

Home User Guide

1 to 20 Raj Sharma House

Built by Turnbull Homes



	Flat number	Plot Number	Floor
1-20 Raj Sharma House	1	1	Ground
	2	2	Ground
	3	3	Ground
	4	4	Ground
	5	5	Ground
	6	6	Ground
	7	12	First
	8	7	First
	9	8	First
	10	9	First
	11	10	First
	12	11	First
	13	18	Second
	14	13	Second
	15	14	Second
	16	15	Second
	17	16	Second
	18	17	Second
	19	19	Third
	20	20	Third

For parking bay allocation see individual plans

Table of Contents

Welcome.....	1
Useful Numbers.....	1
Utility Suppliers.....	2
Locating equipment.....	2
Taking out home contents insurance	2
Phone/TV and internet.....	3
Defects period.....	3
How to report a defect	3
Common Problems.....	4
Final Defects Inspection	4
Looking after your new home	4
Drying Out.....	4
Ventilation and condensation	5
Efflorescence.....	5
Movement and Shrinkage.....	5
Decorating.....	5
Communal areas.....	5
Parking.....	5
EV charge points	6
Door Entry System	6
Post/mail boxes	7
Communal lighting.....	7
Keep communal areas clear	7
Automatic Opening Vent (AOV) system.....	7
Cleaning.....	7
Rubbish and recycling	7
Features of your new home.....	8
Your Home	8
Blockages.....	10
Your home's systems.....	10
Heating and Hot Water	10
Electricity.....	11
Solar Photovoltaic (PV) panels	11
Consumer Unit (Fuse box).....	11
Smoke Alarm / Heat and Carbon Monoxide Detector	13
User guides.....	14

Welcome

Crawley Borough Council would like to welcome you to your new home, we hope you will enjoy many happy years in residence.

Please take the time to read this guide as it will help you settle in and get the best from your new home and take some time to find out where various items are. This may help you get to them quickly in an emergency.

Useful Numbers

Crawley Homes

Housing Officer: Jackie Baker: 01293 438072
Email: jackie.baker@crawley.gov.uk

To report a defect or repair

Crawley Repairs Team: 01293 438111
Email: housing.repairs@crawley.gov.uk
Web: www.crawley.gov.uk/repair

Crawley Borough Council

General enquiries: 01293 438000
Address: Town Hall, The Boulevard, Crawley, West Sussex RH10 1UZ
Web: www.crawley.gov.uk

Please note the block was originally named as Dreyfus House. We have changed its name with Royal Mail but some utility companies may still have it listed as such under the postcode. Please make sure you create accounts for your gas, electricity and water (both supply and waste).







Home User Guide

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

<p><u>Electricity</u></p> <p>British Gas: 0330 100 0056</p>	<p><u>Water supply</u></p> <p>Southern Water 0330 303 0277</p>
<p><u>Gas</u></p> <p>British Gas: 0330 100 0056</p>	<p><u>Waste water</u></p> <p>Thames Water 0800 980 8800</p>

Locating equipment

<p>Water meter</p> <p>In the footpath outside the front of the block.</p> <p>They can be identified by the either the flat or plot number inside</p> 	<p>Water main stop valve (stopcock)</p> <p>In a cupboard in your flat, labelled Mains Water.</p> 
 <p>Gas meter</p> <p>Found externally in a brown ground mounted box at the front of the block. The gas shut off valve can also be found here.</p> <p>They can be identified by the either the flat or plot number inside</p>	 <p>Electricity meter</p> <p>In a cupboard in the communal hallway outside your flat. Marked with the flat number.</p>
<p>Consumer unit (electricity fuse board)</p> <p>In a cupboard in your flat.</p> 	<p>Heating and hot water</p> <p>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

Home User Guide

Phone/TV and internet

Please note Virgin Media is not available and there is no SKY TV dish.

Telephone

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.

Broadband



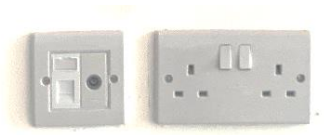
As your flat is fitted with the latest fibre technology (FTTP) not all broadband providers offer packages.

To find available suppliers, visit www.openreach.com/fibre-broadband/fttp-providers and choose the **section** on [Get FTTP for your home in Great Britain](#)

Television

The aerial point is situated in a socket in the living area/bedroom.

This development is fitted with a communal digital TV aerial. 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.



DO NOT fix any television aerials or dishes to the outside walls/ balcony.

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.	10
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) and any circuit breakers are in the off position.	11
Lights not working	Check the bulbs and consumer control unit for any circuit breakers in the off position.	12
Excessive condensation; mould in cupboards	See the section on moisture and ventilation.	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	12
Blocked drains	Try to clear the blockage. If the blockage is in the sewer system outside of the flats you will need to contact Thames Water on 0845 920 0888	10
Water leak	Turn off the water using the stopcock valve located in one of the cupboards in your flat	2
Faulty doors and/or windows	Make sure handles / locks are fully engaged before trying to operate windows and doors. Do not force the mechanism.	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



An extractor fan is fitted in the bathroom, this is set at a low fan rate that will increase when moisture levels increase. Do not turn this off.

See user guide for more information.

A few flats have additional ventilation with vents in the ceiling.

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 from moisture in the building.

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
- Keep trickle vents in windows open.



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 until the drying out process is complete. It's best to wait twelve months before you decorate. Paint that is applied too soon may crack as the moisture in the construction evaporates.

Communal areas

Parking

Each flat has one allocated parking space, please see the plan for the location of your parking bay. Please make sure you use your allocated space and that visitors respect the parking arrangements. All cars must be parked within a bay.

Home User Guide

We reserve the right to change the allocated parking bay to make sure EV and disabled bays can be used by residents that need them.

There is no separate visitor parking. These flats are located on the edge of resident permit Zone E (Southgate), but as a new development you will not be able to purchase permits for roadside parking. Stonefield Close is within the Zone but Brighton Road south of Stonefield Close is outside of the zone.

Short term visitor parking can be also found on Brighton Road towards the railway crossing.

Please do not park in the parking areas of other blocks of flats and houses in the area.

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.

EV charge points

Some parking bays are fitted with Electric Vehicle (EV) charging points. Some of these are active and can be used to charge electric vehicles. These are 'pay-as-you-charge' points. If you have an electric vehicle and require a bay with an active EV charge point please let us know.



Cycle storage

There is a bicycle store at the side of the block), where you can keep your bicycle.



The store furthest from the main road has been reconfigured to make space for buggies rather than cycles.

No other items can be kept/ left in these.

Door Entry System

A fob will be required to gain access through the communal entrance door, there are no keys to the communal entrance doors. To exit the block press the green button on the wall.



All flats are connected to the door entry system and the entry panel is at the main entrance.

Inside each flat is a panel with video link so you can talk to and see your visitors at the entrance to the block and release the door to let them in.

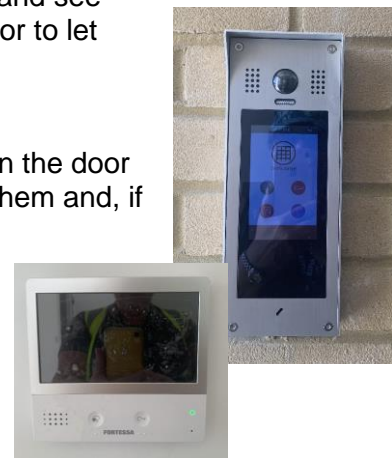
Visitors

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 panel will sound to alert you. You can see who is calling on the video screen. If you want to let the visitor in, press the door release button on the handset.

See the user guide for full instructions.



Post/mail boxes



These are found outside by the main door at the front of the block. All letters will be delivered to your designated mail box.

You will be given a key to your specific box, please do not lose this.

Flats do not have a letter box in their individual entrance doors.

Communal lighting

This is controlled by motion sensors.

Keep communal areas clear

Do not store or leave anything in the communal stairwell and other communal areas in the block.

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

The window in the stairwell on the top floor is part of this system and it is imperative that the landing is kept clear of any items. Do not open this window.



Cleaning

The communal areas, hallways and stairs, will be cleaned every two weeks.

Grounds maintenance

The communal grounds will be maintained on a regular basis by the council's Neighbourhood Services team.

Rubbish and recycling

Crawley Borough Council has a weekly general waste collection service and fortnightly REDTop recycling collection. Your collection day will be Wednesday (recycling week 2).

Bin store

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 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 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-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 and green bin garden waste service (there is a charge for these). Call 01293 438772 to find out more about rubbish and recycling services.

Lofts

There is no access to the loft.

Features of your new home

Your Home

Flat entrance door

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

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

Some windows are fitted with opaque glass, this is a planning condition to protect the privacy of yourself and neighbouring flats and cannot be changed.



Some windows open out towards the flat roof area. DO NOT go onto the flat roof area. It is not designed for walking on and has no safety features at the edges.

All windows are 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 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.

Balconies

Each flat has its own balcony or patio area. All balcony doors are lockable. Please see separate information sheet on balconies and roof terraces.

Internal Doors

Your internal doors can be cleaned as necessary by wiping with a damp cloth. The use of polishes is not advised. The hinges, door closures and latches should be lubricated once a year using a proprietary product.



Flooring



Vinyl flooring is fitted throughout your flat except in the bedrooms. 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.

Laminate Flooring

Laminate flooring is not allowed in any of the flats.

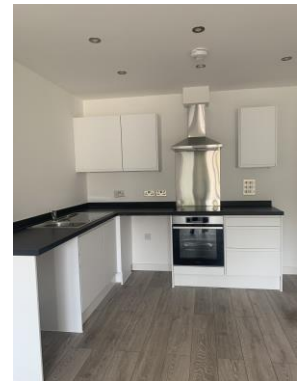
Built in oven and cooker hood

These are non standard and are gifted to you. You will be responsible for them in the future.

The cooker hood uses charcoal filters.

Washing Machine / Dishwasher

Spaces are provided for a washing machine and dishwasher in the kitchen, complete with water supply and drainage. These should be plumbed in by a qualified installer in a competent manner in accordance with the washing machine manufacturer's recommendations.



Kitchen spur switches

The switches for all the under counter appliances are on one switch panel and not directly above the appliance.



Sinks and Baths

These must be cleaned using a non-abrasive domestic cleaning product, such as Cif, 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 using a mould cleaner along the mastic, in order to discourage mould growth.

Shower

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

Please see the guide for more information

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

There are no curtain battens fitted but as the building is of timber frame construction, curtain rails or tracks and be screwed to the walls above windows, in accordance with the rail track manufacturer's instructions.

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.

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 block/ property, you will need to call Thames Water on 0845 920 0888.

Your home's systems

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.

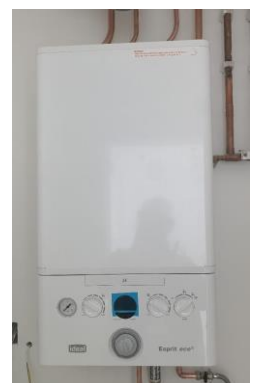
The following notes explain how to control your heating and hot water system and its controls to give you the results you require. The setting of these controls is an entirely personal and may not be exactly the same as your neighbours who will have different requirements.



Central heating programmer / thermostat

You can programme the times your heating system comes on and off.

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



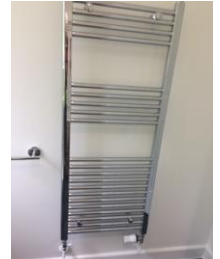
Temperature controlling thermostatic radiator valves (TRVs)



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)

Radiator towel rail

The radiator in your bathroom also doubles as a towel rail.



Electricity

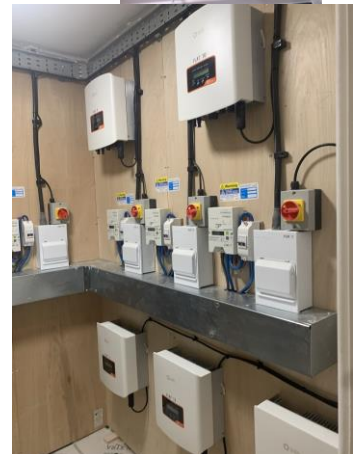
Electric Meter Cupboard

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 (fusebox) is in a storage cupboard in your flat

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.



Solar Photovoltaic (PV) panels

Your flat benefits from energy produced by a Solar PV panel on the roof, the additional red switches and boxes in the meter cupboard are part of this system.



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 3 amps
- Washing machine with heater 13 amps
- Two or three bar electric fire 13 amps
- Electric iron 5 amps
- Vacuum cleaner 3 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 bulbs run hot and must be allowed to cool before you try to change it.

Smoke Alarm / Heat and Carbon Monoxide Detector

There is a smoke alarm fitted in the hallway of your flat, which is 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.



If smoke or extreme heat is detected, the unit will emit a loud pulsating alarm and a RED indicator light (LED) will be flashing quickly until the air is clear.

If the alarm goes off and there is no sign of smoke, heat or noise to indicate that there is a fire, you should get everyone in your home into a safe place, before you start investigating. Check the whole property very carefully in case there is a small fire smouldering somewhere.

If the alarm has been triggered inadvertently, the pause feature can mute the detector by pressing the TEST/Silence button for up to ten seconds. The smoke alarm will be muted for 10 minutes and then reset into normal mode after this period. At the end of the pause period there will be 2 short beeps to indicate the unit's return to normal sensitivity.

This alarm pause button is VERY SENSITIVE and only needs to be pushed in very lightly; if it is pushed in too deeply it could jam the internal button and cause the alarm to sound continuously.

NOTE: If the smoke / heat density increases during this time the smoke alarm will be triggered into alarm again.

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.

If the carbon monoxide detector sounds please call the repairs team on 01293 438111 as an emergency.

Please see the manufacturer's manual.

Water Meter

Each flat has a separate water meter. These can be found in the pavement outside the front of the block. Each meter is labelled with the flat number and/ the plot number. Monitoring your usage of water via your water meter can assist in identifying a leak at an early stage.

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

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

User guides

1. Plan showing parking space
2. Heating Programmer / Thermostat User Guide
3. Boiler guide
4. Smoke / Heat Detector / CO Alarm User Guide
5. Door entry system
6. Shower mixing tap