

HOME USER MANUAL

**Greenwich Square – The Courtyard
Wheelchair Access Rented**

Contents

	SECTION/TITLE	PAGE NO.
1.	Welcome to Your New Home	4
2.	Frequently Asked Questions	5
3.	Emergencies and Fire Safety	8
4.	Documents for You to Keep	12
5.	Register as a Customer for Services	15
6.	Locating Equipment	16
7.	Utility Services Information	18
	Electricity	18
	Water	20
	Heating and Hot Water: Heat Interface Unit (HIU)	22
8.	Operating Instructions	24
	Telephone & TV Connection	24
	Ventilation	25
	Door Entry System	26
	Entering the building	27
	Windows	28
	Balcony doors	30
9.	Getting to Know Your New Home	31
	Refuse and Recycling Collection	31
	Post boxes	31
	Secure Cycle Storage	31
10.	Getting to Know Your Area	32
11.	Advice on Looking After Your Home	34
12.	Safety & Improvements to your Home	41
13.	Controlling Legionella in Your Home	44
14.	How to Report a Repair	46
15.	L&Q New Home Warranty	47
16.	Response Times for Repair	49
17.	End of Builder Liability	50
18.	Energy Efficient Features of your Home	51
19.	Saving Energy and Reducing Bills	52
20.	Utilities	54
21.	Saving Water	55
22.	Energy Labels Explained	56
23.	Home Security	57
24.	Home Fire Safety Guide	58
25.	Translations	60



Artist's Impression

1.

Welcome to Your New Home

L&Q AFTERCARE



You can call us on
020 8189 7444 during working
hours or email us at
lqaftercaresouth@lqgroup.org.uk.
For out of hours, please call
0300 456 9996.



Alternatively, log your issue
on the L&Q website
www.lqgroup.org.uk

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

- For both routine and emergency calls, call:
 - L&Q Aftercare during working hours on 020 8189 7444 or email lqaftercaresouth@lqgroup.org.uk.
 - L&Q Direct for out of hours calls and non-repair queries call 0300 456 9996 or via our website www.lqgroup.org.uk.

Step 2: Tell us

- Your name
- Address

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, 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**, particularly **section 15 (L&Q New Home Warranty)** and **Section 17 (End of Builder Liability)**.

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 Aftercare team on 020 8189 7444 or email lqaftercaresouth@lqgroup.org.uk 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 via **Aftercare** at 020 8189 7444 or via **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 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).

In addition to the insurance referred to, all new homes we build are covered by NHBC Buildmark 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.

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 0344 633 1000 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.

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 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 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 9996**. If you are not sure of who to contact ask to speak to the operator who will direct your call

3.

Emergencies and Fire Safety

At All Times

Make sure that the smoke alarms in your home are working (automatic smoke detection is provided in all corridors)

Do not store anything in your hall or corridor, especially anything that will burn easily or cause an obstruction.

Use the fixed heating system in your home. If this is not possible only use a convector heater in your hall or corridor. Do not use any form of radiant heater, especially one with either a flame (gas or paraffin) or a radiant element (electric bar fire).

Only use your rooms for their proper purpose and this is for sleeping, sitting in or cooking. Do not use them as a workshop or storeroom.

Self-closing front entrance doors are provided to stop the spread of fire and smoke and it is important that they are not wedged open, particularly in the event of a fire. Do not stop the self-closing mechanism from working correctly. Check that this door closes itself. Before going to bed or when leaving the flat empty, close tightly as many doors to prevent the spread of fire.

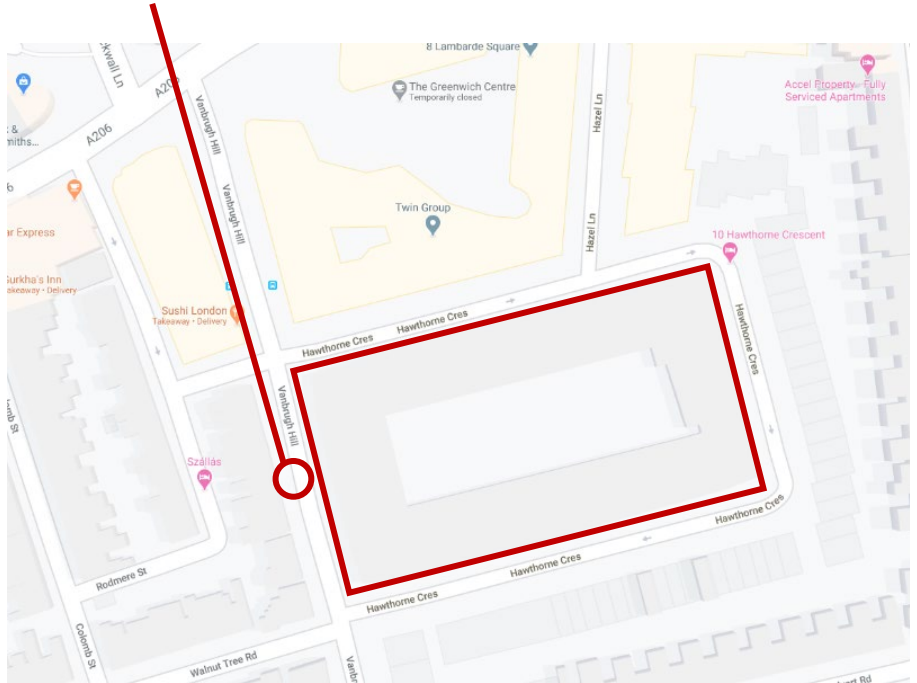
Do not block access roads to the building or allow your visitors to park their cars in these roads. If you see vehicles parked there, please report this.

If a Fire Breaks Out in Your Home

If you are in the room where the fire is, leave straight away, together with anybody else, and then make sure the door is closed.

Exit from the building via the dedicated 'means of escape' stair, and then you should exit at ground level.

The muster point for the building occupants is on Vanbrugh Hill on the opposite side of the road to Block 3/the Courtyard building.



Do not stay behind to try to put the fire out.

Tell everybody else in your home about the fire and get everybody to leave. Make sure the front door is closed and leave the building.

Do not use the lift.

Call the fire service via 999.

If You See or Hear a Fire in Another Part of the Building

It will usually be safe for you to stay in your own home.

Should the building-wide smoke alarm be raised for a situation outside of your own apartment, you should in the first instance remain there until informed otherwise by Security or the Fire Service.

If smoke is detected in the communal areas this will automatically set off the building-wide smoke alarm system, which will be relayed back to the Estates Office and alert Centre Management.

Nevertheless, if you see your home being affected by smoke or heat, you must leave your home. Close all doors and windows.

Alternative Fire Escapes

Should you see there is a fire through the vision panel of the fire door leading to the fire escape at the front entrance lobby, please exit via the courtyard and escape to the street via a different block.

If you live in an apartment at level 1 and you cannot gain access to the lobby or courtyard to escape the building, please use an alternative route over the balcony.

Calling the Fire Service

The Fire Service should always be called to a fire, even if it only seems a small fire. This should be done straight away. The way to call the fire brigade is by telephone as follows:

1. Lift the receiver and dial 999.
2. When the operator answers give the telephone number you are ringing from and ask for FIRE.
3. When the Fire Service replies, tell them clearly the address of the fire.

Do not return the receiver until the Fire Service have repeated the address to you and you are sure they have got it right. The Fire Service cannot help if they do not have the full address.

Smoke Alarms & Heat Detectors

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.



The **smoke alarms** in your home are connected to the mains electricity and have a battery back-up. Please test the system once a week using the following procedure:

Push and hold the test button for up to 10 seconds for the alarm to sound.

Please refer to the user instructions contained within your handover documentation.



A **heat detector** is located on your kitchen ceiling. It has a mains electricity supply and a battery back-up. Please test the system once a week using the following procedure:

Push and hold the test button for up to 10 seconds for the alarm to sound.

Regularly check that the green mains indicator light on the cover is illuminated.

Please refer to the user instructions contained within your handover documentation

Testing & Maintenance



The control switch for the test/locate/hush controls connected to the apartment smoke/heat alarms can be found adjacent to your consumer unit.

Vacuum these alarms every six months to keep the units working efficiently, by first turning off the mains electricity supply and vacuuming through the vents using a soft brush attachment. Avoid contact between the nozzle and the unit.

Switch the power back on when you have finished.

4.

Documents for You to Keep

Please find enclosed the following certificates/documents:

- Code for Sustainable Homes Certificate (CfSH)
- Energy Rating Certificate (EPC)
- Gas and Electrical Certificates

Keys



Lift Key Fob Pad / Keypad

On the day you move in, you'll be given a key fob. This is a keyless entry system that gives you access to the building, your home and locked communal areas. It also controls access to the lift in your block. Visitors will require a code to use the lift. You will be given this code on the day you move in. This code will only allow visitors access to your floor.

If you lose your key fob, 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.

Please refer to section 9 for further information about entry to your apartment.

Specification

LOCATION	ITEM	MAKE	COLOUR
Bedroom, Living, Kitchen, Dining Room, Hallway and Storage Walls	Mouldshield Fungicidal Matt	Dulux Trade	Pure Brilliant White
Ceilings	Mouldshield Fungicidal Matt	Dulux Trade	Pure Brilliant White
Skirtings, Architraves, Doors	Mouldshield Fungicidal Matt	Dulux Trade	Pure Brilliant White
Walls within Wardrobes	Mouldshield Fungicidal Matt	Dulux Trade	Pure Brilliant White
Bathroom Walls and Ceilings	Mouldshield Fungicidal Matt	Dulux Trade	Pure Brilliant White
Bathroom Wall Tiles	1106-TW02-00 150x150mm	Villeroy & Boch	Brilliant White
Kitchen Wall Tiles	150x150mm Glazed	CTD Architectural Tiles	White

Window Blinds

MANUFACTURER	TYPE	MODEL
Labetts	Chain Operated Roller Blind	R202

Appliances and Controls

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 21 for further details.

Before any further appliances are installed, you must request permission from L&Q.

MANUFACTURER

Zanussi

Wilsonart

Symphony Group

Zanussi

Zanussi

TYPE

Cooker hood

Laminate Worktop - No Upstand

Kitchen Units

Oven with Side Hung Door

Built-In Hob

No Fridge Freezer has been provided by Mace.

MODEL

ZHC60156X

Moisture Resistant - Everest Black

Hacienda - White Ash

ZOA35675XK

ZV694NK

Flooring

MANUFACTURER

Karndean

TYPE

Vinyl Tiling

This is the only flooring in the apartment.

MODEL

Knight Tile

MVHR

MANUFACTURER

Nuaire

TYPE

Mechanical Ventilation & Heat Recovery Unit

MODEL

MRXBOX

Under Floor Heating

MANUFACTURER

Ambient Heating & Plumbing

TYPE

Underfloor Heating

MODEL

W-Ambi

Lighting

MANUFACTURER

Orlight

Orlight

Orlight

Orlight

TYPE

Miniature G9 Surface Fixture

Marine Grade Up & Down Fixture

LED Pendant Lamp

Surface Light

MODEL

ORLL20-White-IP44

ORL3009A-S

ORLPNDE27

ORLL30-WH-LED-4000K-ND

LOCATION

Kitchen, Hall & Living Room

Balcony

Bedrooms

Bathrooms

Sanitaryware

MANUFACTURER

Ideal Standard

Triton Elina

Ideal Standard

Ideal Standard

Ideal Standard

Ideal Standard

Ideal Standard

Ideal Standard

Ideal Standard

Ideal Standard

Ideal Standard

Nymas

Nymas

Nymas

ITEM

Wash Hand Basin Tap/Mixer

Shower Bar Mixer, Hose and Head

Toilet

Wash Hand Basin

Wash Hand Basin Bracket

Concealed Cistern

Wash Hand Basin Waste

Wash Hand Basin Flex Waste

Wash Hand Basin Trap

Toilet Seat & Cover

Toilet Flush Level

Grab Rails

Drop Rails

Shower Seat

MODEL

A4129AA

ELITHBMINC3BOT

S3054

S2309

S6701

S3654

S8800

S6686

S8920

S4065

S4420

210160

211965

NymaPRO 130205

5.

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.

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

ELECTRICITY

Ecotricity 08000 302 302

EMERGENCIES

01453 373 033

MPAN NO

METER READING

HEATING

SSE

MAIN NUMBER

03450 707 379

MPAN NO

METER READING

WATER

Leep Utilities

MAIN NUMBER

0345 122 6780

WEBSITE

www.leeputilities.co.uk

TELEPHONE

BT Openreach

MAIN NUMBER

0800 800 150

WEBSITE

www.bt.com

TELECOMS

British Telecommunications

MAIN NUMBER

0800 800 150

WEBSITE

www.bt.com

COUNCIL TAX

Royal Borough of Greenwich

MAIN NUMBER

020 8854 8888

WEBSITE

www.royalgreenwich.gov.uk

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

6.

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 your utility cupboard within your apartment.

Water

Your hot water isolation is located in the access hatch above your front door in the communal corridor, and the cold water isolation is located in your utility cupboard.

METERS

Electricity

LOCATION

A small meter is located in your utility cupboard within your apartment.

Water

The meter is located in the communal riser in the hallway outside of your apartment.

EQUIPMENT

Programmable time switch

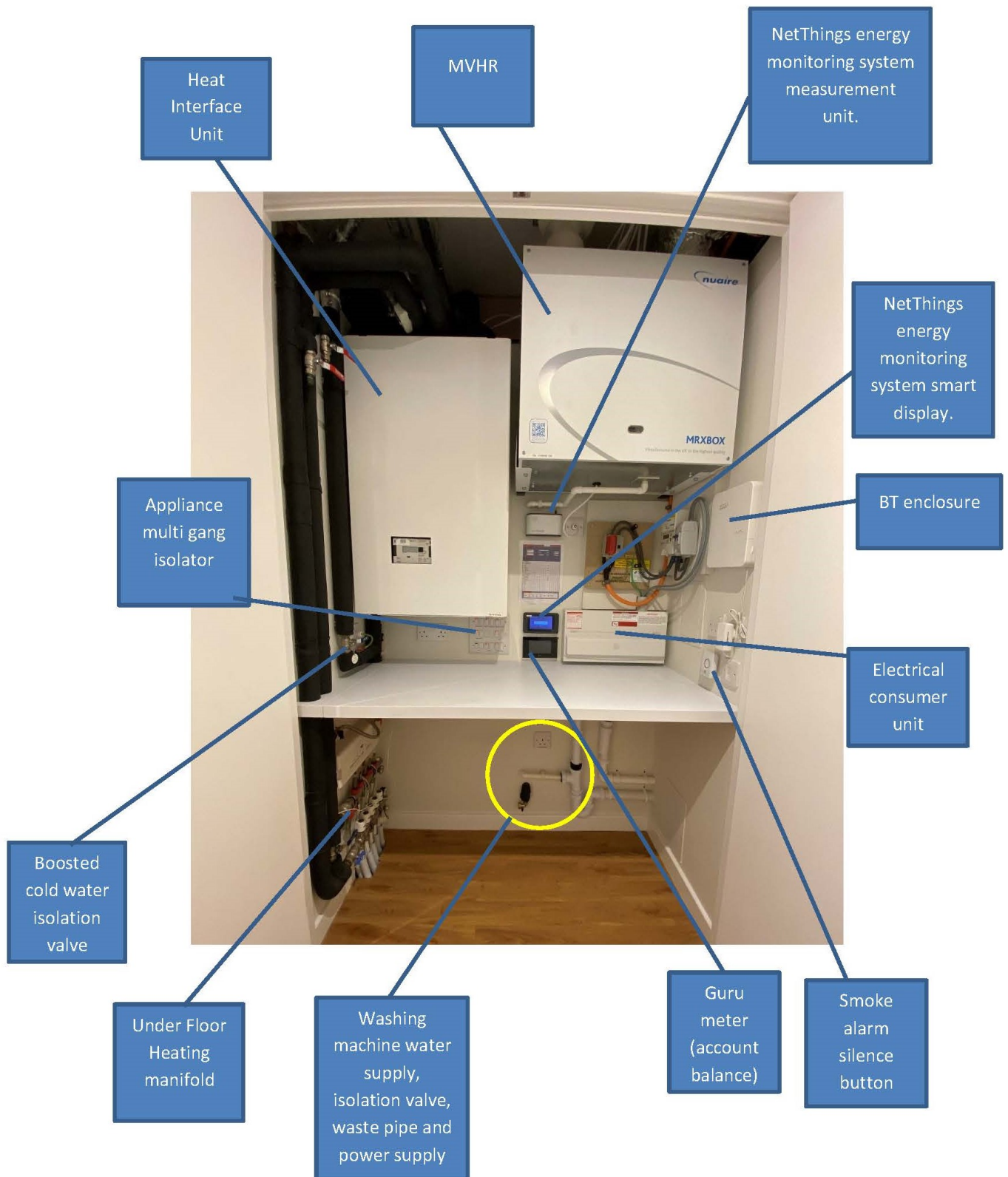
LOCATION

Located in each of the heating zones – The kitchen, living area, hallway and bedroom(s).

Heat/CO and smoke detectors

Located in the kitchen, hallway and bedrooms.

Utility Cupboard



7.

Utility Services Information

ELECTRICITY



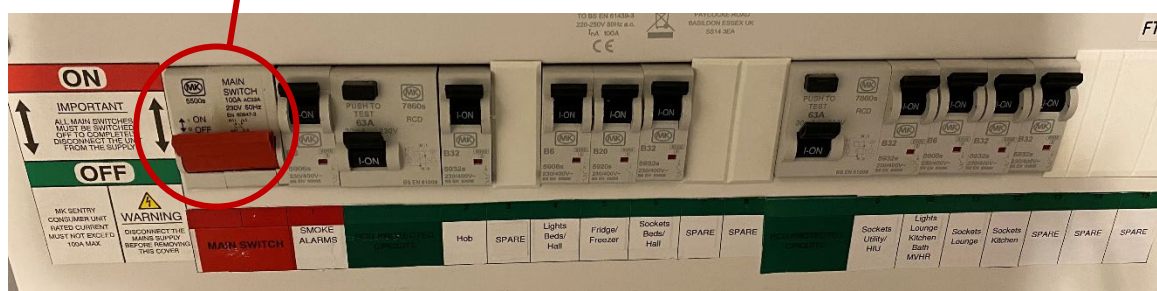
This is your consumer unit with a mains isolator.

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.



Service Isolations

ITEM

Water main stop valve

Electrical consumer unit

Under floor heating system

Heating Interface Unit (HIU)

Heating controls

MHVR

Water meter *

Electric meter

Heating & hot water energy meter

Smoke detectors

Heat detector

Door entry

Individual Isolation (Kitchen Appliances)

Water Isolation Valve (Dishwasher)

LOCATION

Main isolation valve located within utility cupboard.

Utility cupboard

Underfloor to all rooms, with control manifold at low level within the Utility cupboard. UFH control panels are located in each room.

Utility cupboard

Utility cupboard + Wall mounted thermostats in hallway

Utility Cupboard

In the boosted cold-water riser cupboard within the communal corridor

Utility cupboard

Utility cupboard

Hallway, lounge & Bedrooms

Kitchen

Hallway

Kitchen above Counters

Underneath Kitchen Sink

*To access your water meter, you will require the riser cupboard skeleton key which is held by the estate management team.

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 Aftercare. An electrician will then be instructed to rectify the problem.

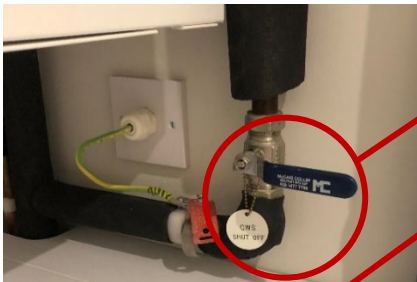
What to do if your lights do not work:

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

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

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

WATER



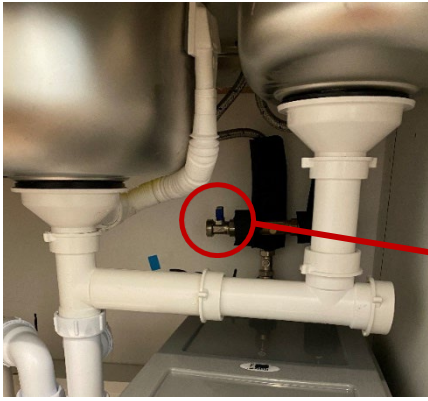
There is a labelled stopcock to isolate the cold-water supply located in your utility cupboard.

Your Hot Water Isolation Valve is located within the access hatch in the ceiling just outside the main door to your apartment, as pictured to the right.

In the event of a leak outside your property please contact L&Q.

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





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



The toilet and basin isolation valves are as shown to the left.

What to do if you experience low water pressure:

The water pressure in your area is 2.5 - 3 bar.

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 within your utility 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 pipe work or controls. For any issues with the HIU please contact your Heat Supplier SSE.

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

For further information on the controls of your heating, please refer to the manufacturer's information in the Customer 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.



THERMOSTAT

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, a lower setting will usually be satisfactory. You are able to set the temperature between 16 – 24 °C.

SERVICE

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

The temperature of hot water is pre-set at the district heating centre.

8.

Operating Instructions

TELEPHONE & TV CONNECTION



Telephone points

The telephone sockets are located in the living area of your home, in such panels as pictured.

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 this master telephone socket in your new property, there are additional **'slave' sockets** in your utility cupboard and the master 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.

TV/Satellite TV

The satellite/TV connection points are within the same panels detailed previously, which are connected to a satellite dish.

Provision for FreeSat, Sky, Sky Q, Hotbird, Astra 1 and DAB Radio services have been provided to your apartment in the living areas & bedrooms. To connect, simply plug your device into one of the media panels located around your apartment. Should you require Sky or any other paid subscriptions, please contact your local provider.

NOTE: Your TV set may need re-tuning as the aerial system at your new home may be receiving its TV signals from a different transmitter to the one at your previous address.



Extract grilles

Ventilation is provided by a fully automatic trickle and boost extract system using ceiling mounted extract grilles located in each room.

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

The ventilation in the bathroom is boosted by turning the light on in the bathroom.



Cooker Extractor Hood

An extractor hood has been installed above the cooker location.



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

Visitors are required to use the two-phase panel entry system to enter the block. There are two panels, as pictured to the left; one outside the building and one within the entrance lobby. Visitors will use these to contact you via your personal intercom panel located within your apartment, also pictured, where you can remotely allow them access into the building. This intercom panel has a video monitor so that you can see your visitor and ensure they are who they say they are before allowing them access.

You will be given a code when you move in, which is for the purpose of visitors using the lifts in your block. Don't forget to give your visitor this code so that they can use the lifts once entry to the building has been gained.



Using the code in the lift will allow visitors access to the lift control panel. With the code they have been provided, they will only be able to access your floor.

Once on your level, visitors will then exit the lift, where you will need to meet them at the door in the corridor.

This final door cannot be unlocked remotely.

Make sure your visitors are who they say they are before allowing them access or giving them your lift code.

ENTERING THE BUILDING



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

If you lose your key fob, 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 there is an issue with the programming of your fob and it does not activate the door release, please see Mace Macro in No. 5 Hawthorne Crescent.

WINDOWS

The installed windows are double glazed units.

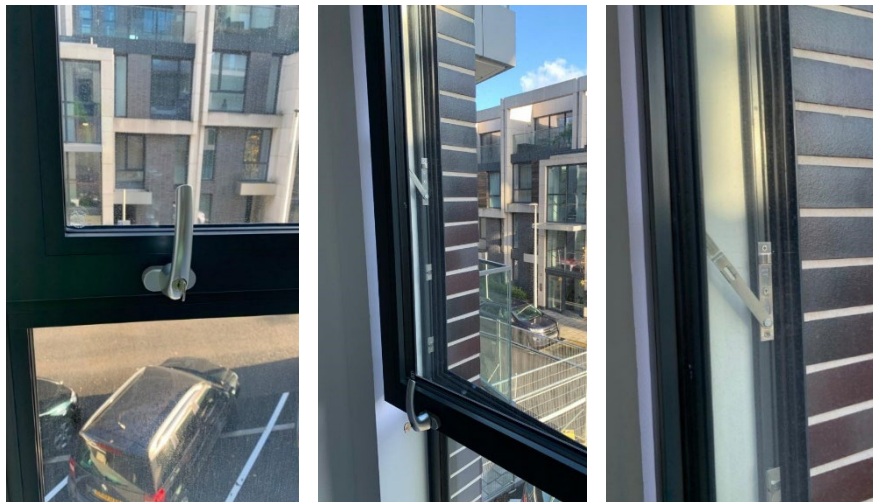
Please note the windows should be in a fully closed position when carrying out any operations with the window handles.

The window can be fully locked, open 100mm on the restrictor for purge ventilation or fully open / unrestricted.

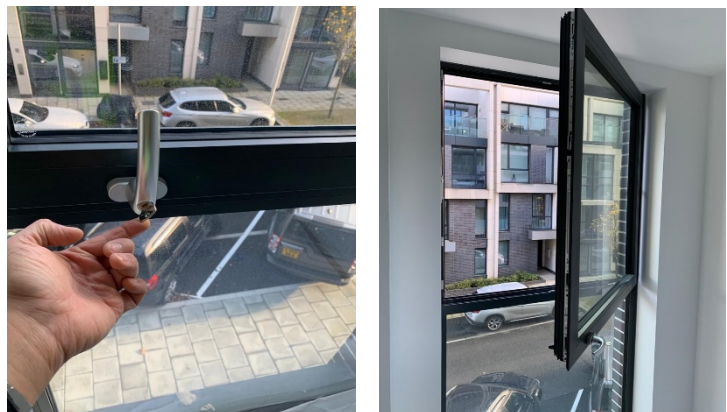
To unlock the window, insert key into the handle and turn the key 180 degrees.



To open the window on the restrictor (pre-set 100mm) turn the handle 90 degrees, whilst the window is in the closed position, so the handle is pointing upwards. Once in the upwards position use the handle to open the window, the window will stop once the restrictor has reached its maximum pre-set opening position.



To open the window fully the user will need to disengage the handles security feature. To do this the key requires to be turned fully to the right and held in that position, then the handle can be turned fully, the handle should be rotated 180 degrees from its closed position, the window can now be fully opened.



When closing the window and reactivating the handles security lock, the window should be in the closed position, then the handle can be turned to 90 degrees to engage the restrictor or turned 180 degrees to be fully closed. The key should be turned 180 degrees to lock the handle fully.



BALCONY DOORS



You can open your balcony door by means of pushing down the handle. To lock the door, lift the handle upwards and turn the key.



Locking your flat entrance door

To lock your front door from inside your flat, press the thumb key before rotating.

The door does not self-lock if it is closed, so ensure you lock your apartment when you leave it unattended.

9.

Getting to Know Your New Home

REFUSE AND RECYCLING COLLECTION

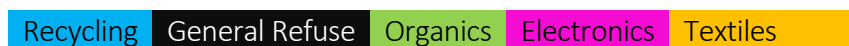
Your local authority is responsible for the collection of your refuse and recycling.

Your general refuse is collected on a Monday from the bin store located on the ground floor, adjacent to the front entrance of your block. 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 Royal Borough of Greenwich, Tel: 020 8854 8888.

Your recycling is collected on a Monday. 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 Royal Borough of Greenwich website.

Within your bin store, there are five colour coded bins:



POST BOXES

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

SECURE CYCLE STORAGE

Cycles should be stored (at owners own risk) in the cycle store provided; 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.

The cycle stores are located in the ground floor carpark area. You have access to the stores via your key fob.

10.

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.

BUSES:

Vanbrugh Hill bus stops are based directly outside of the Greenwich Centre on Woolwich Road, and serve bus routes:

- 129 between Cutty Sark and North Greenwich
- 177 between Peckham and Thamesmead
- 180 between Lewisham and Thamesmead East
- 286 between Cutty Sark and Sidcup
- 422 between North Greenwich and Bexleyheath
- N1 between New Oxford Street and Thamesmead

Rodmere Street bus stops (also extremely close to site) serve the bus route:

- 386 between Blackheath and Woolwich

Tyler Street bus stops, 0.2 miles away from Greenwich Square, serve bus routes:

- 129 between Cutty Sark and North Greenwich
- 177 between Peckham and Thamesmead
- 180 between Lewisham and Thamesmead East
- 188 between Russel Square and North Greenwich
- 286 between Cutty Sark and Sidcup
- 386 between Blackheath and Woolwich
- N1 between New Oxford Street and Thamesmead

NATIONAL RAIL:

There are two National Rail stations close to Greenwich Square: Maze Hill, 0.3 miles away; and Westcombe Park, 0.6 miles away. Both stations serve Thameslink and Southeastern trains.

POLICE STATION

Greenwich Police Station
Borough Hall
Royal Hill
Greenwich
London
SE10 8RE

HOSPITAL

Queen Elizabeth Hospital
Stadium Road
Woolwich
London
SE18 4QH

FIRE STATION

East Greenwich Fire Station
325 Woolwich Road
Greenwich Peninsula
London
SE7 7RF

LONDON UNDERGROUND:

The closest London Underground station is North Greenwich Station, 1.4 miles away, which is on the Jubilee line.

- North Greenwich Underground Station, 5 Millennium Way, Greenwich Peninsula, London, SE10 0PH (1.4 miles)

LIFTSHARE (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

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 your 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/>

Advice on Looking After Your Home

PLEASE NOTE:

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

Any large cracks (wider than 3mm) will be filled and repainted by the building contractor when the 24 months builder liability has been completed. 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 – the underfloor heating should be kept between 16 – 24 °C.
- 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 (**not fire doors or doors with closers**) and doors of built in cupboards open a few inches to encourage air circulation. These should be left open at all times if practical.

Efflorescence

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

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

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

Ventilation

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

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

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 30-minute 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 extract ventilation system in your home is set to run continuously on trickle, activated to boost in the bathroom by turning on the light, and in the kitchen by using the boost switch.

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.

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.

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

Internal Cleaning and Maintenance Checklist

Please look into any manufacturer's recommendation to ensure the correct cleaning method and non-abrasive product to use.

ITEM	LOCATION(S)	MAINTENANCE	FREQUENCY
Vinyl Floors	Halls, Living Areas, Kitchens	Dry Cleaning: Floors should be cleaned daily using dry cleaning methods, such as vacuum or dust control mop. This will remove any particles of dust and grit which may scratch the floor seal when trafficked under footwear, chair legs, and other items moved across the floor.	Daily
		Damp Cleaning: Soluble dirt should be removed by leaning using a spray-buff system such as the Hygen Pulse Mop System (order ref: 950104) – a sturdy mop which features an on-board reservoir and user-controlled release of solution. The removable cleaning heads (which are machine-washable) should be replaced periodically to ensure effective maintenance.	Weekly
Painted Walls	All rooms	Wash down with warm water and weak detergent. Rinse with clean water.	As required
Ceilings	All rooms	Dust.	Weekly
Windows	All rooms	Wash down with warm water and weak detergent. Rinse with clean water.	Monthly
		Vacuum the window frame channel & wash with water and PH neutral detergent. Check drainage holes are clear of obstructions.	
Woodwork & Wardrobes	All rooms	Wash down with warm water and weak detergent. Rinse with clean water.	Monthly

Ironmongery (not including hinges)	All rooms	Clean with warm soapy water applied with a cloth or leather. Dry and polish with a soft dry cloth. NOTE: Wedging doors open that are fitted with door closers will damage the door closer.	Monthly
MVHR	Utility Cupboard	It is recommended that the two G3 filters of your MVHR unit are inspected and cleaned every 6 months and replaced every 12-18 months. The filters can be removed from the unit by removing the two filter covers on the front panel of the unit. Take hold of the two circular tabs either end of the filter covers and pull out.	6 Monthly 12-18 Monthly
Kitchen Units	Kitchen	Laminate worktops, doors, drawer fronts, cabinets, handles and knobs should be regularly cleaned. Gently wipe over with cloth dampened with mild soapy water and carefully buff dry.	Weekly and as required
Lighting	All rooms	Replace lamps as required with a lamp of the fittings' recommended wattage. NOTE: Ensure that the electric circuit that supplies the fitting is switched off on the Consumer Unit & the lamp is cool enough not to burn your hand.	As required
Window Blinds	All windows	Wipe clean the fabric and hardware with a damp cloth (water only) to remove any light soiling. Always ensure fabric is supported from behind when cleaning to prevent creasing. Allow fabric to dry fully before raising the blind.	Weekly
		Raise and lower blinds to ensure they are not being obstructed as they move and are operating as when initially installed.	6 Monthly

External Cleaning and Maintenance Checklist

ITEM	LOCATION(S)	MAINTENANCE	FREQUENCY
Glass	Windows, doors, glazed balustrade, frosted partitions	Wash down with warm water and weak detergent. Rinse with clean water.	Monthly
Wall Cladding	Balcony	Clean cladding by using a bucket and brush, hand cleaning with warm soapy water. Detergents, emulsifying agents or suitable proprietary compounds may be used.	Monthly
Balustrade Cladding	Balcony	Cleaning of small areas with solution of mild detergent in warm water	Annually and as required
Composite Deck	Balcony	Sweep the deck to remove any surface grit and dirt and use a mild solution of soapy water and cloth to remove residual dirt. Make sure not to leave any soapy residue to avoid slipping.	Weekly

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 on 020 8189 7444 during working hours or via 0300 456 9996 out of hours. You can also write to L&Q aftercare at lqaftercaresouth@lqgroup.org.uk or contact us via our website www.lqgroup.org.uk.

The first 24 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.

After the first 24 months, you may be permitted to make minor alterations, however you must check with your L&Q Property Manager before any works are undertaken.

You should not attempt any redecoration in the first 24 months

Walls and ceilings

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

Ironmongery

Do not 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 Aftercare on **020 8189 7444**
or email
lqaftercaresouth@lqgroup.org.uk

For out of hours or emergencies
please contact **L&Q Direct** on
0300 456 9996 or online at
www.lqgroup.org.uk.

Internal walls

Internal walls between rooms in your home are made from British Gypsum metal framing finished with plasterboard

Wall fixings

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

Remember that any improvements to your home need to be approved L&Q – call to obtain permission. Any improvements or modifications should also be carried out by a competent and qualified professional.

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.

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.

PLEASE NOTE:

If you notice problems when you move into your home, you can report them to **L&Q Aftercare** on **020 8189 7444** or email **lqaftercaresouth@lqgroup.org.uk**

For out of hours or emergencies please contact **L&Q Direct** on **0300 456 9996** or online at **www.lqgroup.org.uk**.

Your new home is under warranty by the builder for a period of 24 months from the date the property was handed over to L&Q. If you report a repair that we consider the responsibility of the builder then we will instruct them to carry out the repair rather than one of L&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 manufactures warranties. We ask that you contact their customer services department to discuss this in the first instance if you have a problem.

L&Q New Home Warranty

PLEASE NOTE:

You can report problems covered under your warranty to **L&Q Aftercare** via **020 8189 7444**, or via email at **lqaftercaresouth@lqgroup.org.uk** and we will arrange to resolve the problem.

For emergency and out of hours please contact **0300 456 9996** or online at www.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.

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.

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.

18.

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.

Saving Energy and Reducing Bills

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

Tips for reducing your fuel and water bills

Heating and Hot Water

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

Appliances

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

Electronics

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

Fridge

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

Kettle

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

Buy an eco-kettle if yours needs replacing.

Oven

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

Microwave

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

Pans

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

UTILITY SUPPLIERS

Water

Leep Utilities
The Greenhouse
Salford
M50 2EQ
T: 0345 122 6780

Electricity

Ecotricity
Lion House
Rowcroft
Stroud
Gloucestershire
GL5 3BY
T: 08000 302 302

Telecoms

British Telecommunications
81 Newgate Street
London
EC1A 7AJ
T: 0800 800 150

Heating

SSE
Inveralmond House
Dunkeld Road
Perth
PH1 3AQ
T: 03450 707 379

Each apartment is provided with the following utility meters:

- Water Meter (located in a cupboard in the communal corridor at each floor level). Water usage will be billed directly by Leep Utilities. To obtain the keys to the water cupboard you will need to sign them off from the Managing Agent, located at No. 5 Hawthorne Crescent.
- Electricity Meter (located in the utility cupboard within the apartment). Electricity usage will be billed directly from the electricity supplier.
- Heat Meter for heating and hot water energy (located in the utility cupboard in the apartment within the heat interface unit). Heating and hot water energy usage will be billed directly from SSE.

Utilities are connected when you move in. As soon as you move in you should let your local electricity, water and heating companies know you are the new occupier and provide them with the meter references and readings.

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.

22.

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.

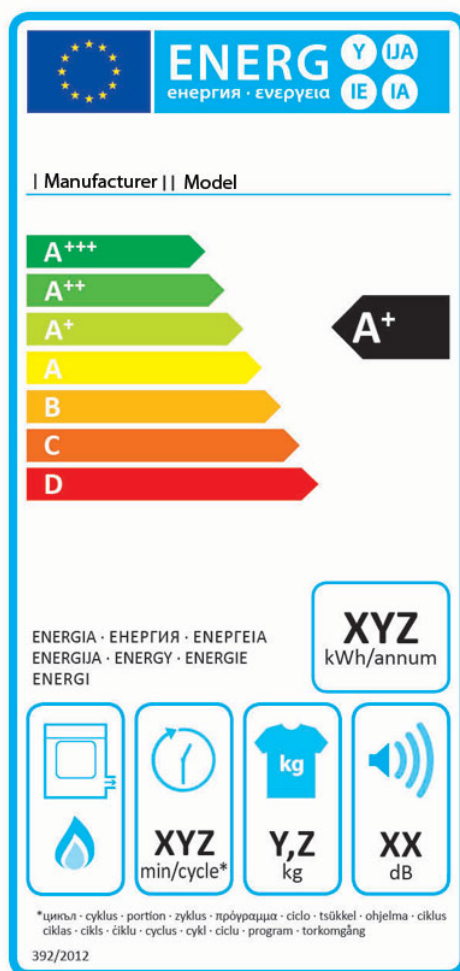
HOW IS IT AWARDED?

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

- 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 for purpose-built flats and maisonettes

IF YOU HAVE A FIRE, DO YOU KNOW YOUR PLAN?

Follow this advice if you live in a purpose-built block of flats or maisonettes, of any height, with shared communal corridors, external walkways, staircases or entrances.

If there is a fire or smoke inside your flat or maisonette:

- 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. Close the door and use soft materials to block any gaps to stop the smoke. Go to a window, call for help, call 999, give your address including the number of your flat and state which floor the fire is on.

If there is fire in another part of the building but not inside your flat or maisonette:

- Purpose-built blocks of flats and 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.
- You are usually safer staying in your own flat unless heat or smoke is affecting you. If you are in your flat, stay put and call 999. Tell London Fire Brigade where you are and the best way to reach you.
- If you are within the common parts of the building, leave and call 999.



[london-fire.gov.uk](https://www.london-fire.gov.uk)

L F B
LONDON FIRE BRIGADE

KEEP YOUR PURPOSE-BUILT FLAT OR MAISONNETTE SAFE

Fit smoke alarms and test them monthly

A fire can start anywhere in the home so early detection is vital.

- Fit smoke alarms in all rooms such as the lounge and bedrooms.
- Include landings and hallways but not kitchens or bathrooms because steam can cause false alarms.
- Fit a heat alarm in your kitchen which can detect the increase in temperature caused by a fire but will not be set off by cooking fumes or steam.

Fire risks exist in rooms where:

- Electrical equipment is left switched on or on charge.
- People smoke.
- Candles, incense sticks or naked flames are used.
- Portable heaters are used.

Smoking

The best and safest option is not to smoke, but if you are not ready to quit:

- Never smoke in bed or anywhere you could fall asleep.
- Never throw cigarettes out of your window or balcony, make sure you put them right out.
- Do not leave any type of lit cigarette or pipe unattended.
- Use proper ashtrays and never throw hot ash into the bin.

Candles and matches

- Candles, tea lights and incense burners should only be placed in stable, heat-resistant holders and should not be left unattended. They should be kept well away from curtains, furniture and clothes.

- Keep matches and lighters well out of reach of children.

Heating and electrics

- Sit at least one metre away from heaters.
- Never put a heater near curtains, furniture and clothes.
- Don't overload electrical sockets.

Communal areas, stairs and balconies

- Never store anything in communal areas including balconies. Items can block your escape route and be a fire risk.
- Don't use your balcony for barbecues.

TAKE EXTRA CARE IN THE KITCHEN

- Fit a heat alarm in your kitchen.
- Don't cook if you are tired or have been drinking.
- Never leave cooking unattended.

If a pan does catch fire:

- Don't try to move it or throw water on it – that will make it worse.
- Turn off the heat if you can do so safely.
- Leave the room, 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 and smoke spreading.
- Switch off and unplug electrical items such as TVs and avoid charging devices like mobile phones when you sleep.
- Make sure candles are out before you go to bed.
- Check your heaters and cookers are turned off.
- Keep door and window keys where everyone can find them.

WHAT TO LOOK OUT FOR IN YOUR BUILDING

Fire safety in all buildings is dependent upon good maintenance and housekeeping. It is important to report any concerns you might have to your landlord. It is essential that:

- All flat front doors and doors on corridors and staircases must be 'self-closing' fire doors.
- Fire doors must all 'self-close' properly, and not be held or wedged open. They are designed to help stop the spread of fire.
- Corridors, staircases and balconies must be kept clear of belongings or clutter, as this can block escape routes and stop firefighters doing their job.
- Everyone who lives in the building knows the evacuation plan and escape routes are clearly signposted.

PLAN YOUR ESCAPE ROUTE

Know it Keep it clear

For more information go to
london-fire.gov.uk

For more information about knowing your fire plan as a tenant and legal requirements and responsibilities for landlords, visit london-fire.gov.uk

L F B
LONDON FIRE BRIGADE

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، برaille أو قرص مضغوط صوتي، من فضلك المباشر على 0800 015 6536 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, ব্রেল অথবা একটি অডিও সিডি হিসাবে, আপনার জন্য এই ব্যবস্থা হবে যারা 0800 015 6536 উপর এল প্রশ্ন সরাসরি আমাদের কর্মীদের এক বলুন আছে চাই।

Chinese

如果你想有這樣的家庭用戶手冊複製在自己的語言，或在大類型，盲文或音頻CD，請詢問我們對08000156536的工作人員L&Q直接的一個誰將會為你安排。

French

Si vous souhaitez avoir cette utilisateur à la maison manuel reproduit dans votre propre langue, ou en gros caractères, en braille ou un CD audio, s'il vous plaît demander à un de nos collaborateurs à L & Q direct sur 0800 015 6536 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 0800 015 6536 '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 0800 015 6536, 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 0800 015 6536 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 0800 015 6536 پر ڈائریکٹ میں ہمارے عملے کے ایک براہ کرم دریافت کرنا چاہوں گا، تو۔

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



0300 456 9998
lqgroup.org.uk