Tansy House Refuse Store – Door G.20 (1<sup>st</sup> door on left when entering car park from this block)
- Alder Point Refuse Store – Door G.24 (2<sup>nd</sup> door on right when entering car park from this block)

Residents are responsible for taking refuse from their apartment to the bin store. Fob access control is in place to restrict access to the bin stores. Please ensure that all rubbish is bagged and placed in the large bins provided. Rubbish left on the floor will not be collected and will attract vermin.

Any problems with refuse collection should be reported directly to Waltham Forests Council.

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 Waltham Forest Council website.

<https://www.walthamforest.gov.uk/service-categories/rubbish-and-recycling>

### POST BOXES

The post boxes are located in the ground floor entrance lobby; keys for your letter box are in your moving in pack.

## **PARKING**

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Blackhorse is a 'Car Free' development. As such, access to the car park is for cycles/refuse only. Car parking spaces are for disabled and for use of the tube station and commercial tenants.

Residents at Blackhorse View will NOT be able to apply for on-street residential parking permits.

Car Clubs operate within the London Borough of Waltham Forest; there is no discount offered to residents at Blackhorse View. Further details can be found at <https://www.walthamforest.gov.uk/content/car-clubs>.

## **SECURE CYCLE STORAGE**

There are separate cycle stores located within the ground floor car park for each block. For security purposes these stores are not signed in the car park, and as such the door numbers of these stores are as per the below:

- Gadwall House Cycle Store – Door G.11 (1st door on left when entering car park from this block)
- Wren House Cycle Store – Door G.14 (1st door on left when entering car park from this block)
- Rosebay House Cycle Store – Door G.18 (turn left, then left again when entering car park from this block)
- Tansy House Cycle Store – Door G.19 (1st door on right when entering car park from this block)
- Alder Point Cycle Store – Door G.25 (1st door on right when entering car park from this block)

Access to cycle stores can be gained by use of your fob which will be pre-programmed for your blocks store only. The cycle racks are double stacked and provide provision for two points of locking. CCTV is not provided in the stores, but CCTV coverage is in place within the car park covering the cycle store entrances

Cycles should not be stored on landings, balconies or anywhere else where they are likely to cause an obstruction.

# 9.

# Getting to Know Your Area

## HELP LINES

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### NATIONAL TRAVELINE

Tel: 0870 608 2608

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

### NATIONAL RAIL

Tel: 0845 748 4950 or

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 get around the local area and includes information on public transport, local amenities and services.

### Your nearest public transport facilities are:

#### BUS

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123 (East – West)

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230 (East – West)

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158 North – South)

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W15 (North – South)

#### TRAIN

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Blackhorse Road Overground

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Tottenham Hale Railway station

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Stansted Express / National rail

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St James Street Station Overground

#### UNDERGROUND

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Blackhorse Road – Victoria line

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Tottenham Hale – Victoria line

#### TRAM

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N/A

### 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

Contact your local council to apply for an allotment near you. They will either allocate you a plot or, in many cases, add you name to a waiting list.

To find your local GP/Dentist or Hospital services you can visit the NHS website - <http://www.nhs.uk/service-search/>



# 10.

## Advice on Looking After Your Home

### PLEASE NOTE:

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**Please do not re-decorate until after the end of the 12 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 few months. 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 open to additional evaporation. However the ventilation in your flat will be sufficient. Do not turn off the ventilation and do not try to adapt the ceiling ventilation. You can turn on ventilation boost at the MEV/MVHR for additional ventilation when showering or cooking.
- 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.

Any large cracks (wider than 3mm) will be filled and repainted by the building contractor when the 12 months builder liability has been completed.



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## 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

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.

Please note that the ventilation system works continuously 24/7 and must not be turned off or adjusted. Doing so can cause excess moisture and condensation within your home.

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# 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. Turn the MEV boost switch on, 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

Don't adjust ceiling vents 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.

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## 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. Condensation that repeatedly settles where the glass meets a timber window frame can, in time, cause the timber to rot.

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

# Safety & Improvements to your Home

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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.

## Internal decorations

**You should not attempt any redecoration in the first 12 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 12 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. When you redecorate ceilings, 'Artex' and other similar plastic compound finishes should never be sanded or washed - lightly brush them before painting. Then, use one or two coats of emulsion. Never apply water to these ceilings until after they have been painted - the texture may be spoilt if you do. If, later on, you want to remove wallpaper from a wall with a plasterboard finish, avoid scraping too rigorously, otherwise the surface may be damaged.

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## Woodwork

New woodwork absorbs a lot of paint or stain so the first painting of a home may not give as good a finish as later repainting.

## 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.

## Selection of paint

Paints and finishes release low level toxic emissions into the air for years after application. The source of these toxins is a variety of Volatile Organic Compounds, (VOCs). Until recently, VOCs were essential to the performance of the paint, but low-VOC and zero-VOC paints and finishes are now available. These new paints are durable, cost-effective and less harmful to human and environmental health.

## Sustainable home improvements

Re-use materials from other parts of your home where possible, such as shelving removed from one room and put in another.

Before starting any improvement works, calculate the exact amount of materials you will need to buy to reduce wastage. For example, buying three sheets of plywood when you only actually need two is not very efficient. Use locally sourced materials to reduce the emissions produced in transportation. For example, using materials manufactured in the UK rather than those air-freighted thousands of miles from abroad.

Use materials with the least environmental impact, for example use certified timber produced in sustainable forests rather than rainforest timber. The Forestry Stewardship Council can give more information about sustainable timber. You can visit their website [www.fsc.org](http://www.fsc.org).

Consider the durability of improvements and materials to ensure that any improvements will last as long as possible.

Use recycled materials or materials with some recycled content wherever possible.

## PLEASE NOTE:

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For further advice please call  
**L&Q** on **0300 456 9996**  
or online at  
**[www.lqgroup.org.uk](http://www.lqgroup.org.uk)**.

## Internal walls

These are formed from metal studs with plasterboard fixed each side, with insulation between studs. Only lightweight objects (wall mirrors and small pictures) may be fixed to the partition walls unless advice is sought.

## Wall fixings

When fixing to these surfaces please take professional advice and follow instruction. Some of the walls within your home and the innermost layers of plasterboard to the ceiling are fireproof and protect you from the spread of fire between properties. Under no circumstances should you cut into these walls or introduce additional electrical accessories.

Do not drill into the utility cupboard on either side of the wall holding the electric meter as it has many cables in that part of the wall. We have placed a metal plate in the area to provide some protection in the event of accidentally drilling in that area. (Please note metal plate will not fully protect you)

If in doubt, use a battery operated metal section stud detector. Some models can also detect electric cables and pipe work. These 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.

To make a fixing in a plastered masonry wall, drill a hole through the plaster into the masonry; insert a proprietary wall plug, screw through the article to be fixed into the plug. The plug, screw and the masonry drill should all be compatible.

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.

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## Separating walls

These are formed from metal studs with plasterboard fixed each side, with insulation between studs. Only lightweight objects (wall mirrors and small pictures) may be fixed to the partition walls unless advice is sought. When fixing to these surfaces please take professional advice and follow instruction. Some of the walls within your home and the innermost layers of plasterboard to the ceiling are fireproof and protect you from the spread of fire between properties. Under no circumstances should you cut into these walls or introduce additional electrical accessories.

The external walls of your home are constructed of plasterboard, insulation, steel, aluminium and masonry

Some internal walls/columns will be load bearing, so do not remove them or make substantial alterations to them without the written approval of L&Q.

Be aware of the noise your neighbours will hear when you fix to these walls and try to do the work when they are out.

## Electrics

**Be careful when nailing or drilling into walls or ceilings to avoid cables and pipe work.** Cables run vertically up the walls above switches and sockets so avoid these areas. Battery operated detectors can be purchased from DIY stores.

Do not drill into the utility cupboard on either side of the wall holding the electric meter as it has many cables in that part of the wall. We have placed a metal plate in the area to provide some protection in the event of accidentally drilling in that area. (Please note metal plate will not fully protect you)

Remember that any improvements to your home need to be approved L&Q – call to obtain permission.

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



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**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 spot lights fitted into cabinets.

## Floors

The flooring in the flats are of concrete construction.

The flooring is built up of; concrete slab, GenieMat Sound insulation (under tiles and Amtico), latex screed, and the final finish is Amtico Spacia LVT, tiles or carpet depending on the room.

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.

Permission must be sought from the management company, Pinnacle, if changing or installing new hard floor finishes (e.g Tiles or Amtico). You will be required to ensure that a resilient layer for acoustic performance is installed under these finishes so as to ensure there is no negative acoustic impact on adjacent apartments.

There are no buried pipes or cables under your flooring in the flats.

## Ceilings

Ceilings are the same basic construction as metsec framed partition walls. Locate the metal sections and only fix to them. Some homes, particularly flats, have structural concrete above a plaster ceiling. Where this is the case, do not attempt mechanical ceiling fixings.

Heavy weights should not be suspended from the ceiling. Fixing recessed lights can increase the noise travelling from rooms above and so may not be appropriate.

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## Curtain tracks

A timber batten has been provided above each window for fixing curtain track or blinds.

## Doors

Apartment doors are manufactured by Doorpac.

The 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.

## Windows

Your property will have double glazed windows. Replacement of a double glazing unit should be done by a specialist. All double glazing units should be sealed to the frame with special glazing compounds - **not** linseed oil putty. 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.

Any large expanses of glass, and usually those with a sill at floor level, should be marked to prevent people accidentally walking into them. Replace these markings if they become worn or faded, or if glass is broken and replaced.

## Permanent screen protection

Guarding in front of glass in critical locations is designed to prevent collision with the glass and sometimes to prevent falls from a height. The guarding should not be permanently removed unless the glazing is replaced with safety glazing strong enough to withstand collisions and falls.

Any replacement guarding must be at the same height as the original and able to withstand the same forces. All guarding must not have gaps greater than 75mm or have horizontal elements that may encourage occupants, and especially young children, to climb over.

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## 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.

No gap in the guarding or stairs should exceed 100mm, as a young child could fall through a gap and be held fast by only their head. Replacement guarding should not include horizontal elements that may encourage a child to climb over.

Landings should be kept clear of permanent obstructions. Alterations to doors, or the addition of permanent features to landings, should not obstruct the clear passage at the top and bottom of stairs. A gap of 400mm should be maintained, even with temporary obstructions and the swing of open doors, to prevent collisions and increased injury of falling.

## Other guarding

Guarding should not be permanently removed from ramps, floors, balconies and/or roofs. Any replacement guarding should be at the same height and able to withstand the same force as the original. There should be no gaps greater than 100mm, as a young child may fall and be held fast by only their head. There should be no horizontal elements that might encourage a child to climb over the guarding

## Roofs

Flat roofs are also not designed to take heavy loads and can be easily damaged. Do not allow window cleaners or decorators to use the roof for access without protecting the surface from ladders and other equipment. Stone chippings on the roof are there to protect the felt from strong sunlight, do not remove them.

## 12.

# Controlling Legionella in Your Home

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## 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.

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## 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.

## L&Q New Home Warranty

### PLEASE NOTE:

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You can report problems covered under your warranty to **L&Q's Aftercare team** on **020 8189 7604** or via email at [LQAftercareLondon@lqgroup.org.uk](mailto:LQAftercareLondon@lqgroup.org.uk)

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 in to 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 their customer services department to discuss this in the first instance.

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Any suspected problems **should be reported directly to L&Q Direct**. 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. Some example of problems and questions you might be asked:
  1. The bedroom radiator will not heat up (are the other radiators or the hot water working?)
  2. The radiators don't work (is the hot water working?)
  3. The boiler will not light (will it not light at all or will it not stay alight?)
  4. There is a water leak in the airing cupboard (where is the leak? From a joint? A valve? Or from the cylinder/tank?)

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.



# Response Times for Repair

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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 a second appointment to carry out the repair which we will aim to complete within five working days.

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 aim to have the repair complete within 20 working days.

# End of Builder Liability

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The builder has certain liabilities under the terms of their contract with L&Q. We will contact you to arrange access to your home approximately one year after they have finished building works to make sure the relevant liabilities have been fulfilled. At the inspection, your home will be viewed by a representative from the consultant, the contractor and L&Q. The contractor will note and then arrange for any remaining faults to be corrected.

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. Alternatively, L&Q can undertake the repairs for you and re-charge you accordingly.

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.

# 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.

By law, the energy efficiency of every new home must be assessed independently and an Energy Performance Certificate (EPC) issued. To view the EPC for your home, go to the website <https://find-energy-certificate.digital.communities.gov.uk/find-a-certificate/type-of-property>, enter your postcode and select your address from the list.

On this development we have included the following sustainable technologies.



### Solar photovoltaic panels

The building is fitted with solar photovoltaic (Solar PV) panels to generate electricity from sunlight. The electricity generated is used in the communal areas of the building or, if there is no demand, is sold to the national grid to offset the cost of electricity used. This helps to keep your service charges lower by saving us all money.

### District Heating

Your heat and hot water is provided from the Ferry Lane Communal Heating System, operated by EON Heat. The introduction of Communal Heating Systems forms part of the GLA's (Greater London Authority) policy on renewable energy aimed at reducing carbon emissions within London.

The Communal Heating System supplies heating and heated water to your Heat Interface Unit (HIU) which is located in your utility cupboard and manufactured by Cetetherm. This means that there is no gas supply in your home.

Heat is transferred to your home via the HIU. Your HIU is used to transport heat throughout your central heating system and to the coil within the hot water cylinder, which heats the hot water network in your home.

In your utility cupboard, there is a switch (often labelled 'heating'). This controls your heat and hot water from the HIU. Do not switch this off unless you wish to have neither heat nor hot water.

# 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.

**Useful link:**

Green Choices are an independent website that provides information on everyday choices that people can make to help protect the environment.

Website:  
[www.greenchoices.org](http://www.greenchoices.org)

## 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, B or C 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.

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**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
- Put on a lid to pans keep the heat in.

**Laundry**

- Always run a full load in the washing machine
- Most detergents work well at 30°C
- 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

# 18.

# Switching Supplier

## PLEASE NOTE:

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If you are connected to a communal energy centre, you may not be able to switch energy provider

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.

Please note your heating provider, Eon, cannot be changed.

Often people do not challenge the energy tariffs, 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**, which lists a lot of the major suppliers.

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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 **[for homes with gardens]**:

- 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.



- 
- Careful weeding and hoeing ensures that watering helps plants and not weeds.
  - Plant flowers and shrubs that thrive in hot and dry conditions such as thyme, evening primrose, rock rose, Californian poppy, pinks, lavender, buddleia and herbs.
  - 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.
  - 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.

## 20.

# Energy Labels Explained

### HOW IS IT AWARDED?

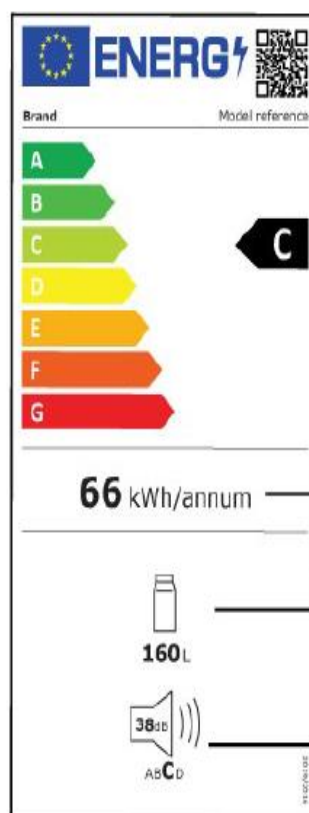
Appliances are graded on their energy consumption in kWh\* (units of energy used per hour). So the less kWh used, the more efficient the appliance. Manufacturers are required to self-certify products based on EU criteria set for each product type.

### TABLE INFO

As of March 1<sup>st</sup> 2021 a new energy label standard has been introduced. 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 for:

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

#### New energy label



**The QR code** gives access to more information on the model

**The rescaled energy efficiency class**

**The annual energy consumption** of this fridge is calculated with refined methods

**The volume** of the fridge expressed in liters (L)

**The noise level** measured in decibels (dB) and using a four classes scale

# 21.

# Home Security

## PLEASES NOTE:

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

Secured by Design is a Metropolitan Police 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, even an upper storey window, open 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.
- Hide small items like jewellery or take them to a bank before you leave.

# Home Fire Safety Guide

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## KEEP YOUR HOME SAFE

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### Alarms

- Fit at least one smoke alarm on every level of your building and in any room in your flat where a fire could start.
- Remember to test all your alarms monthly.
- 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

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- Fit a heat alarm in the kitchen, they detect 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.
- Never throw water onto it as this can create a fireball.
- 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.

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## KNOW WHAT TO DO IN A FIRE

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### **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.

### **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

### **FOLLOW THIS EXTRA ADVICE IF YOU LIVE IN A PURPOSE BUILT MAISONETTE OR BLOCK OF FLATS**

**If your flat or maisonette, in a purpose- built block, is directly affected by fire or smoke and your escape route is clear:**

- Get everyone out, close the door and walk as calmly as possible out of the building.
- Do not use the lift.
- Call 999, give your address including the number of your flat and state which floor the fire is on.

**If there is a fire or smoke inside your flat or maisonette but your escape route is NOT clear:**

- It may be safer to stay in your flat or maisonette 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.

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**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**

As the apartment is gas free there is no carbon Monoxide (CO) Alarm. CO is a poisonous gas that has no smell or taste and can kill quickly.

**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, ensure they have been safety checked and register your appliances with the government recall site so that you can be made aware of any safety issues should they arise - <https://www.registermyappliance.org.uk/>. 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 our website [london-fire.gov.uk](http://london-fire.gov.uk)**

Version 5: January 2017



# 23.

# Translations

## 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 Direct on 0300 456 9996 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، بر ايل أو قرص مضغوط صوتي، من فضلك المباشر على 0300 456 9996 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 9996 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 9996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 9996 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 9996 'ਤੇ L & Q ਡਾਇਰੈਕਟ 'ਤੇ ਸਾਡੇ ਸਟਾਫ ਨੂੰ ਇੱਕ ਨੂੰ ਪੁੱਛੋ 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 9996, 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 9996 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 & Q آڈیو سی ڈی کے طور پر، آپ کے لئے یہ بندوبست کریں گے جو 0300 456 9996 پر ڈائریکٹ میں ہمارے عملے کے ایک براہ کرم دریافت کرنا چاہوں گا، تو. Q.

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



0300 456 9996  
[lqgroup.org.uk](http://lqgroup.org.uk)

**L&Q**