

Home User Guide

Flat – Plot
Bridgefield House
Northgate Avenue
Crawley
RH10 1TP / RH10 1TR

BUXTON



Contents

Contents	1
Welcome	2
Useful Numbers	2
Locating Equipment	3
Utility Suppliers	5
Home Contents Insurance	6
Keys	6
Repairs during the Defects Period	7
What is a defect?.....	7
Common Problems	7
The Defects Repair Process	8
Final Defects Inspection	8
Moisture and Condensation in your Home	8
Moisture from Construction.....	8
Drying Out	8
Ventilation and Condensation.....	9
Efflorescence	10
Movement and Shrinkage	10
Communal Areas	10
Car Parking	10
CCTV.....	11
Door Entry System.....	11
Post / mail boxes	11
Cycle Storage.....	11
Communal lighting	11
Outside Lighting	11
Automatic Opening Vent (AOV) system.....	12
Keep Communal Areas Clear	12
Cleaning.....	12
Rubbish and Recycling Bins.....	12
Rubbish Collections.....	12
Grounds Maintenance	12
Roof Terrace	12
Inside Your Home	12

Telephone	12
Internet.....	13
Television	13
Water.....	14
Waste Plumbing.....	14
Washing Machines.....	14
Dual Flush Toilets.....	14
Liquid Flush.....	14
Solid Flush	14
Blockages.....	14
Windows and Doors.....	15
Electricity.....	15
No Gas Supply	17
General Information	17
Smoke and Heat Detectors.....	18
Fixings	18
Looking after your Home.....	18
Rubbish and Recycling	19
APPENDIX 1 – Site Plans.....	20
APPENDIX 2 – EPC	21
APPENDIX 3 – Policies	22
APPENDIX 4 – Instruction Manuals	23

Welcome

We would like to welcome you to your brand new home. We hope that you will enjoy many happy years in residence.

This "New Home Guide" has been prepared to provide all the information you should need about running and maintaining your home. It also contains details of how to report problems and contact numbers for both day-to-day issues and emergencies.

If you experience any problems with defects or repairs please refer to the defects section within this booklet.

We wish you happiness in your new home!

Useful Numbers

Crawley Homes

Queries about your new home
Tel: 01293 438257 / 07393 761009
Email: bridgefield@crawley.gov.uk

Three Bridges Housing Officer

Queries about your tenancy
Tel: 01293 438770 / 07584 615161
Email: kathy.garson@crawley.gov.uk

To report a defect or repair during the defects period and to report tenants repairs and any communal area repairs after the defects period





Crawley Repairs Team
Tel: 01293 438111
Email: housing.repairs@crawley.gov.uk






Crawley Borough Council




Town Hall
The Boulevard
Crawley
West Sussex RH10 1UZ
Tel: 01293 438000
www.crawley.gov.uk

Locating Equipment

When you move into your new home, take some time to find out where various items are. This may help you get to them quickly in an emergency.

	PHOTO	LOCATION	FUNCTION
Water Meter		In the service riser cupboard located in the communal hallway.	For reading meters. Access with the FB2 key supplied to each apartment. Your meter will be marked with your flat number.
Water Main Stop Valve (Stopcock)		Above the HIU unit in utility cupboard. In the riser cupboard off the main corridor.	To turn off the water in case of a leak or maintenance.
Electricity Smart Meter		In the utility cupboard within your flat.	Meter for monitoring electricity usage.
Electricity Monitor		Located in the kitchen but can be moved.	Meter for monitoring electricity usage.

<p>Consumer Unit (Electricity Fuse Board)</p>		<p>In the utility cupboard by the front door of your flat.</p>	<p>To separate the individual feeds around the apartment and act as a power breaker in case of fault. You will find the mains switch here if you need to turn the power off in an emergency.</p>
<p>Smoke and Heat Detectors</p>	 <p>Smoke Alarm</p> <p>Heat Alarm</p>	<p>In hallways and the kitchen.</p>	<p>For detecting a fire in the early stages.</p>
<p>Heating System Heat interface Unit (HIU) and In Home display</p>		<p>In the utility cupboard within your flat.</p>	<p>Transfers heat from the district heat network to fresh water in your home.</p>
<p>In Home Display</p>		<p>In kitchen but can be moved.</p>	<p>Monitors hot water / heat network usage</p>
<p>Heating System</p>		<p>Radiators in all rooms.</p>	<p>To help maintain a comfortable temperature within the apartment.</p>

Ventilation System Mechanical Ventilation and Heat Recovery (MVHR)		In utility cupboard with vents around your home.	Ventilates your home with fresh air without losing heat.
Rubbish and Recycling Bins		In the communal bin store located on the ground floor adjacent to the entrances.	Please make sure you place rubbish and recycling in the right bins.
Main Phone Point		In the living room.	To allow a phone to be plugged into a phone line.

Utility Suppliers

ELECTRICITY	
Name of Provider:	British Gas
Telephone Number:	0333 202 9802
MPAN Number:	2600002059268
WATER	
Name of Provider:	Southern Water
Telephone Number:	0330 303 0277
Water Meter Number:	09418133
SEWERAGE	
Name of Provider:	Thames Water
Telephone Number:	0800 980 8800

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.

Keys

To open your front door

To enter from the outside – Place key in lock – turn key – pull handle down to open door.

To close and lock from outside – Close door – pull handle up – place key in lock – turn key.

To lock from the inside – Close door – pull handle up – turn lock.

To unlock from the inside – Place key in lock – turn key – pull handle down to open door.

Which key goes where?

Front Door	Entry Fob	Letterbox
		
Window	Window Restrictor	Balcony
		

Repairs during the Defects Period

What is a defect?

Repairs that occur in your home are covered by a 12 month defects period, which commences when the contractor has completed building the property. This is not necessarily when you moved in. Defects are faults that occur due to poor materials, design, workmanship and any electrical and plumbing faults. Accidental damage, vandalism or minor shrinkage and cracking within the drying out period are not classed as defects.

When reporting a defect, please make sure you tell Crawley Repairs Team the property is in defects.

You can report a defect by calling 01293 438111 or email any non-urgent repairs to housing.repairs@crawley.gov.uk

All defects must be reported to the Crawley Repairs Team and not to any contractors on site.

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 Crawley Repairs Team, please refer to the information contained in this guide and in particular the most common problems.

Common Problems

PROBLEM	ACTION
No heating / hot water	Make sure you have credit on your meter and make sure it's not a power cut that has also affected your neighbours.
No ventilation	Make sure you have credit on your meter and 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) and any circuit breakers are in the off position.
Partial or complete loss of power to your home	If you have an electricity prepayment meter, check that you have paid. 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) and any circuit breakers are in the off position.
Lights not working	Check the bulbs and consumer control unit for any circuit breakers in the off position.
Excessive condensation; mould in cupboards	Ensure the MVHR is switched on. See the section on moisture and ventilation.
Smoke detector beeping	Hush button may be jammed. There may be a fault with the unit. Check that the green mains power light is on and the circuit breakers are on. Do not tamper with the rechargeable batteries or try to replace them.
Blocked drains	Try to clear the blockage. If the blockage is in the sewer system outside of the block of flats you will need to contact Thames Water on 0845 920 0888

Faulty doors and/or windows	Make sure handles / locks are fully engaged before trying to operate windows and doors. Do not force the mechanism.
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The Defects Repair Process

When you report a defect to Crawley Repairs Team on 01293 438111, 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.

Please note, the following issues are NOT COVERED by the contractors “defects period”:

- loss of keys / fobs
- replacement light bulbs
- general misuse of furnishings
- general knowledge of heating system (please refer to the Heat Network Information and user manuals in Appendix 4)
- general wear and tear in property

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 by a Building Surveyor from Crawley Borough Council. 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.

After the defects period shared owners will become responsible for repairs as per their lease although some faults may be covered by a warranty.

Moisture and Condensation in your Home

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 evaporate slowly. It can take up to a year to completely dry out the structure.

Drying Out

Materials used in the construction of your new home, such as bricks, blocks, mortar, concrete, timbers and plaster, will have absorbed water during the construction process. The process of this moisture evaporating will still be ongoing when you move into your new home and, in order to minimise the shrinkage cracks and the movement of timbers, it is essential that your home is allowed to dry out as naturally and as slowly as possible.

This process can be helped by keeping your home warm and not overheating it. We recommend that central heating thermostat settings should be no higher than 20°C unless extreme weather conditions are experienced.

Internal doors within your property should be left open where possible to allow appropriate air circulation. Don't use draught excluders or fit thick carpets. The gap under the doors allows air to circulate.

The small cracks to walls and ceilings caused by the shrinkage of plaster as it dries out are minor and the contractor is not required to rectify them.

Ventilation and Condensation

Mechanical Ventilation and 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 flat. The MVHR fitted in your home is a Vectaire Midi MVHR unit.

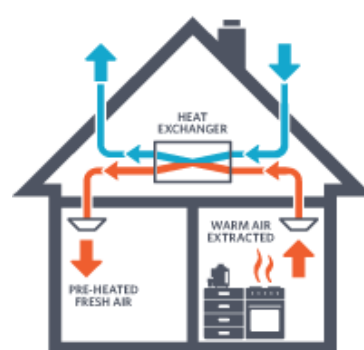
The MVHR system extracts warm, damp air from the home and draws in fresh air from the outside. The warm, extracted air is passed through a heat exchanger to recover the heat before being expelled outside. The cool, fresh outside air is also passed through the heat exchanger, without coming into direct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

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. Boost switches are fitted and should be used to allow sudden bursts of extra ventilation. Make sure that air can move freely around your flat, by leaving a gap under doors.

The unit runs continuously and can be found in the utility cupboard with your consumer unit. 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.

How it works



Extract Vents: Kitchen & Bathroom	Fresh Air Vents: Living Room & Bedroom	Ventilation Boost Switch
		

Top tips on preventing condensation

- 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
- Don't use draught excluders or fit thick carpets. The gap under the doors allows air to circulate
- 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

This takes the form of a white chalk like appearance on brickwork, and is another sign that your home is drying out. While it can be unsightly efflorescence is only aesthetic, and does not affect the strength of the structure.

Movement and Shrinkage

As the drying out process occurs and the home is lived in and heated, the building materials shrink, which may cause small cracks to appear. These are not structural defects. Some may recur to a reduced extent. Such minor cracks are inevitable but are not classified as defects and the contractor is not obliged to rectify them.

The period of drying out depends upon the procedure adopted in the previous paragraphs but should be about 6 months, but can be up to 18 months. Minor shrinkage cracks should be left for this period and then filled with a DIY product or a flexible decorator's caulk.

Please do not re-decorate, wallpaper or lay flooring until the end of defects inspection has been done and any works identified have been completed

Communal Areas

Car Parking

Parking bays at Bridgefield House are limited and will be managed by Crawley Homes. Access to the car park has a height restriction of 2.6m. Parking bays will be available on a licence for a weekly licence fee to cover the cost of administering the scheme. Please see the Bridgefield House Parking Policy in Appendix 3 for more information about the scheme.

You can only park a car in the car park if you have a licence for a parking bay. There is no other parking on site and visitors will need to park locally. We suggest using Exchange Road or Kings Gate Car Parks during the day as there is a resident's permit zone in the roads around the apartments.

As this is a new development you will not be able to purchase a resident parking permit for the zone. New developments are excluded from resident permits as the requirement for parking is considered through the planning process. You may be able to purchase a non-resident parking permit for the zone, but these are subject to availability and may have restrictions as to the roads available for parking.

CCTV

CCTV is operational in the car park entrance road, entrance halls, cycle stores and bin stores. Do not move, damage or obstruct the cameras.

Door Entry System



A key fob will be required to gain access through the communal entrance door where you will then only have access to the floor that you live on. All flats are connected to the door entry system and the entry panel is at the main entrance.

The door entry system has a door entry touch screen panel in the flat so you can talk to visitors at the entrance to the block and release the door to let them in.

Visitors

Visitors wishing to gain access to the building should press the call button on the door entry panel for the flat number they want. You can answer the call, identify them and, if you are happy to let them in, release the door so they can enter.

Occupants

When a visitor presses the call button from outside, the touch screen panel will sound to alert you. Press the top right button to answer and talk. If you want to let the visitor in, press the door release button located middle right.

Post / mail boxes

These can be found by the front door to the block. You will be given a key to your specific box, please make a note of your key number and do not lose your key.

Cycle Storage

There are three secure cycle stores that can be found in caged enclosures on the Ground Floor next to the stair core. A key fob is required to access the store.

Communal lighting

The communal lighting is controlled by passive infrared movement detectors, meaning they will automatically activate if they detect movement.

Outside Lighting

Lighting outside the building is provided by a series of recessed LED wall lights and bollards located throughout the communal garden area. In addition, wall mounted lights will be provided adjacent to each of the buildings entrances.

Automatic Opening Vent (AOV) system

For fire safety reasons the block is fitted with an AOV system, you will see items that are part of this in the communal areas. This system is automatic if the smoke detectors are triggered in the communal hallways.

Please do not touch or interfere with any of these items: Control box, wall switches, automatic window openers, smoke alarms.

Keep Communal Areas Clear

For your safety and to meet our Fire Safety Policy, please do not store or leave anything in the communal stairwell and other communal areas of the block.

Cleaning

Regular cleaning of the communal areas will be carried out.

Rubbish and Recycling Bins

These can be found in the bin store on the ground floor next to the entrance to the block, a key fob is required to access store.

Rubbish Collections

Crawley Borough Council has a weekly general waste collection service and a fortnightly RED top recycling collection. Your collection day will be a Monday. For further information, please visit my.crawley.gov.uk where you can access council services when it suits you.

The council also provides a special collection service for bulky items (there is a charge for this). Call 01293 438772 to find out more about rubbish and recycling services. More on rubbish and recycling can be found on page 18.

Grounds Maintenance

The communal gardens areas will be maintained by the council's Neighbourhood Services Team.

Roof Terrace

Access to the roof terrace on the sixth floor is managed by Crawley Homes. To use the roof terrace you will need to purchase an annual licence and licences are issued at the discretion of Crawley Homes. The terms of the licence explain when you can use the terrace and what is expected of users. Access is controlled by a separate programmable fob.

Inside Your Home

Telephone

Telephone connection points have been provided in your home. If you decide to have a telephone installed, you should make all the arrangements direct with BT or one of the other providers as per the Openreach information in Appendix 4. There may be a charge for this. No account is set up until you contact your chosen provider

Internet

As your flat is fitted with the latest fibre technology (FTTP), you will need to contact BT or one of the other providers as per the Openreach information in Appendix 4 to get an internet connection. Please note Virgin Media is not available.

Television

This development is fitted with a communal digital TV aerial / dish. You can connect to this through the multimedia socket in your sitting room. The system should enable you to receive Freeview channels, providing you have the appropriate television equipment. The system also should enable you to receive Sky channels but you must contact Sky to take out your own subscription and obtain a Sky receiver. To get TV in other rooms you will need to use a coaxial aerial cable and connect it to the aerial output.

Heating

Heating and Hot Water

This is supplied to your home from a District Heat Network. Heating in your flat is from a 'wet' radiator system. This has a thermostat and radiator valves to help you control the heating. The heat for the system comes from a Heat Interface Unit. You will have a separate supply agreement for this and will not be able to change providers.

Programmable room thermostat

A room thermostat is mounted on the wall and provides full automatic control of the central heating temperature. Please see the manufacturers user guide in Appendix 4 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.

Thermostatic Bath /Shower tap

The hot water temperature for the tap is set - this can be overridden by the button on the left hand side.

District Heat Network and Heat Interface Unit

For homes in Bridgefield House, the heating and hot water is supplied by a district heat network. Crawley Borough Council supplies the heating and hot water, sets the unit cost and maintains the network. Heating and hot water is centrally generated and distributed to homes through a network of pipes. The amount of heating and hot water used is metered and residents only pay for what is used. We have appointed Sycous to manage the metering and pay as you go system. Residents will not be able to choose another supplier for their heating and hot water.

All homes have a Heat Interface Unit (HIU) which transfers heat from the network to fresh water in the home. Heat is stored in the HIU and released on demand when needed. Hot water is heated when a tap is turned on. Hot water in the heating system is heated when the heating controls ask the system for heat. Just like a boiler coming on when the room gets cooler than the thermostat.

Contact Sycous if there is a problem with the meter or payments.
Telephone: 0333 880 3115.

Contact Crawley Repairs team if there is a fault in the system.
Telephone: 01293 438111. Please make sure there is credit on the meter before calling.

Water

Cold water is supplied to your home by a Southern Water supply from a service pipe, which is fitted with a stop valve. This is located in the meter cupboard in the communal corridor outside the apartment, for use by the water company in the event of an emergency. As the water enters into your home the mains water stopcock controls the flow. The stopcock is located in the utility cupboard. This allows the system to be turned off for maintenance or in an emergency. It is advisable to operate the stopcock at least once a year to keep it in good working order.

Waste Plumbing

Waste water from your kitchen and bathroom fittings is drained via plastic pipework directly into the Thames Water underground drainage system.

Washing Machines

To connect a washing machine, a cold water feed is located in the space for a washing machine, and the waste connection point and isolation valve is located under the sink. Check that hoses are connected properly and tightened before turning the water on.

Dual Flush Toilets

A dual-flush toilet is a variation of the flush toilet that uses two buttons or handles to flush different levels of water.

Liquid Flush

When a half-flush selection is made, it uses a little over 2.6 litres to flush liquid waste away. Mainly this consists of the small amount of water already in the bowl rather than water released into the bowl.

Solid Flush

When a full-flush selection is made, the dual flush toilet uses about 4 litres of water to flush solid waste away. This includes the small amount of water in the bowl as well as some released in from the tank. The water used to complete a solid waste flush is approximately double the amount of a liquid waste flush, but is still significantly less than older standard toilets. Regularly flush basin/bath pipework with disinfectant to clear soap residue.

Blockages

Kitchen

If a blockage occurs and the sink is full of water try to remove the blockage by pushing a flexible rod down the plughole or by using a suction cup plunger to move water up and down the waste pipe. The risk of blockages can be reduced if you remember to put fat (which solidifies when cold) into an empty container rather than down the sink or drain.

Do's and Don'ts

- Don't empty cooking oils or similar down the sink;
- Don't use excess washing powder in your washing machine.

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. You can purchase a small filter to put over the bath/ water outlet to prevent blockages when washing hair. 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.

Do not flush wet wipes, nappies, cleaning wipes, sanitary towels or other damaging material or substances etc. even if they claim to be flushable

If items you have put down the toilet create a blockage in the drains you will be charged for the cost of clearing it.

External sewer system

If the blockage is in the main drainage system outside the block/ property, you will need to call Thames Water on 0845 920 0888.

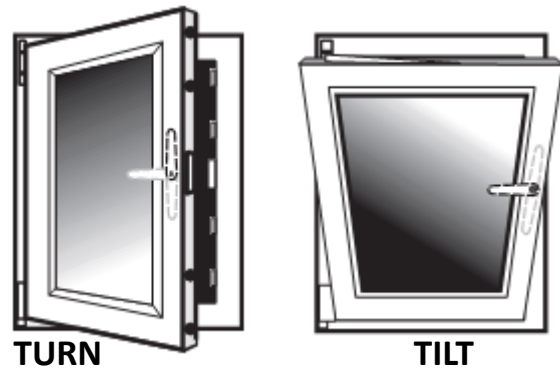
Windows and Doors

The frames for the windows and doors in your home are made from uPVC. These products have been treated to withstand extreme temperatures.

Window Safety

The windows are tilt and turn. The handles supplied allow the window to be locked between 'tilt' and 'turn' operation modes for safety reasons.

- The window should be locked in 'tilt' mode and key removed (keep safe away from children)
- The 'turn' mode is for cleaning of the window, not ventilation
- The 'turn' mode is restricted by a window restrictor key
- Residents should familiarize themselves with the operation of these windows



Cleaning the Glass

To clean the glass panes use any proprietary brand of household cleaner with a clean soft cloth. As glass is easily scratched or damaged it is recommended that any rings, watches or bracelets be removed prior to cleaning.

Electricity

The cable for supplying electricity enters your property next to the front door and connects to the electricity meter located in the utility room within your property. The meter and cable are the property of the electricity company and must therefore not be tampered with.

The cable from the meter goes into the consumer unit, which is located in the utility cupboard, containing the master on/off switch governing the overall supply.

This is the large RED separate switch at the side of the consumer unit. This box also contains a number of circuit breakers and trip switches which protect individual circuits. Due to the sensitive nature of this equipment, light bulb failure and defective domestic appliances can result in the circuit tripping out.

Each circuit breaker (MCBs) is labelled with details of the circuit controlled. When one of the MCBs “trips out”, it can easily be identified as the one showing “OFF”. To restore the power, it is just a matter of lifting the switch on the MCB back to the “ON” position. If it “trips out” again please follow the procedures set out below:

- Turn off all appliances and lights related to the indicated circuit;
- Turn back on all of the lights and appliances one by one;
- If the MCB “trips out” again, as you turn back on an appliance or light, it will mean that the appliance or light is faulty and is causing the MCB to trip out;
- If this happens, simply turn off the light or turn off and unplug the appliance that caused the MCB to trip and again re-set the MCB, you will then be able to continue to use the remaining lights and /or appliances on that circuit;
- The item should not be reconnected unless it has been examined and repaired by a qualified electrician or the appliance has been replaced.

Please note that if the fault is with your domestic appliance, you will need to get it fixed.

Please take care to ensure that any electrical appliance you use is suitable for connection to a 230 volt 50 cycle AC supply. Ensure it is safe and in good working order and that a fuse of an appropriate rating is installed in the plug of the appliance. If you have doubts about any appliance you should seek advice from a qualified electrician. Please remember that although electricity is part of everyday life it can be dangerous and can kill.

Electricity - Key points to remember:

- If you have no electricity please check your master on/off switch is on and any pre-payment meter is in credit before reporting a fault
- Always unplug an appliance before working on it
- Use the correct amp fuse for an appliance in accordance with the manufacturer's instructions
- Never take an electric fire, hair dryer or other electrical appliances into the bathroom
- Electric shavers should be used only where there is a special low voltage shaver point
- Find out how to reset the trip switch within the consumer unit before you need to do so. Keep a torch by the consumer unit for emergencies.

Electricity Bills

The amount of electricity you use is measured by a meter and your bill is calculated from the reading. Contact your electricity supplier for more information about your tariff.

Name of Provider: British Gas

Telephone Number: 0333 202 9802

You can change your electricity supplier if you want to.

No Gas Supply

The design of your home means a gas supply is not needed and you must not install or arrange to install a gas supply to the property.

General Information

Flooring

Vinyl floor 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 under any circumstances. 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.

Please note for the ventilation system to work effectively a gap needs to be left under doors so make sure any carpets do not block this gap.

Laminate Flooring

Laminate or other hard flooring is not allowed in any of the flats.

Clothes dryers

Your flat has a tidy dryer in the bathroom. To prevent condensation, do not hang clothes over the radiators to dry them. If you choose to purchase a tumble dryer, please note that you should choose a condensing one.

Lubrication

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 are regularly lubricated to help keep the mechanisms in good working condition. The window manufacturer recommends regular cleaning, and oiling of the hinges, handles and the locking mechanisms once or twice a year - frequently used windows and doors more often.

Kitchen Facilities

In your kitchen, there is a removable worktop section that allows for a full height fridge freezer.

Sprinkler System

Within your flat, there is a ceiling mounted concealed sprinkler system that is not to be tampered with. They are activated by a heat sensor within the sprinkler head. There are no sprinklers within the communal hallways and stairs as these would interfere with the effective operation of the AOV.



Smoke and Heat Detectors

Your home is fitted with interconnected, mains operated smoke and heat detectors. These are located in the hallways and kitchen. A battery backup facility is incorporated within the smoke alarm in case of electrical power failure. An intermittent bleeping sound from the smoke alarm advises that the battery requires replacement. Should the smoke alarm continue to bleep this may indicate a build-up on the sensor caused by household dust - cleaning the sensor will remedy this problem. When decorating, the smoke alarm should be covered to prevent build-up of dust. An information booklet is included within [Appendix 4](#) of this pack.

Fixings

All of the walls within your property are formed from plasterboard timber framing (studwork) to which plasterboard is fixed with dry-lining finish covered by emulsion paint.

Fixings to such walls can be achieved by drilling and inserting the proper fixings before fixing your wall mounted fittings or furniture. It is important to take care when fixing to the walls as you do not want to disturb any pipes or electrical wiring that runs beneath the surface. Do not fix anything directly above or below light switches or electrical sockets, it is recommended to leave a gap either side too. It is also advisable to purchase a cable detector (which can be bought from most DIY stores).

Only lightweight objects i.e. wall mirrors and small pictures should be fixed to the partition walls unless advice is sought from an experienced carpenter.

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

Ceilings are formed from plasterboard sheets screwed to metal studs. Ceilings often conceal electric cables and pipe-work and you should not fix to them.

Looking after your Home

Cleaning

All walls and woodwork are washable with a damp cloth. Ceramic tiles can be cleaned with most household cleaners. Do not use acid.

Kitchen Units/Worktops

Laminate worktops will withstand very high temperatures for short periods without deterioration. However, heat proof mats must always be used for pans taken directly from the hob or the oven. A chopping board should always be used for cutting and chopping.

Avoid placing heated appliances on worktop joints, e.g. kettles, toasters etc. as variations in temperature will cause a breakdown of the joint sealing compound. This in turn can allow water to penetrate the joint and damage the core material. Do not allow water to remain on joints.

Laminate worktops may be cleaned by wiping with a damp cloth and mild detergent. Polish and bleach should not be used.

Sanitary Ware

Baths, basins and sinks should be cleaned with recommended products to avoid damaging surfaces. Do not use scouring or gritty cleaners.

Rubbish and Recycling

There is a bin store for the use of all residents of the block of flats, which contains separate large wheeled bins for general waste and recycling.

Please securely tie your rubbish bags before putting them into the rubbish bins. Do not leave bags of rubbish in the stairwell and other communal areas. Please also make sure that only recyclable items are put in the RED top bin, if this bin is contaminated with general waste, including plastic bags, it will not be collected.

Things that can be recycled in the RED top 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- Paks)
- 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. Call 01293 438772 to find out more about rubbish and recycling services.



APPENDIX 1 – Site Plans

APPENDIX 2 – EPC

APPENDIX 3 – Policies

1. Privacy Notice for Crawley Homes
2. Bridgefield House Parking Policy
3. Bridgefield Hose Fire Safety Policy

APPENDIX 4 – Instruction Manuals

1. Heat Network Information
2. Openreach Information
3. Smoke Detectors
4. Heat Detectors
5. Door Entry
6. Flooring
7. MVHR
8. Thermostat
9. Tiling
10. Windows
11. Kitchen Worktops

