

HOME USER MANUAL

PENTHOUSES

LOCK No 19

Bannister House, 6 Skippers Yard, E3 2UY

Lorimer House, 9 Navigators Walk, E3 2TG

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1.

Welcome to Your New Home

L&Q AFTERCARE TEAM



Call us on our free phone number: **020 8189 7441**



Alternatively, log your defect by email:

Lqaftercareeast@lqgroup.org.uk

Within the first 24 months following handover any defects will be covered by the Aftercare Warranty.

Dear Customer,

At L&Q, we take pride in creating homes and neighbourhoods that we can be proud of, we 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 user guide 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 user guide. 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 user guide.



1.1

Frequently Asked Questions

QUESTIONS

Q: How do I report a defect in my property?

Q: Can I make alterations to my property?

ANSWERS

Step 1:

If you are **within the first 24 months** from commencement of your lease: Contact **L&Q Aftercare Team** for both routine and emergency calls on:

- 020 8189 7441 (8.30am-5pm Monday to Friday) or
- Send an email to lqaftercareeast@lqgroup.org.uk

For out of hours emergencies, Call free phone 0300 4569 998.

If a defect occurs after 24 months, it is the responsibility of the owner to have the repair resolved.

Step 2: Tell us:

- Your name
- Address with post code (if you email, please could you add your postal address with postcode to email subject box)
- A telephone number which we can contact you during the day
- Detailed description of the defect you are reporting. Where possible, send photographs and videos of the defect to the Aftercare team.
- When you will be available to allow access to your home

No fixtures and fittings are to be installed in the first year.

If after the first year you are thinking about structural alterations, you must consult L&Q before taking further action. There is little scope for making structural alterations in the property 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 property 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 Guide**.

Where possible we recommend using 'command strips' or similar for wall hung pictures to avoid damaging the walls.

1.1

Frequently Asked Questions

QUESTIONS

Q: Who is responsible for repairing my property?

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

ANSWERS

L&Q will **arrange** for 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 except for the Heat Interchange Unit ('HIU') which is maintained and serviced by L&Q Energy.

Your repair responsibilities are set out in your Lease agreement.

Note: All new properties are covered by L&Q's warranty which is for the 24 months from commencement of your lease.

If you report any defects which fall under your L&Q warranty you will not be charged, and we will attend to rectify.

You are responsible **contents insurance** for your home however the **building insurance** is provided by L&Q (the cost is recovered through rent and service charges).

In addition, all L&Q new homes are covered by a ten year NHBC (National House Builders Council) building warranty. This is insurance taken out by L&Q and is in place to protect you, should any major (structural) defects occur to your property.

In the event of a major problem being identified, you would have received a NHBC Certificate, you should pursue any claims with the NHBC on 0800 035 6422 or visit www.nhbc.co.uk for further information. This insurance is separate from any normal building or contents insurance that may be in place.

1.1

Frequently Asked Questions

QUESTIONS

Q: How can I reduce condensation in my property?

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

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 a cold surface – if left it can cause mould.**

If you lose your fob, you can contact L&Q free phone on 0300 456 9998 and ask the operator to transfer you to the L&Q Neighbourhood Office for your property. Your property sits under the East Neighbourhood.

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

1.2

Documents for You to Keep

Please find enclosed the following certificates/documents which have been included within your handover pack:

- Electrical Certificate
- White goods guarantee
- Smoke and heat alarm instructions

Keys

Block entrance & communal doors fob

Flat entrance door key

Windows keys

Letter box keys

Basement vehicle gate fob/remote
if you purchased a car parking bay

1.2

Documents for You to Keep

Specifications

LOCATION	ITEM	MAKE	COLOUR
General	Paint ceilings & walls	Dulux – Matt emulsion	Pure Brilliant White
	Paint for woodwork	Dulux – Satinwood, water base gloss	Pure Brilliant White
	Flooring	Hardwood Kahrs Terrano	Dark Oak Terrano brushed
	Lamps and Lights	LED Downlight Orlight ORL 1005	White
		Utility pendant Deta S96/HO/T2	White
		Balcony light Orlight ORL30110-S	Brushed Steel
		or VEGA-D single	Bronze
	Plug Sockets	Deta Slimline Decor	Brushed steel with white insert
	Light Switches	Deta Slimline Decor	Brushed steel with white insert
	Internal Door Handles	Carlisle Serozzetta QCG1SCP	Brushed Steel
	Internal Door	Vicaima Dekordor with grooves	White Woodgrain PG2V4H
	Entrance Door	Vicaima Easy-fit/Portaro	Oak veneer plain
	Smoke Detector	Aico Ei141RC	White
	Radiators	N/A (underfloor heating)	N/A
	Terrace decking	Levolux aluminium 19400153	Dark grey RAL7022
Kitchen	Cupboards	Symphony Linear Form	Concrete textured
	Work Tops	Symphony Silestone 22mm thick	Marengo
	Handles	N/A (handle less range)	N/A (copper trims)
	Taps	Mono Deva Edge EDG118	Chrome
	Sink	Symphony ABK Blanco 1.5 bowl	Stainless steel
	Splashback	Symphony Alusplash	Petrol blue
Bedroom	Wardrobes		Brushed steel rails/handles
	Carpet		Nordic Sky (grey)

1.2

Documents for You to Keep

Specifications

Bathroom / Ensuite			
	Flooring	Johnson tiles, Boundary, 300x600	Storm, Natural
	Wall Tile	Johnson tiles, Boundary, 300x600 (1 ref for bath wall, 1 ref other walls)	Storm, Natural, Chalk, Natural, BON03N
		Dark grey grout and mastic	
	Vanity unit	Armarii Bespoke Halo version	Mirror and dark grey laminate
	Bath tub	Saniform Eco 363 anti-slip	White, no handles
	Bath Screen	Roman Lumin8 Orbital 1500x835x8	Transparent glass
	Shower tray	Bette Ultra 35mm	White
	Shower screen(ensuite)	Roman Embrace (dims. vary)	Transparent glass
	Bath Panel	Johnson tiles, Boundary, 300x600	Storm, Natural
	Toilet	Laufen ProS,Roca	White
		Pan 820962.000.000	White
		Seat 8.9196.1.000.000	White
		Cistern 890121010	N/A
		Dual flush plate 895661.004.000	Chrome
	Basin	Laufen ProS,Roca8.1296.1.000.104	White
	Small basin (ensuite)	Laufen Pro, Roca 8159610001041	White
	Taps	Methven SFBCPUK	Chrome
	Small tap (ensuite)	Methven SFBMCPUK	Chrome
	Bath tap	Methven SFSPWBTCP	Chrome
	Shower system	Methven Kiri diverter KIRI3/2VDIV	Chrome
		Waipori headset WAHPCPUK	Chrome
		Satinjet square head OSQ230CP	Chrome
	Towel Rail	TowelRads Independent 800x500	Chrome 130043

Appliances

MANUFACTURER	TYPE	MODEL
Siemens	Double Oven	MB535A0S0B
Siemens	Microwave Oven	BF525LMS0B
Siemens	Hob	EU631BEF1B
Siemens	Cooker Hood	LB55565GB
Grundig	Fridge Freezer	GKFI7030
Grundig	Washing Machine	GWD59400CW
Grundig	Dishwasher	GNV22620
Caple	Wine Cooler	WI3123

1.3

Register as a Customer for Services

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

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. Broadband available in your area: BT/ Virgin Media/ Hyper optic.

Call to register as the new customer for your home. **You will need to give the relevant meter reading numbers to your suppliers upon occupation.**

SERVICE

Electricity

SUPPLIER DETAILS

SSE

Tel: 0800 028 0247

Emergencies

Tel: 0800 727 282

MPAN No:

Heating &
Hot Water

L&Q Energy

Tel: 0333 003 3733

Email: L&QEnergy@lqgroup.org.uk

For the avoidance of doubt there is no gas supply in your apartment.

1.3

Register as a Customer for Services

SERVICE

Water

SUPPLIER DETAILS

Castle Water

Tel: 0845 9200 888

Emergencies

Tel: 0800 316 9800

Website: castlewater.co.uk

Serial No:

Telephone

BT Openreach

Tel: 0800 800 150

Website: bt.com

Virgin Media

Tel: 0800 064 3836

Website: virginmedia.com

Hyper optic

Tel: 0333 332 1111

Website: hyperoptic.com

Satellite TV

SKY/Q

Tel: 0844 241 1818

Website: sky.com

Council tax

London Borough of Tower Hamlets

Tel: 020 73645000

Website: www.towerhamlets.gov.uk

Household
Appliances

You will need to Register your Household Appliances with the Manufacturer (Refer to leaflets included in your Handover Pack for more information). Your appliances are covered by a 12-month warranty which starts from the day of occupation.

1.4

Locating Equipment

Household Insurance

Don't forget home and contents insurance!

To help with getting home and contents insurance you may need the following information;

Year built – These homes were completed in 2020

Roof type – Flat roof

Roof construction – Flats on levels 1 to 5 are covered by the level 6 concrete slab. Level 6 penthouses have a joisted roof.

Building structure – Flats on levels 1 to 5 are in concrete with a brickwork envelope. Level 6 penthouses are in light steel frame with a steel cladding envelope.

Type of heating – Gas powered Communal CHP in the basement serving all blocks.

Security of doors / windows – Secure By Design approved front entrance doors. PAS 24 windows for exposed areas.

Locks on flat main entrance door – Multipoint.

1.4

Locating Equipment

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

ELECTRICITY / METER

LOCATION

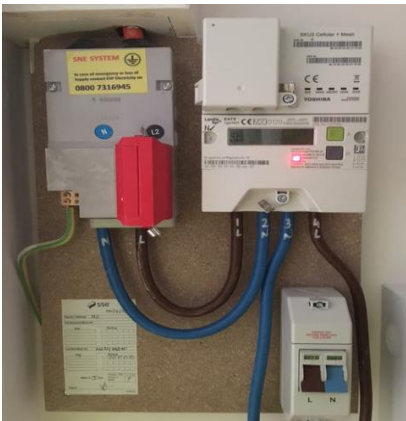
Electric Isolator

Your consumer unit is located in the hallway utility cupboard and allows the electrical supply to be isolated.



Electric Meter

Your electric meter is located in your utility cupboard in the hallway of your property.



Guru Meter

Your Guru smart meter is located in the hallway utility cupboard which meters hot water and heating.



1.4

Locating Equipment

WATER ISOLATION

Water Isolator



LOCATION

Stopcocks for main water are located in the hallway utility cupboard.

Water Meter



The water meter is located in the cupboard in the communal hallway on each floor. Access can be provided by the onsite care takers when required. Please refer to page 21 for more details.

1.4

Locating Equipment

EQUIPMENT

Thermostat / Programmer



LOCATION

Thermostat located in each of the heating zones – Kitchen, Living Area and Bedroom(s). Programmer located in the utility cupboard in the hallway.



Smoke and Heat Detector



Located in the kitchen and hallway.

Sprinklers

Sprinklers are provided in Lorimer House & Bannister House and a small number of properties in Milliner House, required due to the internal layout or height of the building. Sprinkler heads are located in living rooms and bedrooms on the ceiling.

1.5

Home Security

CONTACT US

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

Tips from the Police:

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.

- 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.

1.6

Home Fire Safety Guide

Keep your home safe



Alarms

- Remember to test all your alarms monthly.

Smoking

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

Candles

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

Heating and electrics

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

Take extra care in the kitchen

-
- 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.

1.6

Home Fire Safety Guide

Take extra care in the kitchen

If the pan does catch fire:

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

Stay safe when you go to bed

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

Know what to do in a fire

Plan your escape

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

1.6

Home Fire Safety Guide

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 your property, 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 property and state which floor the fire is on.

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

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

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

- Your property is built to provide you with 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 property, 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.

1.6

Home Fire Safety Guide

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

1.7

Getting to Know Your New Home

Post boxes

The post boxes are in the entrance lobby, as per below. Keys for your letter box are included in your moving in pack.

Secure Cycle Storage

Bicycles should be stored (at owners' own risk) in the cycle store provided; bicycles should not be stored on landings, balconies or anywhere else where they are likely to cause an obstruction. Please ensure that you lock your bicycle to the rack provided and lock the cycle store door behind you. L&Q take no responsibility if bikes are stolen but we will assist police where possible by providing CCTV evidence to police providing you have a crime reference number. Please note we do not release CCTV to residents.

Refuse and Recycling Collection

Your local authority is responsible for the collection of your refuse and recycling. Tower Hamlets Refuse can be contacted on 02073645000 or please email environmentalhealth@towerhamlets.gov.uk for further assistance.

Your general refuse collection dates are available on www.towerhamlets.gov.uk. 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 Tower Hamlets Council.

Your recycling collection dates are available on www.towerhamlets.gov.uk. 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 London Borough of Tower Hamlets Council website.

1.7

Getting to Know Your New Home

Lock No.19

Block A - Smiths House

Refuse Store is located on the Ground Floor, adjacent to the rear communal door facing onto the play area and is accessed externally.

Post boxes - Post boxes are located on the lobby wall at ground floor.

Cycle storage – Located at ground floor accessed via the lobby area.

Block B – Masons House

Refuse Store is located on the Ground Floor, adjacent to the communal front entrance door and is accessed externally from the communal garden.

Post boxes - Post boxes are located on the lobby wall at ground floor.

Cycle storage – Located within the basement in a secure communal store.

Block C – Milliner & Barker House

Refuse Stores are located on the Ground Floor, adjacent to the communal front entrance door and are accessed externally from the communal garden.

Post boxes - Post boxes are located on the lobby wall at ground floor.

Cycle storage – Located within the basement in a secure communal store.

Block D – Lorimer & Bannister House

Refuse Store is located on the Ground Floor, adjacent to the communal front entrance door and is accessed externally from either the main east west route or communal garden via the raised walkway. (please note there is a store dedicated to bulky items.

Post boxes - Post boxes are located on the lobby wall at ground floor.

Cycle storage – Located within the basement in a secure communal store.

Block F – Cobbler & Jenner House

Refuse Store is located on the Ground Floor, adjacent to the communal front entrance door and is accessed externally or from the covered main entrance.

Post boxes - Post boxes are located on the lobby wall at ground floor.

Cycle storage – Located within the basement in a secure communal store.

1.7

Getting to Know Your New Home

Parking is only available if it is included in the purchase of your property. You would have been advised of this at the time of securing your home. Details of your space and how to access it will be advised by the Customer Care Team.

Caretakers will be on site Monday to Friday 08:00-16:00hrs subject to L&Q's business/ scheme requirements

The Caretaker is directly employed by L&Q and will assist in all areas of estate service delivery, looking after any communal areas, internally and externally. They will be liaising with residents, contractors and internal departments to ensure that communal areas are clean & tidy and safe at all times. We encourage residents to liaise directly with the caretaker, face to face, by phone or email, and will advertise the caretakers working hours, duties and contact details and the scheme will be inspected regularly by management.

1.8

Getting to Know Your Area

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 339 and 276

Train Hackney Wick, Stratford International and Stratford
Underground Stratford Station and Pudding Mill Lane (DLR)

Maps of local cycle routes are available free from Underground stations or can be ordered from Transport for London. There are 14 maps that cover the whole of London. The maps, include a list of bike shops, cycle parking stations and other useful information.

There is a Zip Car club on the development, offering a 1 year free membership for first residents, and a £30+VAT driving credit per new home. A Travel Information Document is also included within your welcome pack.

Electric Charging Points

The car park in the basement have designated bays specifically for electric vehicle drivers to park and charge their vehicles. The bays should not be used just to park an electric vehicle without charging as these are shared charging points for the whole block.

The following help lines and websites may also prove helpful:

National Traveline

Tel: 0870 608 2608

traveline.org.uk

National Rail

Tel: 0845 748 4950 or text phone 0845 605 0600

nationalrail.co.uk

The London Cycle Network

(Maps of cycle routes in London)

londoncyclenetwork.org.uk/

Sustrans

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

Tel: 0845 113 0065

sustrans.org.uk

National Park and Ride

parkandride.net

1.8

Getting to Know Your Area

The following help lines and websites may also prove helpful:

Lift share

Address: liftshare.com Ltd, Butterfly Hall,
Attleborough, Norfolk,
NR17 1AB
Tel: 0870 078 0225
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 – nhs.uk/service-search

Canal & River Trust

The Canal and Rivers Trust (CRT) are responsible for the canal side, the locks in front of the flats and the refuse store adjacent to the canal by Dace Road – which is available only for canal users. L&Q do not have any control over these areas so if you have any concerns you will need to get in touch with CRT which you can do via their email address and their website, see below :

Enquiries.londonsoutheast@canalrivertrust.org.uk

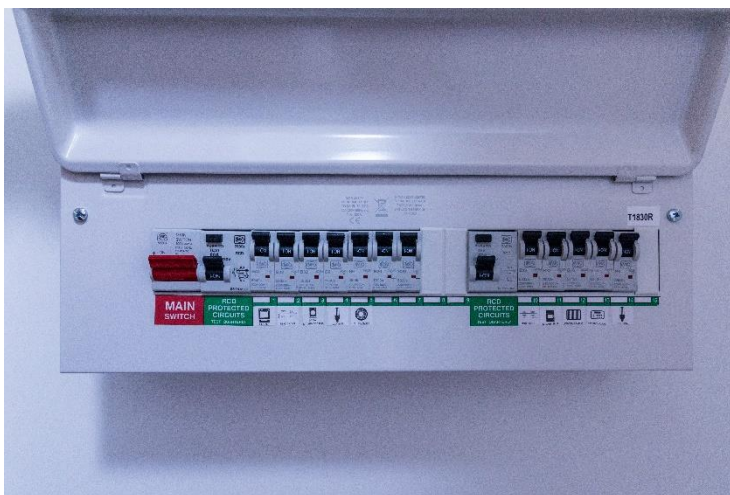
<https://canalrivertrust.org.uk/contact-us/ways-to-contact-us>

2.

Utility Services Information

ELECTRICITY

This is your consumer unit (CCU) with a mains isolator.



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

Switch off all power

Remember – UP is ON and DOWN is OFF.

Each circuit is clearly labelled and is protected by a Residual Current Device (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.

2.

Utility Services Information

ISSUE

What to do if you experience a power failure

ANSWERS

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.

2. 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, the appliance that is faulty. Refrain from using it and get it checked by a qualified electrician.
3. If it is the property wiring that is at fault, you should contact L&Q Aftercare Team (if within the first two years). 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 reporting a defect:

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 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 issue persists, please contact the L&Q Aftercare Team (if within the New Home Warranty period).

Any works to the electrical installation should only be carried out by a qualified electrician.

2.

Utility Services Information

WATER

There is a dark blue stopcock to isolate the water supply, on the side of 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 Aftercare Team (within the first two years) or Direct Maintenance thereafter.

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

2.

Utility Services Information



The isolation valve for the washing machine is located in the utility cupboard below the main water stopcock (top picture).



The isolation valve for the dishwasher is located below the kitchen sink (second picture). These small black switches with a blue dot 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.



The isolation valves under hand wash basins are the main water supply for the bathroom/shower room, hot water and cold water. They are located behind a tiled access panel and 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.

The Isolation valves to WC can be closed by using a small screwdriver to turn the screw a quarter turn until it faces across the valve.

2.

Utility Services Information



Access to drainage in bathrooms

In bathrooms and ensuites, if there is any need to access the drainage pipes below the basin or the bathtub in case of a blockage, one of the tiles acts as the access panel, surrounded by soft mastic. These tiles are noticeable as they are surrounded by a mastic joint, thicker than the grouting around other tiles. To have access, the mastic needs to be cut with a Stanley knife, and this should be done by a professional.



Access to rodding eyes for rain water pipes drops

In bathrooms and ensuites, if there is any need to access the rodding eyes of communal rain water pipes in case of a blockage, one of the side tiles of the boxing to the shower system acts as the access panel, surrounded by soft mastic. These tiles are noticeable as they are surrounded by a mastic joint, thicker than the grouting around other tiles. To have access, the mastic needs to be cut with a Stanley knife, and this should be done by a professional.



In kitchens, if there is any need to access the rodding eyes of communal rain water pipes in case of a blockage, an openable white panel is located on the wall above the worktop, and this should be done by a professional.

2.

Utility Services Information

ISSUE

What to do if you experience low water pressure

What to do if you have no water

What to do if water is leaking from a pipe

ANSWERS

Mains water is supplied to a tank with booster sets which then supply your property with water.

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, there is a bigger demand for water which can cause low pressure.

Check your stopcock has not been inadvertently turned off. Check all valves are on. If all the above is on as it should be then contact your water supplier, they would be able to confirm if there are any outages in your area.

Turn off the main stopcock located in the hallway utility cupboard and contact L&Q Aftercare Team (if within the first two years) or as set out under Section 2 (Frequently Asked Questions).

2.

Utility Services Information



Heating and Hot Water: Heat Interface Unit (HIU)

Your Heat Interface Unit (HIU) similar in size to a standard domestic boiler is located within your service utility cupboard. The HIU does not heat water, however it transfer's heat generated by communal energy plant, to your underfloor heating 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 which measures the amount energy required to service your underfloor 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.

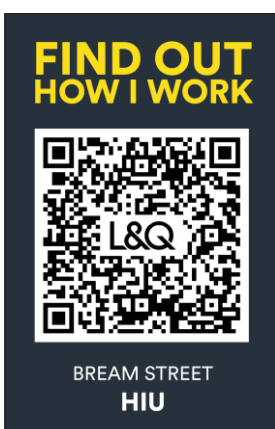
Please note that there are several valves located around the heat interface unit, in addition to the mains water stopcock.

Please do not touch any other pipe work or controls.

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

With a water-based underfloor heating system, a series of pipes connected to a boiler via a manifold, it circulates warm water, throughout the floor to heat the space. Because the heat emitted is more evenly distributed than a single radiator, the system can use water at a lower temperature.

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



2.

Utility Services Information



Guru Smart Meter

Your property has been installed with a Guru smart meter which allows the energy service provider to remotely and automatically read all utility meters connected to the hub, eliminating the need for manual reads and ensuring residents are charged for the energy used within the property.



2.

Utility Services Information



Points to remember

Thermostat/ Programmer

Thermostats are located throughout the various heating zones in the kitchen/living area, hallway and bedroom(s).

Set this control to the required room temperature.

Works by controlling the central heating with programmed settings that take effect at different times of the day.

The 7-day single channel programmer will allow you to turn off your heating for summer use. It is located in the utility cupboard.

For further information please refer to the manual quick guide included in your handover pack.

- If you do not have any hot water or heating, before reporting it to our Aftercare team, ensure you have credit on your account by checking your GURU meter.
- If the heating is not used for some time (e.g. while you are on holiday or if rooms are not in use) turn the thermostat to the lowest setting.
- If the temperature drops, cold rooms will draw heat from heated rooms, so increasing the heat in all rooms will improve comfort levels.
- Set the programmer controls to automatically switch the heating system off when your home is unoccupied. 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.

2.1

Saving Energy and Reducing Bills

The great thing about moving into a new build is that your home is already energy efficient. However, there are still many things you can do to 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.

2.1

Saving Energy and Reducing Bills

Tips for reducing your fuel and water bills

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.

2.1

Saving Energy and Reducing Bills

Tips for reducing your fuel and water bills

- 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.

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

2.2

Switching Supplier

Please note, the scheme is part of a communal heating system – you will not have a gas supplier but instead a heat provider, which will be LQ Energy. Like any other communal heating system, you cannot switch heat supplier.

However, you will still have their own private electricity supply and would be free to choose alternative and switch at your preference.

2.3

Saving Water

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.

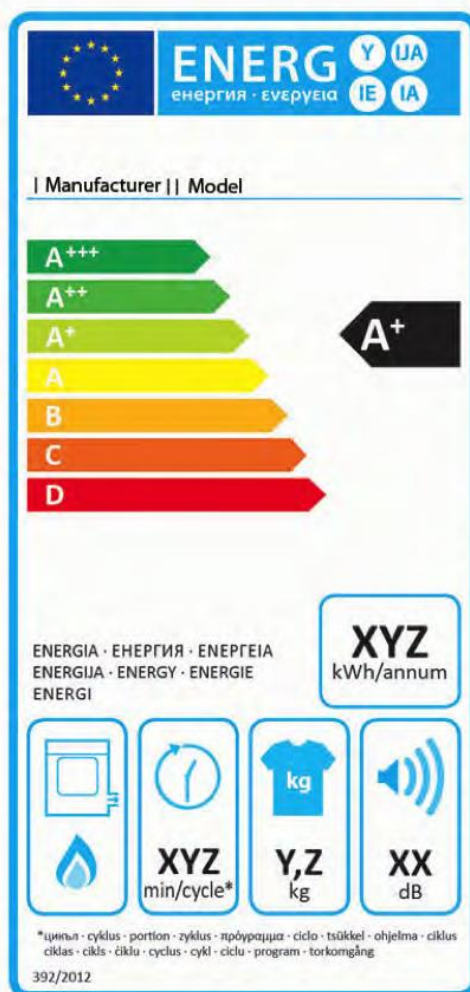
2.4

Energy Labels Explained

LABEL INFO

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

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



2.4

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). 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.

2.5

Energy Efficient Features of your Home

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

On this development we have included the following sustainable technologies.

- Combined Heat and Power system
- Energy efficient light fittings
- Energy efficient boilers
- Individual heating programme, temperature and weather control
- Energy efficient mechanical ventilation with heat recovery

By law, the energy efficiency of every new home must be assessed independently and an Energy Performance Certificate (EPC) issued. To view the EPC for your home, go to the website

<https://find-energy-certificate.digital.communities.gov.uk/find-a-certificate/type-of-property>

Enter your postcode and select your address from the list.

3.

Operating Instructions

TELEPHONE AND TV CONNECTION

Telephone points



There is one 'master' (main) socket in your property, which is located in the utility cupboard at high level. You will need to have the telephone line activated by BT, or an alternative telephone service provider of your choice.

In addition to the master telephone socket in your new property, there are several 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. You will 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.

Your property has a Hyperoptic Phone / Broadband connection.

For more details please go to hyperoptic.com

TV/Satellite TV



There is a main satellite/TV aerial connection panel in the living room which is connected to a satellite dish.

The loop cable enables a second television to view your SKY channels in the main bedroom.

You **DO NOT** need to install your own satellite dish to receive satellite TV.

To receive satellite TV, you will need to contact SKY to connect to the satellite service and purchase a set top box. TV points are live.

You will also require a BT telephone line to complete the connection.

3.

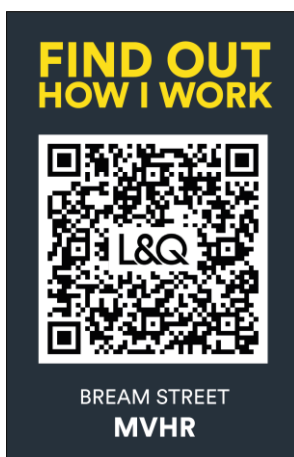
Operating Instructions

VENTILATION

MVHR



Please note that the extract ventilation system in your home is set to run continuously and will activate when the condensation has reached a certain level and will carry on working until it has reduced.



Your property is served by a Vent Axia Mechanical Ventilation Heat Recovery (MVHR) system which provides 'fresh' outdoor air into your property and removes stale air without letting heat escape.

The MVHR 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 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.

The extract grilles which are ceiling mounted 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. For good continuous operation of your MVHR filters should be changed every 4 months depending on your living situation. Replacement filters can be easily found online and relatively inexpensive. Alternatively, you can contact:

Vent Axia details

Sales Support;
Tel: +44(0)344 856 0590
Email: sales@vent-axia.com

Technical Support;
Tel: +44(0)344 856 0594
Email: tech@vent-axia.com

Refer to the manual in your Handover Pack for more information.

3.

Operating Instructions

Extract grilles



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

These grilles have been balanced throughout the property and thus should not be touched.

They will need to be cleaned of dust and debris by lightly brushing over with the vacuum cleaner



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

Cooker Recirculation Hood



Your property has been fitted with a cooker recirculation hood.

For further information on the circulation hood and maintenance/replacement of the filters, please refer to the instruction leaflet included in your Handover Pack.

A fused spur above to isolate oven/hob and cooker hood for maintenance and servicing by an approved person.

3.

Operating Instructions

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.

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

For further information, please refer to the instruction leaflet included in your Handover Pack.

3.

Operating Instructions

Visitor Access



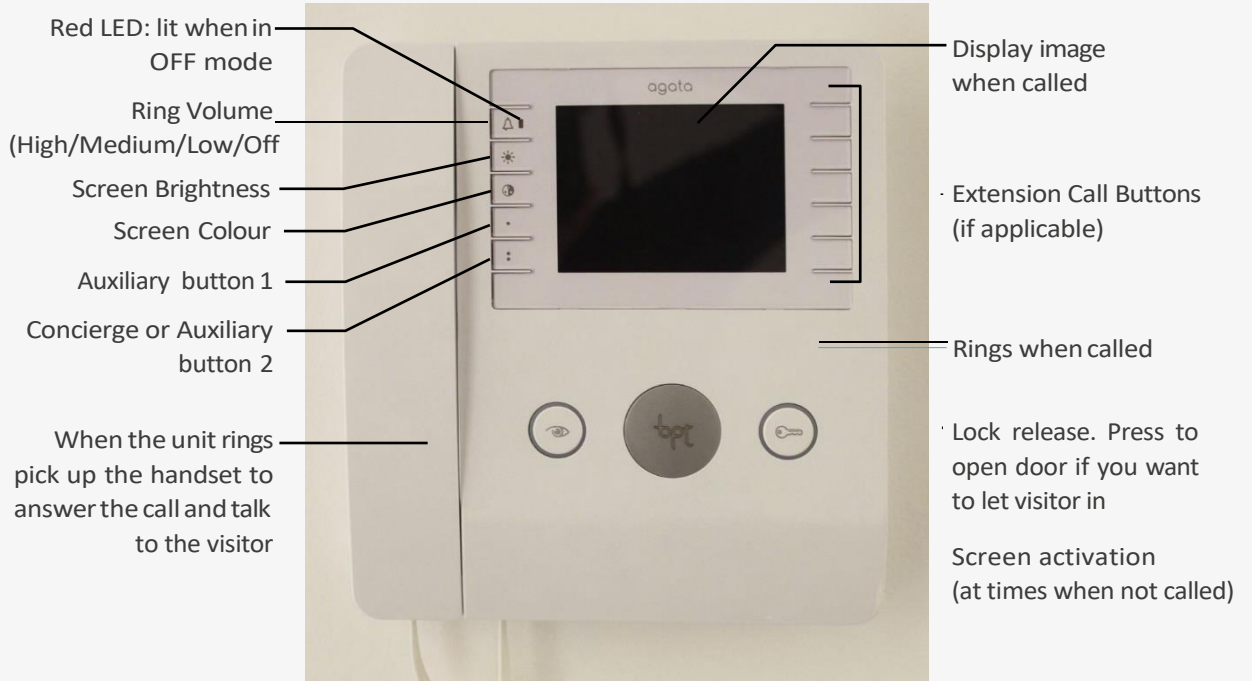
Your handset unit is in the hallway.

When a visitor presses the call button a call tone will sound on your handset. Pick up the handset to answer and to hold a two-way conversation with the visitor before allowing them access. The video monitor will display for the duration of the conversation.

To allow the visitor into the property press the lock release button and then replace the handset.

For further information on the use of the handset refer to information included in your handover pack.

With integral hearing aid induction loop for Equality Act 210 (DDA) compliance.



White wall mount video monitor with audio door entry handset

3.

Operating Instructions

ENTRY AND ACCESS

Entering the building



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

For **Lorimer House**, you fob at the core entrance door to the lobby, then at the inner lobby door, giving access to the lifts/stair core. For visitations the visitor will buzz at the core entrance door and be let in the lobby, and the inner lobby door will be timed to open in conjunction.

For **Bannister House**, you first fob at the main steel gate on Dace Road, then fob at the core entrance door to the lobby, and finally the inner lobby door, giving access to the lifts/stair core. For visitations, the visitor will buzz and be let in at Dace Road gate, then will buzz again at the core entrance door to be allowed in the lobby, and the inner lobby door will be timed to open in conjunction.

Leaving the building



Visitor access from outside to apartment (using lift)

1. Use intercom at ground floor main entrance lobby to gain entry.
2. Go to main lift and use the audio panel next to the lift to call the tenant, which will automatically send the lift down and bring the visitor up to the relevant floor.
3. Exit lift and knock/ring bell on apartment door.

Visitor access from apartment to outside (using lift)

1. Leave apartment
2. Call lift button
3. Press Ground level button
4. Exit lift at ground level
5. Push button to exit

If the visitor did not want to use the lift and wanted to use the staircase that would require the tenant to make their way to the ground floor to open the door to let them into the staircase.

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

Do not use the green 'PRESS TO ESCAPE' next to exit switch unless there is an emergency.

3.

Operating Instructions

ENTRY AND ACCESS

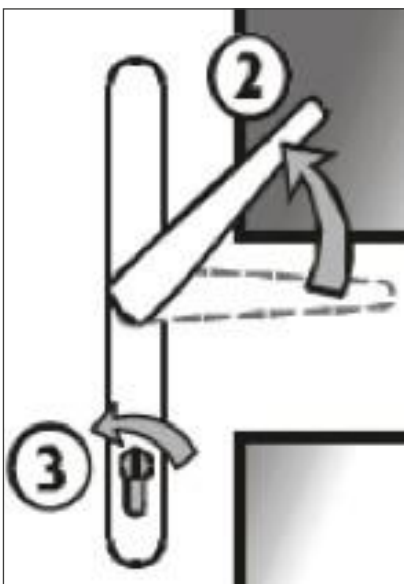
Key fobs



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

If you purchased a car parking bay in the basement, use the separate black/chrome radio transmitter to open the vehicle gate

Locking your property entrance door



From the outside

1. Close the door until the latch lock engages.
2. Lift the handle or pad to engage the top and bottom deadbolts/hook bolts/rollers.
3. Insert key and turn to engage centre deadbolt and fully lock.

If the key will not turn lift handle or pad to maximum position and then turn key.

Always test handle to ensure the door is locked.

3.

Operating Instructions

ENTRY AND ACCESS

Unlocking your property entrance door



1. Insert key and turn to unlock.
2. Press handle down to disengage top and bottom deadbolts/hook bolts/rollers.
3. With lever handle, door will open.

From the inside



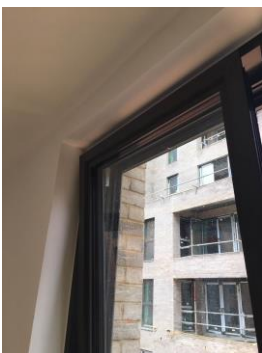
To engage the multipoint lock, close the door and lift the handle. To lock the door so that it requires a key to unlock it from the outside, either turn the key lock on the exterior or turn the thumb turn lock on the inside with the handle raised. Test the door to make sure it is locked.

3.

Operating Instructions

WINDOWS & BALCONY DOORS

Windows



Windows on Lock No.19 are side hung tilt and turn inward opening windows. Positioned at the bottom of the window, the handle can be turned parallel to the frame to allow a full side opening (second picture), or can be turned perpendicular to the frame to allow a top opening for ventilation (third and fourth pictures). If the user wants to switch from one mode to another, it is required to shut the window first. There is a button under the window frame to release the safety catch.

Replacement Keys – Keys provided are standard and can be cut in any key cutting service company providing the facility. i.e. Timpson. www.timpson.co.uk/services/key-cutting

Blinds – Due to windows opening inwards, blinds cannot be mounted on the reveal or soffit of the window, but have to be mounted either on the ceiling or on the portion of wall just above the opening.

**FIND OUT
HOW I WORK**



**BREAM STREET
WINDOWS**

3.

Operating Instructions

BALCONIES

Balcony doors

Balcony doors on Lock No.19 are either hinged doors, opening outwards (bottom picture), or sliding bays (top 3 pictures). To open the sliding bays, the handle has to be turned 180 degrees first. Keep sliding mechanism free of dirt and lubricate each slot with light machine oil as required



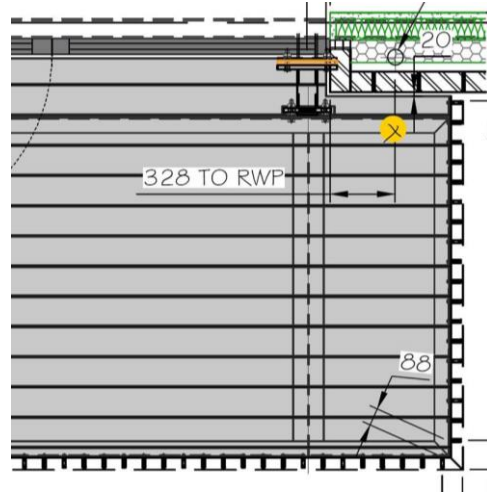
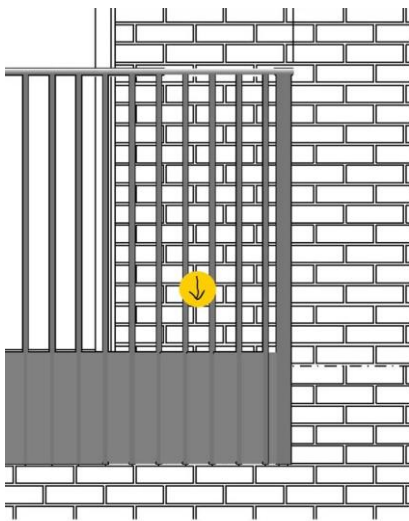
3.

Operating Instructions

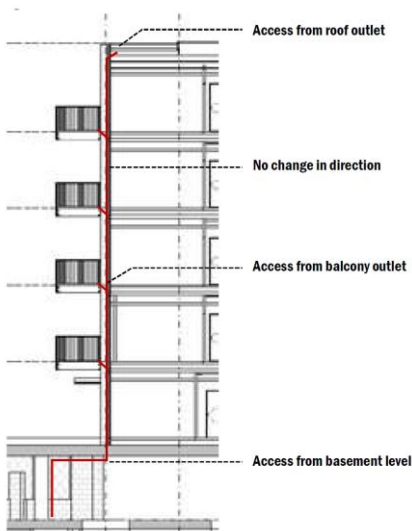
BALCONIES

Balcony drainage

Balconies are individually drained. The water is collected on a tray below the decking boards, down to an outlet connected to the rain water pipe hidden behind the brickwork. Rodding access has been provided at roof level, any change of directions and at balcony level. Maintenance of these outlets and rain water pipes will be managed by L&Q if necessary, according to the balcony manufacturer's documentation.



Balcony partial elevation and partial plan with indication of outlet location



Rain water pipe from roof to basement, connected to each balcony.

4.

Home Warranty/ Maintenance

L&Q NEW HOME WARRANTY

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.

You can report problems covered under your warranty to L&Q's Aftercare team on 020 8189 7441 or email LQAftercareeast@lqgroup.org.uk and we will arrange to resolve the problem.

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; sanitary ware; 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;
- 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.

4.

Home Warranty/ Maintenance

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 or defects covered under your warranty should be reported directly to L&Q Aftercare on 020 8189 7441 (Monday to Friday 08:30-17:00) or email LQAftercareeast@lqgroup.org.uk (Refer to Section 2 FAQ's for out of hours emergency contact details)

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 detailed information about the problem you are reporting. Any photographs and videos you can provide will help you and us by enabling the appropriate action to be taken as soon as possible by the right Aftercare Officer.

Reporting emergencies:

- 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.

4.1

Advice on Looking After Your Home

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 through ventilation.

Shrinkage

A 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.
- Ventilation – leave windows, or 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 3mm) will be filled and repainted by the building contractor when the 12 months' builder liability has been completed.

Please do not re-decorate until after the end of the 12-month builder liability and when an inspection of your home has taken place.

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

4.1

Advice on Looking After Your Home

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.

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.

4.2

Response Times for Defects

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

1. Emergencies will be dealt with within 24hrs – Includes burst pipes, fires, flooding, blocked drains, lack of security or complete power failure.

Please note that general blockages within your property may be chargeable as all drains are flushed and CCTV before handover.

The primary cause of blockages in WCs is as a result of wet wipes or products being flushed down.

Sink and Bath blockages are generally as a result of hair so before calling through a defect please ensure that the above are checked.

2. Urgent within 5 working days – Includes faulty plumbing, water leaks or faulty heating.
3. Essential within 20 working days – Includes essential routine repairs not in category 1 or 2.

In the case where it may not be possible to complete the repair due to the severity of the problem or parts required. We will make the repair safe and schedule another appointment. We will aim to have the repair complete within 20 working days from making safe.

4.3

Safety and Improvements to your Home

For the 24 months L&Q Aftercare Team are responsible for arranging the rectification of defects; any defects 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.

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.

Alterations made to your home after purchase could adversely affect all or part of your warranty. Please contact the L&Q Aftercare team if you plan to carry out any alterations to your home. They will then liaise with other L&Q departments if necessary.

Internal decorations

Note: You should not carry out any decorations within the first 12 months.

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-uk.org

4.3

Safety and Improvements to your Home

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.

Internal walls

Internal walls between rooms in your home are built from metal stud frames. Metal stud framed walls are finished in plasterboard

Wall fixings

These walls are constructed of metal stud and plasterboard. Please call L&Q for further advice before attempting to fix heavy items to the walls. If in doubt, use a battery-operated timber/ metal stud detector. Some models can also detect electric cables and pipe work.

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.

4.3

Safety and Improvements to your Home

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.

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

Only replace outdoor sockets with fittings designed for outdoor use. Sockets should not be overloaded using multiple adaptors.

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

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

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

4.3

Safety and Improvements to your Home

Floors

All floors are reinforced concrete or concrete topping poured over a ribbed metal deck.

Typically, the floor build-up over the reinforced concrete or composite slab will be, a floating screed or screed board which is laid over the insulation. Private sale and shared ownership properties are fitted with a wet underfloor heating pipework which is installed within the insulation.

You should not for any reason screw or fix by other means into the floor as you will damage the underfloor heating.

There is a nominal 15mm engineered timber, timber laminate flooring or 10mm carpet with underlay finish.

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

Laminate & Hardwood Flooring

For regular cleans, use a light sweep which will remove any marks.

Mopping your floor;

All you have to do is apply and dry in three easy steps:

1. Apply diluted floor cleaning product with a damp mop.
2. Rinse the mop and change the water as needed.
3. Let the floor area dry thoroughly.

Don't forget to clean the equipment after use. Any scuff marks that are not removed during routine cleaning may be gently rubbed with a non-abrasive or nylon pad of the type used on non-stick cookware.

4.3

Safety and Improvements to your Home

To keep your floor looking good for longer and perfectly pristine, follow these simple steps:

- Use furniture cups, felt pads, castors or glides to help reduce the risk of scratching and marking your floor.
- Avoid dragging heavy furniture items across the floor as this can result in scratch marks.
- Avoid spray from aerosols, rubber, asphalt, paints, shoe polishes, cigarettes, matches and very sharp grit.
- Wipe up any spillages immediately – the affected areas should be thoroughly cleaned
- Avoid using steam mops to clean the floor as these can cause damage to the products.
- Use barrier matting to help reduce the chance of water, excess grit, dirt, small stones and other debris being walked on to the floor.
- Finally, check your vacuum cleaner is suitable to use on the flooring.

Ceilings

Your home is constructed with a concrete frame, concrete composite floor which has a structural concrete above a plaster ceiling. 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.

Doors

All doors have a solid core door leaf with a flush veneered finish. Depending on the fire strategy, some doors will have an intumescent strip in the door or door frame. This should not be tampered with.

However, make sure that the door thickness will accommodate the plug or toggle fitting when inserted and fully tightened and the screw or fixing is of the correct length.

4.3

Safety and Improvements to your Home

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.

4.4

End of Builder Liability

Our subcontractors have 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 finished to ensure 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 subcontractor will note and arrange for any remaining faults to be corrected.

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

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

- Fixtures and fittings, you (or anyone living with you) install that caused the damage
- The cost of any repairs caused because 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.

4.5

Controlling Legionella in Your Home

What is Legionnaires' disease?

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

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

Legionella can survive in low temperatures but thrive at 20°C (68°F) to 50°C (122°F). Temperatures of 60°C (140°F) and over will kill Legionella.

If conditions are favourable, the bacteria may multiply, creating conditions in which the risk from Legionnaires' disease increases. It is therefore important to control the risks.

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

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

Hot water systems

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

- It is important to run your shower or bath continuously for a few minutes when you move in/return after a long absence 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.

4.5

Controlling Legionella in Your Home

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

- All hot and mixed sanitary outlets (shower, hand basin, bath taps) that are not used daily 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.

4.6

Translations

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 contact L&Q on 0300 456 9998 who will arrange this for you.

Arabic

إذا كنت ترغب في استنساخ دليل المستخدم هذا بلغتك الأم ، أو بنسخته الكبيرة ، بطريقة برايل أو على قرص صوتي مدمج ، فيرجى طلب أحد موظفينا من موظفي L&Q مباشرة على 03004569996 الذين سيتولون هذا لك.

Bengali

আপনি এই বাড়িতে ব্যবহারকারী ম্যানুয়াল আপনার নিজের ভাষায় পুনরুত্পাদন, বা বড় ধরনের, ব্রেইল অথবা একটি অডিও সিডি হিসাবে, আপনার জন্য এই ব্যবস্থা হবে যারা 03004569996 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，請詢問我們對的工作人員L & Q直接的一個誰將會為你安排。

French

Si vous souhaitez avoir ce manuel d'utilisation reproduit dans votre propre langue, ou en gros caractères, en braille ou un CD audio, veuillez en faire la demande à l'un de nos collaborateurs à L & Q direct au 03004569996 qui se chargera de cela pour vous.

Punjabi

ਤੁਹਾਨੂੰ ਇਸ ਨੂੰ ਘਰ ਯੂਜ਼ਰ ਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਛਾਪਿਆ, ਜ ਵੱਡੇ ਕਿਸਮ, ਬ੍ਰੇਲ ਵਿੱਚ ਜ ਇੱਕ ਆਡੀਓ CD ਦੇ ਨਾਤੇ, ਤੁਹਾਡੇ ਲਈ ਇਸ ਨੂੰ ਦਾ ਪ੍ਰਬੰਧ ਕੀਤਾ ਜਾਵੇਗਾ, ਜੇ ਕਿ 03004569996 '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 03004569996, 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 03004569996 L & Q Doğrudan bizim personel birini isteyin istiyorum edi

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