

Welcome to your new home in Ifield Road

Development by:
W Stirland



257 Ifield Road	Plot number: 1	West Green Crawley West Sussex RH11 7HX
259 Ifield Road	Plot number: 2	
261 Ifield Road	Plot number: 5	
263 Ifield Road	Plot number: 3	
265 Ifield Road	Plot number: 4	

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Utility Suppliers

You will need to register with the service suppliers as soon as you move in. You will need your full postal address and post code. You may also need the meter serial number which can be found on the meter

Electricity SSE 0345 026 2658.	Water supply Southern Water 0330 303 0277
Gas SSE 0345 026 2658.	Waste water Thames Water 0800 980 8800

Locating equipment

<p>Water meter In the footpath or garden outside the front of the house.</p> 	<p>Water main stop valve (stopcock) Usually under the kitchen sink, but can be found in cloak rooms and bathrooms.</p> 
<p>Gas meter Found externally in a brown ground mounted box. The gas shut off valve can also be found here.</p> 	<p>Electricity meter This can be found in the external meter box in the front wall of the property.</p> 
<p>Consumer unit (electricity fuse board) In the hallway by the front door.</p> 	<p>Mechanical ventilation and heat recovery system In utility cupboard with vents around your home.</p> 
<p>Heating and hot water A gas fired condensing combination boiler</p> 	

Taking out home contents insurance

Crawley Borough Council does not insure you for either the contents of your home or your personal possessions so cannot be responsible for any of these. We therefore strongly advise that you arrange a comprehensive insurance policy covering you for fire, burglary, housebreaking, storm, flood and other risks as soon as you move in.

Tenants and residents can obtain home contents insurance easily and at a price that is affordable, with a special scheme called Crystal arranged in conjunction with Thistle Tenant Risks and Crawley Borough Council. Call them on 0345 450 7286 or email to crystal@thistleinsurance.co.uk

Telephone Internet and Broadband

Your home has the latest fibre technology installed (FTTP) and not all providers offer packages for it. See the latest list from **Openreach** for current providers to contact.

Connection points have been provided in your home. If you decide to have a telephone installed, you should make all arrangements direct with your chosen telephone provider, there may be a charge for this.

NB: No account is set up until you contact your chosen provider.

Please note Virgin Media is not available.

Television

There is a multimedia point in the living room and television aerial points in the main bedroom ready for your television to be plugged straight into. These are connected to a TV aerial and will provide you with Freeview channels. Maintenance of the external television aerial is your responsibility, unless the problem is as a result of a defect during the defects period.

A satellite dish can be fixed to the external wall. This must be connected to the box near the television aerials as this has all the cabling required which will connect the dish to the multimedia socket. Do not drill through any walls for cabling.

To get the TV points to work in other rooms you may need a Y joint or 2 way coaxial splitter.



Defects period

How to report a defect

The building contractor who carried out the construction, is responsible for any faults in their work for a period of twelve months from the date the property was completed / handed over to Crawley Borough Council (this is known as the defects liability period).

The defects period does not cover accidental damage or vandalism or minor shrinkage and cracking within the drying out period.

Report defects as soon as possible to Crawley Repairs Team on 01293 438111 who will arrange for the original contractors to fix the problem, so please make it clear that you are reporting a defect in a new home. Alternatively, you can go to www.crawley.gov.uk/repairs to fill out an on-line repair form, however please do not use this for emergencies. All defects must be reported to the council and not to any contractors on site.

Crawley Borough Council will report the fault to the contractor on your behalf. The contractor will then contact you to arrange an appointment to carry out the works within a specific timescale.

Residents must keep any loose or broken parts to their home where practical in order for the contractor to re-fix them. If loose parts are mislaid, the contractor may not be able to replace them. This would mean that the full replacement would have to be charged to the resident.

Before contacting the council please refer to the information contained in this guide and in particular the most common problems.

Common Problems

Problem	Action	See page
No heating	Check the programmer thermostat, boiler and TRVs are correctly set and if you have a pre-payment meter that there is money on it. If an Ideal boiler is fitted, an 'L2' error message on the boiler display denotes no gas.	11
Partial or complete loss of power to your home	Make sure it's not a power cut that has also affected your neighbours. Check the consumer control unit to make sure that the Residual Current Device (RCD) or any Circuit Breakers are in the off position.	11
Lights not working	Check the lamps/bulbs are serviceable and not damaged, and electrical consumer unit for any RCD's or Circuit Breakers that are in the off position.	13
Excessive condensation; mould in cupboards	See the section on moisture and ventilation. Is your MVHR Unit switched on and running?	5
Smoke detector beeping	There may be a fault with the unit. Check that the green mains power light is on and the circuit breakers are on. Refer to the user guide.	13
Blocked drains	Try to clear the blockage. If the blockage is in the sewer system you will need to contact Crawley Borough Council within the first year of defects, then Thames Water on 0845 920 0888 thereafter.	10
Water leak	Turn off the water using the stopcock valve located under the kitchen sink cupboard in your house.	2 & 14
Faulty doors and/or windows	Make sure handles / locks are fully engaged before trying to operate windows and doors. Do not force the mechanism. Check they have not been accidentally locked.	8

Final Defects Inspection

Shortly before the end of the twelve months defects liability period you will be contacted in order to arrange an appointment for your home to be inspected. During this visit a list will be made of any outstanding issues covered by the builder's guarantee and you will have the opportunity to highlight any outstanding issues. Although the visit may involve you taking some time off work, the final inspection is very important as it is the last opportunity for the contractor to rectify any minor faults with your new home.

Looking after your new home

Drying Out

Moisture from construction

A considerable amount of water is used in the construction of new homes, the building needs to be acclimatised gently for the first few months so that it can dry out gradually. Most of the water that was absorbed by the building materials during construction will have evaporated slowly. It can take up to a year to completely dry out the structure.

By keeping your home at an even temperature during the drying out period you can minimize the cracking caused by shrinkage.

Internal doors within your property should be left open where possible to allow appropriate air circulation.

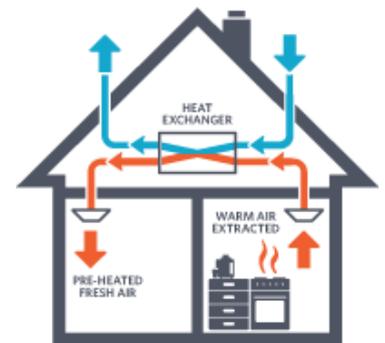
Ventilation and condensation

Mechanical Ventilation with Heat Recovery (MVHR)

Modern energy efficient homes are more airtight (less draughty) than older buildings. This makes them more prone to condensation. To tackle this an MVHR is fitted in your house. The MVHR fitted in your home is a Nuaire MRXBOX-ECO2

The MVHR system extracts stale, warm, damp air from the home and draws in fresh air from the outside. The warm, extracted air is passed through a heat exchanger to recover the heat before being expelled outside. The cool, fresh outside air is also passed through the heat exchanger, without coming into direct contact with the stale air where it is pre-warmed before being pumped into your house.

How it works



Because the fresh air is pre-warmed, heat loss from ventilation is largely avoided. This means you can spend less on heating your home at the same time as having a healthy, well ventilated home.

The vents to extract the air can be found in the kitchen and bathroom the vents that feed the warm fresh air into your home can be found in the living room and bedroom(s). We suggest that you dust these with a soft brush every couple of months. You will also need to clean the filters in the unit at least once a year.

Extract Vents: Kitchen & Bathroom	Fresh Air Vents: Living Room & Bedroom
	

The unit runs continuously and can be found in the utility cupboard, **Do not** turn this off. It prevents the build-up of condensation and keeps fresh air in your home without the need to open windows.

See the user guide to find out more

Please note to get the best from this system air must be able to move freely around your home, so don't use draught excluders on internal doors, or fit thick carpets that block the gaps under the doors.

Moisture from occupation

Condensation is formed when steam or water vapour comes into contact with a cold surface, this can cause damage to fixtures and fittings within your home as well as clothes and bedding.

Once the building has dried out you should not experience any problems with condensation. However, some everyday activities can produce condensation around the home. The following tips will reduce the risk, especially during the drying out process.

- Leave cupboard doors slightly open during the evening to allow warm air to circulate in the cupboard space and help the drying out process;
- Avoid putting too many things in cupboards as this can stop the air circulation.
- Keep all rooms warm
- Whilst showering keep the door closed
- Do not place large items of furniture against the external walls
- In very cold weather keep the heating on at all times. Turning your heating on/off causes condensation to form on surfaces as they cool

Efflorescence

Efflorescence is the natural process of salt being drawn out from the brickwork used to construct your new home; this can sometimes appear as white marks on the bricks. Cleaning the brickwork may help to reduce this marking but as the building settles down and dries out it is likely the marking will reduce.

Movement and Shrinkage

Small cracks can sometimes appear during the drying out period as the home warms up from being lived in. These cracks are not structural damage and can be easily filled with proprietary filler from DIY stores. It is possible that the cracks may reappear due to continued movement in the structure but can be filled and covered periodically during redecoration. Such minor cracks are inevitable but are not classified as defects and the Building Contractor is not obliged to rectify them.

Decorating

If you plan to redecorate your home, wait twelve months until the end of the defects period so the drying out process is complete. Paint that is applied too soon may crack as the moisture in the construction evaporates.

External areas

Parking

Each house has one allocated parking space, please see the plan for the location of your parking bay. Please make sure you use your allocated space. Visitors can use your bay or park in Ifield Road or Furzefield, making sure they do not block access to the garages.

You or any member of your household or any visitors cannot use the parking bays to park:

- A goods vehicle of more than 1,500kg unladen weight;
- Unroadworthy or dangerous vehicles; or
- Vehicles without a road fund licence or valid MOT.

Cycle storage

There is a secure fixing point for cycles within the shed in your garden.

Gardens

You are responsible for maintaining your garden(s).

External elements

The following are supplied in your garden for your use. Maintenance of these are your responsibility:

- Sheds
- Water butts
- Turf -the responsibility for watering and maintaining the turf to your property lies with you.

Rubbish and recycling

Crawley Borough Council has a weekly general waste collection service and fortnightly REDTop recycling collection. Your collection day will be Tuesday.

Please securely tie your rubbish bags before putting them into the bins. Please also make sure that only recyclable items are put in the REDTop bin, if this bin is contaminated with general waste it will not be collected.

Things that can be recycled in the REDTop bin are:

- Glass bottles and jars
- Newspapers and magazines
- Envelopes, junk mail and scrap paper
- Directories, brochures and catalogues
- Cardboard, greetings cards and card packaging
- Cardboard juice and milk cartons (Tetra Pak)
- Aluminium foil and empty aerosol cans
- Cans from food, drinks and pet food
- Plastic bottles (not lids).

Plastic bags are not recyclable, so recycling should be put into the RED Top bins loose, clean and dry. Shredded paper, glass cookware and mirrors, as well as plastic food containers should all go in black bags as rubbish.

The Council also provides a special collection service for bulky items and green bin garden waste service (there is a charge for these). Call 01293 438772 to find out more about rubbish and recycling services.

Features of your new home

Lofts

No storage of items in the loft of your home is allowed because of the upgraded level of insulation. Access to the loft for Crawley Homes will be necessary for maintenance purposes. If you do access the loft this is at your own risk.

Doorbell

The doorbell is powered off mains electricity, so there are no batteries to worry about.

Front door

To lock the door from inside your home, turn the handle up to engage the locking mechanism, then turn the key/thumb-turn to lock.

To unlock, turn the thumb turn in the opposite direction and press the handle down. When you leave your home, it is the same procedure from outside, using the key. Lift the handle to engage the locking mechanism, and then turn the key to lock. If the lock does not turn make sure the handle is pushed upwards fully.



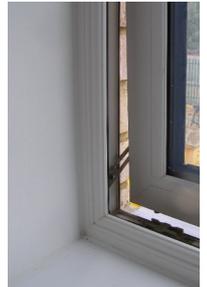
Windows

All windows are triple glazed with sealed units and are covered by the window manufacturer's guarantee. The frames are factory fitted and require no special maintenance. The frames can be cleaned with a mild detergent and warm water but abrasive cleaners should not be used.

The glass should also be cleaned. This should be washed with warm water mixed with a proprietary glass cleaner followed by clean, warm water to rinse. Any unsightly stains that remain should be removed using a mild household non-scouring cream followed by washing. Avoid using abrasive materials or products which may scuff the surface finish, in particular steel wool pads which may cause permanent stains and scratches.

The hinge slide rails should be kept clean and free from grit. Lubricate with Petroleum jelly (Vaseline) or a light oil, such as 3 in 1 or WD40 approximately twice a year.

As a safety precaution, some windows have been fitted with window restrictors to limit initial opening (please do not remove these restrictors).



Internal Doors

Your internal doors can be cleaned as necessary by wiping with a damp cloth. The hinges, door closures and latches should be lubricated once a year using a proprietary product.

Flooring

Vinyl flooring is fitted in the kitchen and bathroom of your new home. Do not attempt to remove it as you could damage the floor beneath it.

The vinyl covering requires regular care to protect it from dust, ingrained dirt and scuff marks. It is recommended that floors should be swept and mopped regularly using a soft broom followed by a damp mop, then rinsed with clean water and allowed to dry.

Carpet Fitting

When laying carpets do not use nails. There is a danger that you may puncture a pipe or pierce a cable. It is recommended that if you require "fitted" carpet you employ a specialist carpet layer. If you fit carpets you will need to leave at least a 20mm gap under the doors for the MVHR system to work efficiently.

Fridge freezer space

There is a piece of worktop above the space for an under counter fridge that can be removed so a fridge freezer or tall fridge can fit. If this needs to be removed, please ensure this is done carefully as to avoid damaging the fittings and keep the pieces.

Washing Machine / Dishwasher

A space for a washing machine is provided, complete with water supply and drainage. The washing machine should be plumbed in by a qualified installer in a competent manner in accordance with the washing machine manufacturer's recommendation.

A removable cupboard makes space for a dishwasher, but you will need to get permission from Crawley Homes' surveyors to remove the cupboard and install the dishwasher.

There are spur switches above the worktops for under counter appliances.



Sinks and Baths

These must be cleaned using a non-abrasive domestic cleaning product, such as Cif, Spray Foam, Flash or a store's own multi-surface cleaner. You may find that over a period of time, black mould may appear in the area of the mastic pointing because it is often warm and wet. This may be prevented by regularly running proprietary bleach along the mastic, in order to discourage mould growth.

Airing cupboard

As your home has a combi boiler your home does not have an airing cupboard. However, one cupboard with shelves has a heating element within it.

Maintaining Hinges and Locks

As you would expect, there are many areas within your new property that will benefit from regular lubrication. In particular, we recommend that window hinges and doors are regularly lubricated to help keep the mechanisms in good working order. Hinges, locks, latches and overhead door controls should be lubricated periodically with light machine oil. Pull handles should be inspected to ensure that both through fixings and / or screw fixings are tight. Loose pull handles can damage the door face and thereby become unstable.



Fixing Curtains

Curtain battens are located above all windows for the fixing of curtain rails or tracks. The rails on tracks should be screwed to the batten in accordance with the rail track manufacturer's instructions and the length of the screw should not exceed the depth of the batten.

Fixing to Ceilings

Do not fix anything to ceilings as they are formed from plasterboard sheets nailed to the bottom of timber battens above. Ceilings often conceal electric cables and pipe-work and you should not fix to them.

Shower

The bathroom has an over bath shower with a thermostatic mixer.

Please see the guide for more information.



Blockages

Kitchen

If a blockage occurs in the sink when it is full of water then try to remove it with a suction plunger – this will force the water up and down the waste pipe. You can minimize the risk of blockages by not putting fat down the drain as it solidifies when cooled. Instead, once it has cooled, transfer it to an empty carton or bottle and throw it in the bin.

Bathroom

The most common cause of blockages in the bathroom are build ups of hair and soap scum, this will become noticeable when the water drains away more slowly. Sometimes the obstruction can be removed by using a piece of bent wire to fish out the material from the plug hole. Please note that this should be done gently to avoid damaging the waste pipe.

Blockages found to be caused by materials that should not be flushed, e.g. non-disposable wet wipes, nappies, cleaning wipes etc. will be traced back to the household causing the blockage and any costs associated with the clearance of the blockage will be charged accordingly.

External sewer system

If the blockage is in the main drainage system outside the property, you will need to call Thames Water on 0845 920 0888 once the defects period has ended.

Your home's systems

Energy Monitoring

We are comparing energy usage in the new homes we build and this monitor will help us do this. We will need to download data from the monitor from time to time. The energy monitoring unit is next to your consumer unit.

Gas Meter Box

You have been provided with a key to access the external gas meter associated with your property. Please ensure that you keep the lid locked for convenience, supply security and safety reasons. The main gas stop cock is located with the meter.

Heating and Hot Water

A gas fired condensing combination boiler is installed providing central heating and hot water to your home. The boiler will be serviced each year when Crawley Homes carry out the essential gas safety check.

The following notes explain how to control your heating and hot water system and its controls to give you the results you require. The setting of these controls is an entirely personal and may not be exactly the same as your neighbours who will have different requirements.

Programmable room thermostat

A programmable room thermostat is both a programmer and a room thermostat. A programmer allows you to set 'On' and 'Off' time periods to suit your own lifestyle. A room thermostat works by sensing the air temperature, switching on the heating when the air temperature falls below the thermostat setting, and switching it off once this set temperature has been reached



In some houses, there is dual zone heating so you can programme the upstairs differently to the ground floor.

Please see the manufacturer's user guide for full instructions.

Temperature controlling 'Thermostatic Radiator Valves' (TRVs)

TRVs are on all radiators except to the radiator nearest to the room thermostat. These allow radiators to be set to different temperatures. To make sure they work properly, do not allow the sensor head to be shielded by curtains, furniture, etc (see example image left)



Electricity

Electric Meter Cupboard

You have been provided with a key to access the electric meter cupboard associated with your property. Please ensure that you keep this door locked for convenience, supply security and safety reasons.

You must not break the seals within the meter cupboard. This could render you liable to a fine imposed by the electricity company and possibly lead to the disconnection of your supply.

Your consumer unit (fuse box) is inside near to your front door.

Electricity is potentially very dangerous. DO NOT rely on the local light switch or pull cord switch for isolation. ALWAYS SWITCH OFF the appropriate circuit breaker before changing any lamps or doing any electrical work.

Power Failure

If there is a total loss of electricity in your home, check first to see if your neighbours still have their electricity or if there is a general power cut in the area.

If the power has failed to your property check the switches in your consumer unit.

Consumer Unit (Fuse box)

Main Switch

The main switch is coloured RED. This is the main distribution unit for all the electrical circuits in the property and operation of this switch will turn off all the electricity in your home.

Residual Current Device (RCD)

The RCD controls power circuits that are connected to the sockets within your home. In an electrical appliance has, or develops, a fault, the RCD will trip and the power to those sockets will stop.

If the RCD trips, the following process will help you to work out which of your appliances is faulty and to turn the power back on. Sometimes even a lamp or bulb blowing can cause the circuit breaker to trip.

- Unplug all of the appliances
- Switch off all of the kitchen sockets.
- Open the consumer unit lid and push the switch back up (please note you sometimes have to push the switch all the way down before you can push it back up).
- The RCD should now stay on. If it does not, check that all appliances are unplugged -every socket needs to be clear.
- One by one plug the appliances back in and switch each appliance on until the system trips again.
- Whichever appliance trips the RCD needs to be unplugged.
- Turn the RCD back on.
- Seek professional advice regarding the faulty appliance or replace it.

Miniature Circuit Breakers (MCBs)

The MCBs are labelled on the inside of the consumer unit. Each miniature circuit breaker controls an electrical circuit within your home. If there is a fault on any of the individual circuits or if the circuit gets overloaded, the circuit breaker will operate (trip). Sometimes a lamp or bulb blowing can cause the circuit breaker to trip.

In the event that the MCB unit trips follow this simple process to turn the power back on:

- Open the consumer unit door and see which breaker has tripped. That circuit only is faulty and needs investigating.
- Try unplugging appliances on the faulty circuit. If the breaker stays on, systematically unplug the appliances until the breaker trips and identifies the faulty piece of equipment.
- The faulty appliance must not be used until professional advice has been sought and repairs carried out and the appliance has been re-tested for safety. Appliances that have a particular risk of earth leakage include electric kettles, washing machines, tumble dryers, irons, etc.
- Do not repeatedly turn on the device if it has a fault. If it keeps tripping you should seek professional advice



Please note that call outs for blown bulbs or tripped fuses that are found to have occurred as a result of a faulty bulb or appliance may be recharged to you.

There are ample electric socket outlets in all rooms except bathroom and toilet areas. All electrical appliances you intend to use must be fitted with a three pin square 13 amp type plug with a cartridge fuse of the correct rating. Please check fuse ratings for any of your appliances with your supplier.

Fuses

Please check fuse ratings for any of your appliances with your supplier.

It is important to ensure appliances are fitted with the correct fuse, some of the most common fuse ratings are as follows:

- Electric kettle 13 amps
- Washing machine with heater 13 amps
- Two or three bar electric fire 13 amps
- Electric iron 5 to 13 amps
- Vacuum cleaner 3 to 5 amps
- Television set 3 amps
- Radio 3 amps
- Bedside light 3 amps

Lighting

The lighting can fail if a bulb blows and trips the circuit breaker; check the consumer unit to see if this is the case. When changing any bulbs always switch off at the consumer unit. Do not rely on the local light switch for isolation. All incandescent bulbs run hot and must be allowed to cool before you try to change it.

Smoke Alarm and Heat Detector

Smoke alarms are fitted in the hallway on the ground and first floor. These are linked to the Heat and Carbon Monoxide detector in your kitchen. These are mains powered with a battery back-up and are interconnected so if one goes off it will also trigger the other to sound.

Test your smoke alarm once a week. As the heat detector is linked to the smoke alarm it will also sound when you test the smoke alarm.

The detectors are sensitive to dust and a quick gentle clean with the brush attachment of your vacuum cleaner will remove any dust.

If the smoke detector emits a short "beep" once a minute, the battery is at the end of its life and should be replaced immediately. The use of batteries other than those recommended may be detrimental to its operation.

Please see the manufacturer's manual.

Heat and Carbon Monoxide Detector

Your home is supplied with a carbon monoxide detector that is also a heat detector and is located near to your boiler. The alarm will sound on the unit if there are any traces of carbon monoxide -please call the repairs team on 01293 438111 as an emergency if this happens.

Please see the manufacturer's manual.



Water Meter

Your water meter can be found in the footpath or garden outside of your home. Monitoring your usage of water via your water meter can assist in identifying a leak at an early stage.

An emergency stopcock is also located within your home, this turns off the water from the mains. In the event of a major leak the stopcock should be turned off.

An external mains stopcock is located with the meter which if turned off will stop the water supply to the whole of the property.