



HOME USER MANUAL

Version 1.1

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1.

Welcome to Your New Home

L&Q DIRECT



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

0300 456 9998



Alternatively, log your issue on the L&Q website

www.lqgroup.org.uk

You can also email

lqaftercareeast@lqgroup.org.uk
with regards to routine repairs.

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

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

Q: Can I make alterations to my property?

ANSWERS

Step 1: Contact L&Q Direct on

- 0300 456 9998 for both routine and emergency calls
- Contact us via our website www.lqgroup.org.uk

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

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 contact our Customer Service team on 0300 456 9998 in advance if you want to carry out any alternations or extensions to find out how this will affect your warranty.

QUESTIONS

Q: Who is responsible for repairing my property?

ANSWERS

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 9998. 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.

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

The general position is that customers are responsible for taking out **content's insurance** for their home but L&Q takes care of the **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 for further information. This insurance is separate from the normal buildings insurance.

QUESTIONS

Q: How can I reduce condensation in my property?

ANSWERS

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.

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

If you lose your fob, you can re-order a replacement from L&Q .

You can contact **L&Q** on **0300 456 9998** and ask the operator to transfer you to the **L&Q Neighbourhood Office** for your property. You will normally be asked to pay for the cost of replacement.

If you need to contact **L&Q** for general enquiries, please call the main number **0300 456 9998**. 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:

- NHBC Warranty documents
- Electrical Certificates
- Energy Performance Certificate

Keys

ITEM	REFERENCE	MANUFACTURER / SUPPLIER
Window keys		Velfac
Front door keys		
Letter box keys		Safety Letterbox Company
Kitchen cabinet keys		Symphony
Bin store	Fob access	Contact L&Q for replacements
Bike store	Fob access	Contact L&Q for replacements
Lobby door	Fob access	Contact L&Q for replacements

Specification

LOCATION	ITEM	MAKE	COLOUR
Entire plot	Achitraves, skirtings, window boards and doors paint finish	Crown Trade Water Based Fast Flow Quick Dry Gloss	White
Entire Plot	Walls and Ceiling paint finish	Crown Trade Obliterating Emulsion Matt	White
Living/dining rooms, Kitchens	Laminate	Swiss Noblesse V4	New York Oak
Bedrooms, Stairs Landings	Carpet	Haverling Deluxe	Cloud
Bathrooms, cloakrooms, utility cupboard floor	Tiling	Porcelanosa	Rodano Acero

Fixtures

LOCATION	ITEM	MAKE	COLOUR
Kitchen	Tap and Sink	Franke Athena Carron Onda	Chrome
Kitchen	Kitchen cupboards	Symphony Kitchens	Woodbury Range (Platinum colour)
Kitchen	Worktop and Upstand	Symphony Kitchens	Tectonica Matching upstand

Appliances and Controls

ITEM	MANUFACTURER	MODEL
Door entry receiver	PBT	Futura X2
Thermostat controller	JG Speedfit	Aura JGSTATW2W
Heating Wireless Controller	JG Speedfit	Aura JDCCO
Wireless Wiring Centre	JG Speedfit	Aura JGWCW
Home Energy Manager	NetThings	200SM036
Smoke Alarm	Deta	1163
Heat Detector	Deta	1165
Door Bell	Deta	C3504
Mechanical Extract Ventilation	Zehnder Group UK Limited	Vectaire CMEV.4eHT
Heat Interface Unit	Flamco	A2RXE
Single Phase Energy Meter	Hager	CM1100RS
Towel Rail Heating Component	JIS	Sussex Range
Fridge Freezer 30/70	Zanuzzi	ZBB28651SV
Washer Dryer F/S	Bosch	WVG30462GB
Dishwasher (600mm)	Zanuzzi	ZDLN1511
Hob	Zanuzzi	ZEV6140NBA
Extractor Hood	Zanuzzi	ZHC60156X
Oven	Zanuzzi	ZOB343X

4.

Register as a Customer for Services

Remember when you move in to your new home, you must register with the various service providers such as the electric company.

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. Fibre optic broadband is available in your area.

Call the following services to register as the customer for your home. You will probably need to give the relevant meter readings.

ELECTRICITY	EMERGENCIES	MPAN NO	METER READING
E-On	105		
WATER	EMERGENCIES	WEBSITE	METER READING
Thames Water 0845 9200 888	0800 714 614	thameswater.com	
TELEPHONE	MAIN NUMBER	WEBSITE	
See The Light	0800 331 7638	www.seethelight.co.uk	
SATELLITE TV	MAIN NUMBER	WEBSITE	
Sky	0844 241 1818	www.sky.com	
COUNCIL TAX	MAIN NUMBER	WEBSITE	
Newham Council	020 8430 2000	www.newham.gov.uk	

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

Electricity

LOCATION

A consumer unit is located in either the hallway utility cupboard or hallway store cupboard

Water

Stopcocks for hot and cold water are located in either the hallway utility cupboard or hallway store cupboard

METERS

Electricity

LOCATION

A small meter is located in either the hallway utility cupboard or hallway store cupboard.

Water

The NetThings monitor shows information provided by this meter.

The main water meter is located outside your property usually within the pavement for ground floor units and in the hallway utility cupboard for above ground units.

There is a secondary water meter for incoming cold water located in the utility cupboard within your apartment.

The NetThings monitor shows information provided by the secondary meter.

EQUIPMENT

Programmable thermostat

LOCATION

Located in each of the heating zones

Heat/CO and smoke detectors

Located in the kitchen and hallway

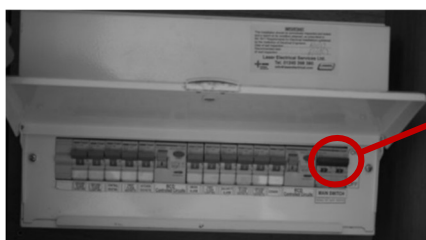
6.

Utility Services Information

ELECTRICITY

This is your consumer unit with a mains isolator.

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



Switch off all power here

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

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

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

What to do if you experience a power failure:

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

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

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.

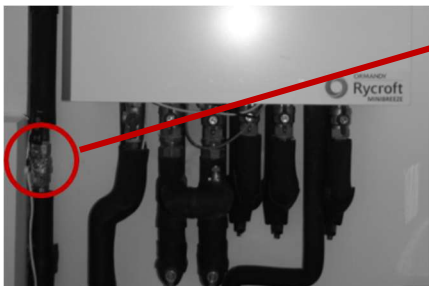
What to do if your lights do not work:

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



There is a labelled stopcock to isolate the cold water (blue label) supply next to the heat exchange unit located in the hallway cupboard.

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

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



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

What to do if you experience low water pressure:

Your building has communal water booster pumps maintaining your water pressure. If you are experiencing low water pressure please contact L&Q on 0300 456 9998.

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 in the HIU cupboard and contact L&Q Direct.

HEATING AND HOT WATER: HEAT INTERFACE UNIT (HIU)

Within your home is a services utility cupboard where the Heat Interface Unit (HIU) similar in size to a standard domestic boiler is located. Unlike a standard domestic boiler the HIU does not heat water. It does however transfer heat generated by communal energy plant, to your space heating (underfloor or radiator) and domestic hot water systems.

In addition to pipework connections to and from the HIU, it is also connected to a permanent electricity supply via a fused isolator and a control cable linked back to the central energy plant room.

Your HIU includes a heat meter either located inside the HIU or mounted externally inside the utility cupboard. This measures the amount of energy required to service your space heating and domestic hot water systems.

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 pipework or controls.

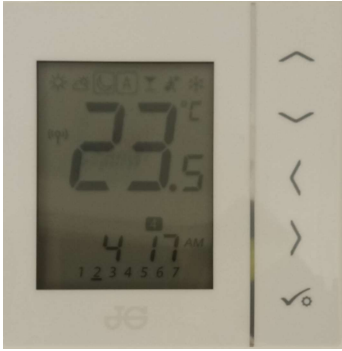
It is important that the HIU electricity supply switch remains switched on.

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.

A) THERMOSTAT AND HEATING



Your apartment is fitted with a JG Underfloor Heating System with wireless thermostatic controllers, to provide an even distribution of warmth throughout your space.

The underfloor heating system is divided into multiple heating zones, all of which can be controlled with the wireless Aura Thermostatic controllers. Programmable thermostats are located throughout the various heating zones in the kitchen/living area, hallway and bedroom(s).

To control the heating, set the desired temperature to the thermostat within the heating zone. The system uses intelligent thermostats to send signals to the central wiring centre located in the utility cupboard. The wiring centre controls the manifold – which send the heat to the right location within the system.

For central heating in the coldest weather, a thermostat setting of HIGH is recommended. This may be reduced in milder weather. For hot weather only, e.g. in the summer, a lower setting will usually be satisfactory.

For full operation instructions refer to the user guides provided, or online material provided on John Guest Speedfit's website.

www.johnguest.com/speedfit/technical-support/

B) HOLIDAY USE

The Aura thermostat has a holiday function which will allow you to set a constant temperature for a specified number of days. This function is useful for saving on costs while you are away, as well as maintaining a constant temperature.

Each heating zone within your dwelling has a thermostatic controller that can be used to control the heating settings for your underfloor heating..

C) FROST PRECAUTIONS

In severely cold weather, your home may be damaged by frost. Ensure that the heating system is never set below the 'frost' setting, which will prevent freezing of pipes.

D) SERVICE AND OPERATION

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.
- ***Do not turn the heat interface unit (HIU) off at the switch.***
- 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

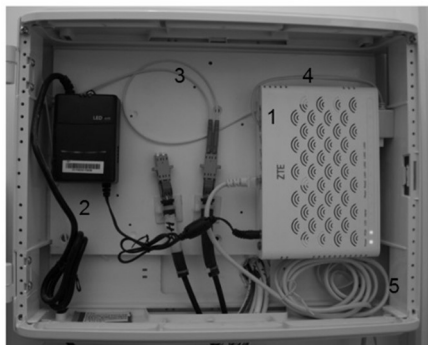
Heat Interface Unit

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.

7.

Operating Instructions

TELEPHONE & TV CONNECTION



1. ONT (Optical Insulation Terminal)
2. ONT Battery Backup
3. Fibre Cable
4. Telephone connection cable
5. Ethernet Cable
6. IRS (Integrated reception system)
7. Patch panel
8. Telephone Master socket
9. Power connections to ONT and IRS

The services of Internet and telephone are provided via optical cable connections with internal wiring throughout the unit. The following information is to explain how the system works generally.

The Optical Network provider will be the connection to internet and telephone throughout the apartment. To ensure access to telephone and internet services in the event of a power failure, the ONT is linked to a backup battery pack. The IRS converts optical power to RF power. This will feed into the satellite connection wired into your home. The IRS is connected to the ONT with the (thin yellow) optical cable. The telephone connection is established by connecting the Master socket with a connection (white) cable to a POTS connection on the ONT. This connection can be accessed in the relevant room by connecting your phone into one of the telephone sockets.

A wired internet connection using internal wiring can be established by connecting a Lan Port on the ONT to the Patch panel with an ethernet cable. This connection can be accessed in the relevant room by connecting the data port into the WAN port of your internet enabled device or router with an ethernet cable.

Satellite and TV connections



The connection panels with TV and satellite connections are located in the living room. These panels are also equipped with data ports. In order to receive satellite TV you will need to contact SKY to connect to the satellite service and purchase a set top box. You will not need to install your own satellite dish in order to receive satellite TV.



Telephone points

There is one 'master' (main) socket in your property, which is located in the hallway cupboard. You will need to have the telephone line activated to your property by BT, or an alternative telephone service provider of your choice. There is normally a charge for the activation of the telephone line, which varies according to the telephone provider you choose to use.



In addition to the master telephone socket in your new property, there are usually a number of additional 'slave' sockets in other rooms (commonly the lounge and main bedroom).

These sockets will need to be 'live wired' by BT, or a locally based NICEIC registered electrical contractor of your choice. There is normally an additional fee charged for this service by BT. You will also need to ask for this additional service at the time of requesting your line activation from your telephone service provider.

Please note that you will not be able to obtain a phone line via the slave sockets in your property until you have had the sockets 'live wired'. This is a service that is chargeable to the occupier of the property.



Extract grilles

Ventilation is provided by a fully automatic extract system using ceiling mounted extract grilles located in each room. The main spur for switching the extraction ventilation on is located in the utility cupboard.

Where fitted, a central extract system only costs around £6 per year to run. Heat recovery and ventilation systems cost just over £12 per year.

For additional ventilation when cooking etc., a boost switch is provided at worktop height in the kitchen.



Heat/CO and smoke alarms

Your home is fitted with a combined heat/carbon monoxide 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.





Letting in visitors

When visitors call from the Visitor Door entry panel located in the Entrance door on the ground floor, the video monitor will ring and display image.



Press the **Answer Call / End Call** button if you wish to speak with the visitors calling you.



If you wish to let the visitors in press the **Door lock** button.



To end the call press the **Answer Call / End Call** button again. The monitor is not able to answer more than one call at a time.



Mailbox feature. The mailbox feature takes a picture of the caller, when the feature is turned on. To enable the feature press the **mailbox** button for more than 2 seconds.

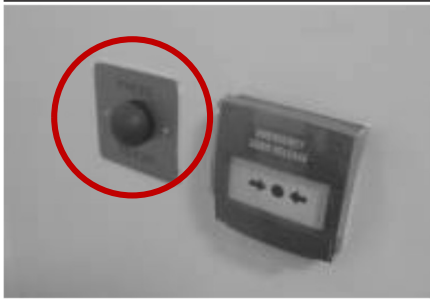
To view images taken by the mailbox press the **mailbox** button briefly. To delete images from the mailbox press the **on-screen menu** and select the **delete** option.

To self-connect and view image feed taken by the entry panel press the view button.



Entry and Access

To enter your main entrance pass your supplied key fob over the fob reader located adjacent to the main entrance and also to enter your lobby area.



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.

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

Key fobs

Please see page 4 for details on how to order a replacement fob from L&Q.

The fobs are security encrypted and cannot be replicated by unauthorised parties.

WINDOWS



The windows are fitted with a locking mechanism on the espagnolette handle. A small key is provided for locking and unlocking the window. Some tall top-guided and reversible windows will also have circular catch handles for ensuring wind and water tightness for the window when closed.



To open a window release the circular catch handle, tip the espagnolette handle upwards and push the window outwards. A ventilation position is obtained by pushing the window open approximately 1cm and re-engaging the handle.



To open and fully rotate the window **for cleaning purposes only** start by opening the window 5-10cm until the window restrictor is activated. Pull back the window slightly and detach the restrictor. Ensure the locking function on the restrictor is not in locked position, as this will prevent the windows being reversed for cleaning.

When the window is pushed outwards the top of the window sash can be pulled gently downwards towards the bottom of the window. The sash is fully reversed when the catches engage to keep it in the cleaning position. Before cleaning the window always ensure the sash is fixed in cleaning position, for safety purposes.

BALCONY DOORS

The terrace and balcony doors operated in a similar manner to the windows.

The doors are fitted with a locking mechanism. When the door has not been fully locked, the door can be opened by pushing down the button on the lock and turning the handle.



Locking your flat entrance door

To lock your flat entrance door, lift the door handle upward while turning the key/lock.

8.

Getting to Know Your New Home

REFUSE AND RECYCLING COLLECTION

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

Information on refuse collection dates and recycling can be found on the My neighbourhood function on the Newham Council website. The bin store is located on the ground floor the building and can be accessed via an entrance on Peloton Avenue. 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 Newham Council via their online portal on www.newham.gov.uk.

Information on recycling collection and recycling facilities in your area can be found on the council webpage.

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

POST BOXES

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

PARKING

Parking is limited and can be arranged by contacting L&Q to arrange an allocated parking bay. Please park considerately.

SECURE CYCLE STORAGE

Cycles should be stored (at owners own risk) in the cycle store provided on the ground floor of the main building; cycles should not be stored on landings, balconies or anywhere else where they are likely to cause an obstruction. Please ensure that you lock your bike to the rack provided and lock the cycle store door behind you.

9.

Getting to Know Your Area

HELP LINES

NATIONAL TRAVELINE

Tel: 0870 608 2608

www.traveline.org.uk

NATIONAL RAIL

Tel: 0845 748 4950 or
textphone 0845 605 0600

www.nationalrail.co.uk

SUSTRANS

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

Tel: 0845 113 0065

www.sustrans.org.uk

NATIONAL PARK AND RIDE

www.parkandride.net

The information in this section is to help you get around the local area and includes information on public transport, local amenities and services.

Your nearest public transport facilities are:

BUS

- Chobham Academy (stops V and Y) on Celebration Avenue
- Sir Ludwig Guttmann Health and Wellbeing Centre (Stops Q and R) on Liberty Bridge road

TRAIN

- Stratford International Station - DLR, Southeastern
- Stratford - Over Ground, TFL Rail, Greater Anglia, c2c

UNDERGROUND

- Stratford - Central line, Jubilee line

OVERGROUND

- Hackney Wick
- Stratford

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

ZIP CAR

For information on the local zip car availability, visit www.zipcar.co.uk

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:

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 (smaller than the width of a £1 coin) 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, or at least the trickle vents (the slotted vents in the window frame), open for as long as possible each day. Leave internal doors and doors of built in cupboards open a few inches to encourage air circulation. These should be left open at all times if practical.

Any large cracks (wider than the width of a £1 coin) will be filled and repainted by the building contractor, **after** the 12 months builder liability has been completed.

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.

Condensation

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

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

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

To help reduce condensation and mould:

Produce less moisture

Cover pans when cooking and do not leave kettles boiling.

Put washing outside to dry when possible.

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

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

Ventilate moisture away

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

Stop moisture spreading

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

Heating

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

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

Windows

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

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

L&Q are responsible for arranging repairs in your home and any repairs should be reported as soon as possible. The first 12 months is the period in which the builder has a duty to remedy any problems in the property e.g. shrinkage cracks in the plaster. Note that this does not apply to cosmetic items such as dents and scratches.

After the first 12 months, you may be permitted to make minor alterations, however you must check with your L&Q Property Manager before any works are undertaken.

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.

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 up 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.

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:

For further advice please call
L&Q on **0300 456 9998** or online
at **www.lqgroup.org.uk**.

Internal walls

Internal walls between rooms in your home could be built in block work or from metal stud frames. Block work walls can be finished in plaster or plasterboard dry lining. Timber framed walls are finished in plasterboard

Wall fixings

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

If in doubt, use a battery operated 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.

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

Separating walls

Walls used to separate semi-detached or terraced homes are designed to provide an effective sound and fire barrier.

In masonry construction, they may be made of bricks or blocks in solid or cavity construction and finished with plaster or plasterboard.

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

Fixing on these walls is the same as for plastered or dry lined masonry walls. 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. Battery operated detectors can be purchased from DIY stores. Also be careful when digging in the garden, in case there are cables or pipes buried near the surface.

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

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

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.

Only replace outdoor sockets with fittings designed for outdoor use.

Sockets should not be overloaded using multiple adaptors.

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

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

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

Floors

Ground floors can be of solid concrete resting directly on the ground or built as a suspended floor with airspace beneath. Suspended floors are made either of timber or concrete. Both are common.

The space below a suspended ground floor is ventilated through air bricks built into the outer walls. These air bricks should be kept clear and not blocked with soil.

Upper floors may be of traditional timber joist construction or, particularly in the case of flats, of concrete construction. Steel beams may also be used to support wide spanning floors.

Laying carpets will help to insulate the room from sounds from below, and will also help to retain warmth. When laying carpet, perimeter grippers are easily fixed to timber flooring but are not appropriate with concrete floors where double-sided tape is easier.

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

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

Ceilings

Ceilings are usually of the same basic construction as timber framed partition walls. Locate the timber joists 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.

Curtain tracks

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

Doors

Many doors are made with a thin facing of compressed board or plywood on a skeletal honeycomb core within a timber frame. Items such as coat hooks can be fixed to these doors with the same sort of cavity devices that are used for fixing to plasterboard. However, make sure that the door thickness will accommodate the plug or toggle fitting when inserted and fully tightened.

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. Putty should also not be used for bedding glazing into timber windows that are treated with a preservative stain. 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

Permanent screen protection in front of glazing should not be removed.

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.

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.

Controlling Legionella in Your Home

What is Legionnaires' disease?

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

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

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

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

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

Hot water systems

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

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

Spa pools and hot tubs

Spa pools and hot tubs require careful maintenance, disinfection and frequent cleaning. Aerosols can be created when spa pool jets are in use. The correct use of spa pool/hot tub water chemicals and good management of disinfection, filtration and recirculation systems and pool surfaces will keep the water in a clean and safe condition.

It is important to refer to the manufacturer's instructions regarding the maintenance of spa pools and hot tubs.

13.

How to Report a Repair

PLEASE NOTE:

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

You can also email lqaftercareeast@lqgroup.org.uk with regards to routine repairs.

Your new home is under warranty by the builder for a period of 12 months from the date the property was handed over to L&Q. If you report a repair that we consider the responsibility of the builder then we will instruct them to carry out the repair rather than one of L&Qs day-to-day repairs contractors. You remain responsible for accidental or deliberate damage to your home.

Where there are white goods provided in your property these are often covered by two year manufactures warranties. We ask that you contact their customer services department to discuss this in the first instance if you have a problem.

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

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.

In the case of blockages, please attend to these in the first instance and contact L&Q if you are unable to resolve the blockage.

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.

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.

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.

Saving Energy and Reducing Bills

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

Tips for reducing your fuel and water bills

Heating and Hot Water

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

Appliances

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

Electronics

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

Fridge

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

Kettle

- Boil the amount of water you need, just make sure the element is fully covered
- Refill with a cup of water straight after boiling as the heat will be stored in the water for your next boil

Buy an eco-kettle if yours needs replacing.

Oven

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

Microwave

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

Pans

- Heat the minimum amount of water that you need, and use the right size hob for the pan so you don't waste heat
- 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

PLEASE NOTE:

Your home is connected to a communal energy centre, therefore you are not able to switch energy provider for your heating and hot water.

Your energy bill depends on two things:

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

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

Why not see if you can get a better deal?

Here's how to save:

- **Check what you pay**

Look at your bill and see what you pay per unit of energy. This will usually be in terms of pence per kWh (kilowatt hour) for electricity.

- **Compare your price to other deals out there**

There are a number of good websites that compile all the different rates available and present them online. Take a look to see what deals there are.

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

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.
- If you prefer to use a hosepipe, fit a trigger nozzle to control the flow.

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

- Careful weeding and hoeing ensures that watering helps plants and not weeds.
- 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.

19.

Energy Labels Explained

PLEASE NOTE:

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

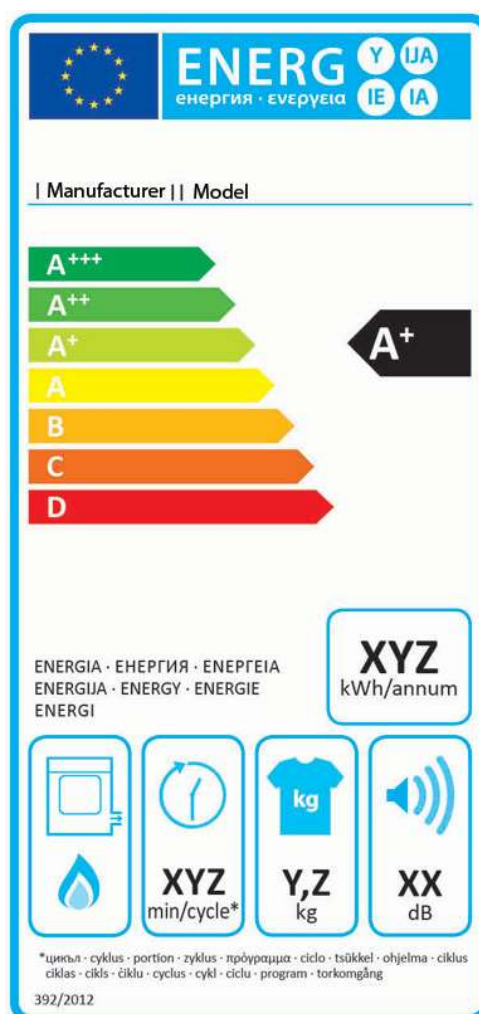
HOW IS IT AWARDED?

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

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

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



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

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

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

PLEASES NOTE:

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.

KEEP YOUR HOME SAFE

Alarms

- Fit at least one smoke alarm on every level of your home and in any room 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 a 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

- 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 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.

KNOW WHAT TO DO IN A FIRE

Plan your escape

- Make an escape plan and practise it regularly to make sure everyone knows how to get out safely.
- The best route is the normal way in and out of your home.
- Plan a second route in case the first one is blocked.
- Never store anything in communal areas including balconies. Items can block your escape route and be a fire risk.
- Always keep door and window keys where everyone you live with can find them.

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.

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

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

CARBON MONOXIDE

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

PRODUCT RECALLS

Faulty electrical goods can cause fires. If you are concerned about the safety of a product; stop using it and let the retailer, manufacturer or your local Trading Standards office know. Take extra care with second-hand appliances, and ensure they have been safety checked. A list of recalled products is available at: www.london-fire.gov.uk/product-recalls

For further fire safety advice visit our website london-fire.gov.uk

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Arabic

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Bengali

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Chinese

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

French

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Punjabi

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Somali

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Urdu

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