

# Home User Guide

## Hitchcock House

Built by Persimmon Homes  
in Forge Wood



Hitchcock House Honour Way Crawley RH10 3YG	Flat number	Plot Number	Floor
	1	189	GF
	2	190	GF
	3	188	GF
	4	191	1F
	5	192	1F
	6	193	1F
	7	194	2F
	8	195	2F
	9	196	2F
	10	182	GF
	11	183	GF
	12	185	1F
	13	184	1F
	14	187	2F
	15	186	2F
	16	173	GF
	17	174	GF
	18	175	GF
	19	176	1F
	20	177	1F
	21	178	1F
	22	179	2F
	23	180	2F
	24	181	2F

For parking bay allocation see individual plans



## Contents

Welcome to your new Home .....	2
Useful numbers .....	2
To report a defect or repair .....	2
Grounds Maintenance .....	2
New Home Information.....	3
Setting up utility accounts .....	3
Insurance .....	4
Television .....	4
Reporting defects .....	5
Common Problems.....	5
Final Defects inspection.....	6
Communal areas.....	7
Grounds Maintenance .....	7
Car parking.....	7
Cycle Storage.....	7
Door Entry System.....	7
Keep communal areas clear .....	8
Automatic Opening Vent (AOV) system .....	8
Bin store .....	8
Heating and hot water .....	9
Gas boiler .....	9
Electricity.....	9
Consumer control unit (Fuse box) .....	9
Lighting.....	10
Fuses .....	10
Mechanical Extraction (MEV) Ventilation.....	10
Living in your home .....	10
Smoke/Heat detectors .....	10
Carbon Monoxide Detector .....	11
Cooking.....	11
Washing machines .....	11
Fridge freezer space.....	11
Blockages.....	11
Windows.....	12
Front door.....	12
Overflows and warning pipes.....	12

## Welcome to your new Home

Welcome to your new home in the new neighbourhood of Forge Wood. Local shops and a community centre as well as a new access road are all planned for the future, so you will be able to see your new local community grow.

We hope the information in this pack helps you to settle in and understand how things work so you can enjoy your home.

### Useful numbers

#### Crawley Homes

##### Housing Officers

Tegen Jones and Natalie Beale

01293 438238

Tegen - 07880 080661 or Natalie - 07584 615164

tegen.jones@crawley.gov.uk or natalie.beale@crawley.gov.uk

### To report a defect or repair

#### Crawley Repairs Team

01293 438111

housing.repairs@crawley.gov.uk [www.crawley.gov.uk/repairs](http://www.crawley.gov.uk/repairs)

Crawley Borough Council

Town Hall

The Boulevard Crawley

West Sussex RH10 1UZ

Tel: 01293 438000

[www.crawley.gov.uk](http://www.crawley.gov.uk)

### Grounds Maintenance

This is done by the Estate Management Company who are responsible for the general maintenance of the public areas. **Do not** contact Crawley Borough Council about grounds maintenance issues.

The grounds maintenance contract is currently under negotiation (June 2021) and we will let you know who to contact when they have been appointed

## New Home Information

### Setting up utility accounts

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.

Utility Suppliers

#### Electricity

Current supplier British Gas 0333 202 9802

#### Gas

Current supplier British Gas 0333 202 9802




[www.britishgas.co.uk](http://www.britishgas.co.uk)

#### Water




Independent Water Networks Tel. 0292 0028 711

[www.iwnl.co.uk](http://www.iwnl.co.uk)

#### Location of meters

<p>Gas: found externally in a brown ground mounted box The gas valve is in the meter box. The flats are identified by the plot number written on the meter.</p> 	<p>Electricity: This can be found in a cupboard on your landing. This is opened by a FB2 Key</p> 	<p>Water: Found in the footpath outside the building</p> 
---	--	---

#### Location of stopcocks and main switches

<p>Water Stopcock Either in a storage cupboard or under the sink.</p> 	<p>Home Hub (fibre) In storage cupboard / hallway</p> 	<p>Consumer Unit (Fuse box) In hallway</p> 
---	---	---

## Insurance

Crawley Borough Council is the freeholder of the property and insures the structure of the building. The 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.

The council has arranged with Thistle Tenant Risks a special scheme for tenants called Crystal. Call them for a quote on 0345 450 7286 or email: [crystal@thistleinsurance.co.uk](mailto:crystal@thistleinsurance.co.uk)

## Telephone

Telephone connection points have been provided in your home with the Central Communications Box.

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.

## Television

The aerial point is situated in the multimedia socket in the living area.

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



## Television and Fibre (Home Hub) FIRS

There is a network of cables and equipment across the neighbourhood called a Fibre integrated Reception System (FIRS).

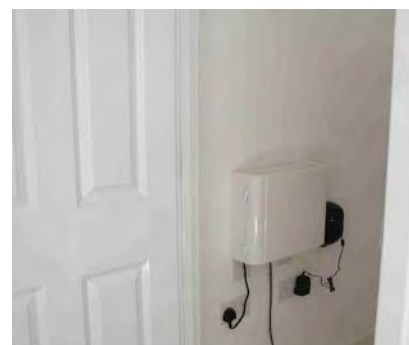
This system distributes a full range of digital television signals (satellite and terrestrial) and DAB/FM radio from a central location on the development direct to your home.

The supply terminates at the Home Hub which is usually located in a cupboard in your flat

If you have problems with your television connection contact OFNL.

## Superfast broadband and phone

There are currently 15 providers for this service and these can be found in the appendix or at [OFNL.co.uk](http://OFNL.co.uk)



## Television

Freeview is available, plug your TV aerial in. Virgin media is not available.

TV Streaming – Not usually free but an alternative option from suppliers such as Now TV, Apple TV, Amazon Firestick etc. You would need broadband and would need to check usage limits. (Would suggest if you were looking at this then unlimited broadband could be the best option)

Sky TV

Available from Seethelight and should be available direct from Sky.

No satellite dishes or aerials are to be installed

## Reporting defects

The building contractor is responsible for any problems with the property arising within the first 12 months. Defects should be reported to Crawley Repairs Team who will then contact the contractor.

Telephone 01293 438111

email [housing.repairs@crawley.gov.uk](mailto:housing.repairs@crawley.gov.uk)

[www.crawley.gov.uk/repairs](http://www.crawley.gov.uk/repairs)

No repairs or other works within or to the property should be carried out without the knowledge and prior approval of Crawley Borough Council.

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. The contractor will then contact you to arrange an appointment to carry out the works within a specific timescale.

All defects must be reported to the council 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 council please refer to the information contained in this guide and in particular the most common problems.

### Common Problems

	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.	9
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.	9
Lights not working	Check the bulbs and consumer control unit for any circuit breakers in the off position.	10
Excessive condensation; mould in cupboards	See the section on moisture and ventilation.	6
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.	10
Blocked drains	Try to clear the blockage. If the blockage is in the sewer system you will need to contact Independent Water Networks 02920 028 711	11
Water leak	Turn off the water using the stopcock valve located beneath the kitchen sink unit.	3
Faulty doors and/or windows	Make sure handles / locks are fully engaged before trying to operate windows and doors. Do not force the mechanism.	12

## Final Defects inspection

Shortly before the end of the one-year 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.

## Moving into Your New Home

### Drying out

A considerable amount of water is used in the building of new homes. Most of this evaporates before the building is complete. It can take up to a year to completely dry out the structure.

Higher levels of heating may prove necessary during this period. Any slight dampness should quickly disappear but if it does not then the problem could be due to condensation.

To help prevent condensation, leave windows and doors slightly open, remembering to close them if the property is left unattended. Kitchen and bathroom doors should be kept closed when cooking or washing. After cooking or washing open the windows to allow the excess water vapour to be expelled from your home. Do not turn off the Mechanical Extraction (MEV) Ventilation system (see page 11)

### Reducing Condensation Production

It is advisable to maintain a low level of heating constantly throughout the drying out period. It is also recommended that after the period has come to an end, you continue to maintain an even temperature at all times.

This will help to stop the buildings' temperature from dropping too low which can cause condensation to form when activities such as cooking and washing are carried out. Please also ensure that you do not hang wet washing over radiators as this can create condensation and damp in your home.

There are three main ways in which you can help to prevent condensation :

- Try to produce less moisture in the air, i.e. by covering pots and pans when cooking and drying clothes in an externally ventilated or condensing tumble dryer.
- Try to restrict the moisture to the room within which it is created, i.e. close doors to bathrooms when running hot baths etc.
- Ventilation, i.e. extract fans, keep trickle vents in the open position at all times, opening windows generally when necessary.



### Ventilation in the Home

Moisture is produced by many day to day activities which are undertaken within your home, especially during cooking and washing. It is important to make sure that your home is well ventilated at all times to remove this moisture from the air.

When the outside temperature is below freezing during the daylight hours condensation can form on the inside of double glazed windows -this is a sign that the humidity level is too high.

Some useful things to note are:

New windows are considerably tighter than old ones which means the need for ventilation is increased.

A new build property can often take over a year to dry out and generally requires more ventilation than older properties.

A fully grown adult gives off approximately 2 litres of water a day.

Lower room temperatures can increase the risk of moisture problems and higher room temperatures can reduce the buildup of moisture. Just a brief reduction in temperature overnight, for example, can produce condensation on the windows.

Heavy tight fitting curtains can trap air in front of the window, which becomes still, cold and moist. This causes a build-up of condensation on the windows.

### **Efflorescence**

Another effect of drying out on a new property can be the appearance of a white deposit on external walls. This is caused by natural salts coming out of the wall materials and is quite normal.

### **Cracks and movement**

Due to the process of drying out you will experience movement in the walls of the property as it 'settles'. This can result in cracks appearing, plug sockets moving, even items fixed with screws to the wall may work themselves loose over the 12 month defect period.

The contractors will be asked back after the 12 month period, to check over the property and rectify any significant problems which have arisen due to the drying out process.

If you believe the defect needs to be looked at urgently, rather than waiting until the end of the defect period, please contact Crawley Repairs Team on 01293 438111 immediately.

## **Communal areas**

### **Grounds Maintenance**

This is done by the Estate Management Company who are responsible for the general maintenance of the public areas. **Do not** contact Crawley Borough Council about grounds maintenance issues.

The grounds maintenance contract is currently under negotiation (June 2021) and we will let you know who to contact when they have been appointed.

### **Car parking**

Car parking is allocated to each of the flats and houses, please see the plan for the location of your parking bay. Parking on estate roads is not allowed under the covenants for the estate (please see your tenancy agreement). Please make sure you use your allocated space and that visitors respect the parking arrangements and park in your bay or one of the visitor spaces.

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 current vehicle tax or valid MOT

### **Cycle Storage**

There is a secure bicycle store that can be found at the side of the block, where you can keep your bicycle. No other goods can be stored or left here. You can get into the cycle store using the digilock. The code can be found with the keys

### **Door Entry System**

Residents of all flats will have a key to the communal entrance door as well as their own flat entrance door.

All flats are connected to the door entry system on the front door, The entry panel is connected to a door entry handset inside each 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 control unit will sound to alert you. Answer and talk. If you want to let the visitor in, press the door release button.



## Doorbell

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

## Post/mail boxes

All letters will be delivered to your designated mail box that you will find by the communal front entrance door to the block. You will be given a key to your specific box.

## 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

## Loft space

There is no access to the roof space. Loft access hatches may be found in the flats on the top floor, and in the communal area, these are locked and are not for the use of residents. If access is needed by a contractor please call the housing officer.

## Cleaning

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

## 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. The code for the digilock can be found with your keys.

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

Plastic bags are not recyclable 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.

## Heating and hot water

### Gas boiler

A gas fired condensing system boiler is installed providing central heating and hot water to your home.

The boiler is located in the kitchen and will be serviced each year with the essential gas safety check.

**Please see the manufacturer's guide** for further information about using your boiler.

### Programmer



The heating and hot water systems are controlled by a programmer that allows you to switch your system on and off at times that suit you. Please see the user guide for instructions.

### Thermostatic radiator valves

Temperature controlling thermostatic radiator valves (TRVs) are on all radiators except to the radiator, nearest to the room thermostat. These allow for 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.



## Electricity

Your consumer unit (fusebox) is in one of the cupboards by the 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.

You must not attempt any work to the consumer unit. This would first require the disconnection of power by your electricity supplier. Breaking of the seals within the meter cupboard will render you liable to prosecution and to the disconnection of your supply.

### 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 control unit (Fuse box)

Your consumer control unit contains your:

- Main Switch
- Residual Current Circuit Breaker (RCCB)
- Miniature Circuit Breakers (MCBs)

### Main switch

When this is in the 'Off' position, all of the circuits are then isolated (DEAD) from the electrical supply.



## Residual Current Circuit Breaker (RCCB)

When this is in 'Off' position, only those circuits to the right hand side of the RCCB (i.e. socket outlet circuits) are then isolated (DEAD) from the electrical supply.

## Miniature Circuit Breakers (MCBs)

The MCBs are labelled in the inside the consumer unit. They are very sensitive and will switch off (trip) if there is a fault in any of your own appliances. If this happens, disconnect all appliances, switch on the MCB and replace appliances one at a time until the MCB switches off again, disconnect this appliance and then switch on again. Get professional advice on the offending appliance.

When these are in the 'Off' position only the individual circuits connected to the current breakers are then isolated (DEAD) from the electrical supply.

If the system keeps turning the electricity off and you have not been able to locate the fault and you should report this to the Crawley Repairs Team. Telephone Number 01293 438592.

## Lighting

If a light bulb blows it can trip the MCB. Check with the aid of a torch whether the circuit breaker is in the 'OFF' position. Then switch the circuit breaker to 'ON' position and find the faulty bulb. Switch 'OFF' the circuit breaker to replace the bulb, don't forget to turn the circuit breaker back on.

If you discover that a bulb has gone, please note that it is your responsibility to replace this.

## Fuses

There are electric sockets/outlets in all rooms except the bathroom and toilet areas. All electrical appliances you use must be fitted with a three pin square 13 amp plug with a cartridge fuse of the correct rating.

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

## Mechanical Extraction (MEV) Ventilation

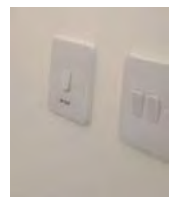
Your home is fitted with an MEV ventilation system. This provides continuous ventilation with a centralised system drawing moisture-laden air from your home through extract vents in the ceiling.

A boost button (Fan boost) can be used when using the bathroom or cooking.

The unit may be found in the loft or in a 'box' with an access panel on the wall or ceiling.

The fan isolator is located at high level, usually above a door. This switch should not be turned off except for maintenance purposes.

It is a good idea to dust the vents from time to time with a soft brush, a paintbrush is ideal.



## Living in your home

### Smoke/Heat detectors

Mains-operated smoke detectors are fitted in your home. The units are fitted with a back-up battery which will in time require replacing. A bleeping noise will sound once every 40 seconds for over 20 minutes if the battery is losing power. REPLACE THE BATTERY IMMEDIATELY. Please refer to the manufacturer's user guide included in this pack.

Smoke alarms are mounted on the ceiling within the entrance hall on the ground floor and on the first floor landing. A heat detector is fitted in the kitchen. These are all linked so if one is triggered both will sound.

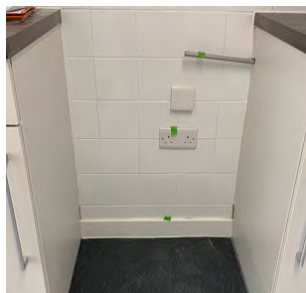


## Carbon Monoxide Detector

Your home is supplied with a carbon monoxide detector which is mains operated with a battery back up and is fitted in the kitchen.

The alarm will beep on the unit if there are any traces of carbon monoxide. If this happens please call the repairs team on 01293 438111 urgently.

The unit batteries should be tested regularly, if the battery is running low it will emit an intermittent beep. The batteries should be replaced immediately. The unit uses 9V PP3 style alkaline battery, and the use of any other battery may be detrimental to its operation.



## Cooking

There are fittings for electric and gas cookers, please make sure you use an appropriately qualified fitter and for gas cookers a Gas Safe registered engineer.

## Washing machines

A cold water feed and a waste outlet are provided beneath the sink for connection to a washing machine. Check that hoses are connected properly and tightened before turning the water on.



## Kitchen spur switches

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

## Secure cupboard

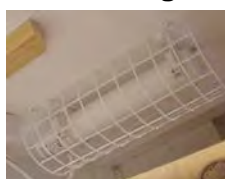
One of your cupboards in the kitchen is secured with a lock and a set of keys. This ensures you have somewhere to store your cleaning products and/or medicines without worrying that children can get hold of them.



## Fridge freezer space

The worktop above the space for an under counter fridge can be removed carefully so a fridge freezer or tall fridge can fit. Please keep the work top piece if you remove it.

## Airing/Storage cupboard



There is no hot water tank in your home, so one storage cupboard may be fitted with a small electric heater, to act as an airing cupboard.

## Pipework in a cupboard

This is part of the heating system, do not touch any part of this.



## 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 Independent Water Networks on 0292 0028 711

## Decorating

The walls have been painted with emulsion paint. Further coats of emulsion and oil-based paints or wallpaper can be used for decoration at a later date, once the walls have dried out. When you redecorate, use decorator's filler to make good any minor gaps and plaster cracks, which have arisen from normal drying out and shrinkage.

Please do not carry out any decoration until the end of the 12 month defect liability period has been completed. Your property will be inspected at this time and any decorative defects will be made good by the contractor.

## Flooring

When laying carpets, do not use nails as these could pierce any pipework under the floor. Carpet and underlay will help reduce noise within your property.

Flats above the ground floor may have an 'Isorubber' top, a fairly durable, acoustic underlay, this can be covered by vinyl, tiles, carpet etc. It should withstand some use before showing any signs of wear.

## Fixings

For small pictures use a steel pin and hook. A cable detector will give positive recognition of cables and is available from DIY shops. A 6" vertical strip should be left fixing free around electrical outlets. If using power tools to drill holes make sure you are protected by a circuit breaker.

DO NOT put wall fixtures directly above or below light switches or electric sockets. There is a danger that you may drill through an electric cable.

## Windows

Most windows above ground floor have over-ridable restrictors. There are width restrictors fitted to all upstairs windows. Open these by partially opening the window and gently pushing the catch down.

The upstairs windows may also have two opening options. One is to make them easier to clean.

To change the opening positions you will need to adjust the purple stops at both the top and bottom of the window, so they are both in the same position. This can be done by gently pushing them



## Front door

Your front door has an additional security feature you can use. When you go out if you lift the handle up additional 'catches/bolts' will secure the door shut. You will still need to lock the door using the key.

## Overflows and warning pipes

If you notice water dripping or flowing from an overflow or warning pipe, you should call the defects line on 01293 438111. It may indicate that a system needs attention.

---

If you require this document in another format please contact Crawley Borough Council, on 01293 438257.

For item user guides please see [Forge Wood Persimmon Hitchcock House Home User Guide appendices](#)