

Home User Guide

Potter House and 28 to 33 Crane Court

Built by Taylor Wimpey in Forge Wood



Potter House Cornwell Avenue Crawley RH10 2AJ	Flat number	Plot Number	Floor
	1	210	Ground
	2	211	Ground
	3	212	First
	4	213	First
	5	214	Second
	6	215	Second
	7	201	Ground
	8	202	Ground
	9	203	Ground
	10	205	First
	11	204	First
	12	206	First
	13	208	Second
	14	207	Second
	15	209	Second
28 to 33 Crane Court Cornwell Avenue Crawley RH10 2AG	28	365	Ground
	29	364	Ground
	30	367	First
	31	366	First
	32	369	Second
	33	368	Second

For parking bay allocation see individual plans

**Taylor
Wimpey**



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Welcome

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

Please take the time to read this guide as it will help you settle in and get the best from your new home.

Useful numbers

Crawley Homes

Housing Officer

Tegen Jones and Natalie Thomas
01293 438238

Tegen - 07880 080661 or Natalie - 07584 615164

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

To report a defect or repair

Crawley Repairs Team

01293 438111

housing.repairs@crawley.gov.uk

www.crawley.gov.uk/repairs

Crawley Borough Council: 01293 438000

Address: Town Hall, The Boulevard, Crawley, West Sussex RH10 1UZ

Web: www.crawley.gov.uk

Grounds Maintenance

Preim Ltd

Minerva Business Park
Peterborough



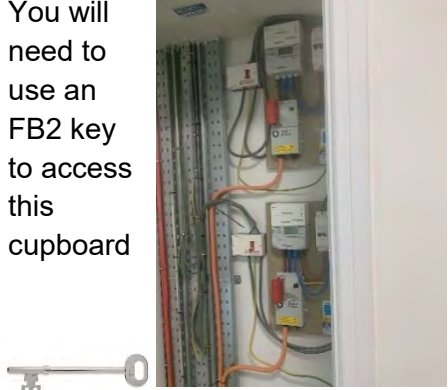




E: helpdesk@preim.co.uk

T: 01778 382210

New home information

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.

Location of Equipment

<p>Water Stopcock</p> <p>Either In a storage cupboard or under the sink.</p> 	<p>Water Meter</p> <p>External in the path outside the block</p> 	<p>Electric Meter</p> <p>Electric meters can be found in a cupboard on your landing. Meters are marked with plot numbers. You will need to use an FB2 key to access this cupboard</p> 
<p>Gas Meter</p> <p>Found externally on the wall</p> <p>The gas valve is in the meter box. The flats are identified by the plot number written on the meter.</p> 	<p>Consumer Unit (Fuse box)</p> <p>In cupboard</p> 	
<p>Gas boiler</p> <p>In a cupboard in the hall.</p> 	<p>Home Hub (fibre)</p> <p>In storage cupboard</p> 	

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>Electricity and Gas</p> <p>These are both currently supplied by British Gas</p> <p>Tel: 0330100 0056</p> <p>www.britishgas.co.uk/new-home/move-in/energy-quote</p>	<p>Water</p> <p>Independent Water Networks</p> <p>Tel. 02920 028 711</p> <p>www.iwnl.co.uk</p>
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Telephone: Connection points have been provided in your home with the Central Communications Box located in a cupboard.

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.

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

Television and Fibre (Home Hub)

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 may need a Y joint or 2 way coaxial splitter.

FIRS

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

Service providers using 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 located in a cupboard in the hall. (See item user guides for more information)

Superfast broadband and phone

There are limited providers for this. Visit www.ofnl.co.uk/residents-businesses/available-isp

(See item user guides for more information)

Television

Freeview – available, plug your TV aerial in.

Virgin media – 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 would be the best option)

Sky TV

Visit www.ofnl.co.uk/about/sky-q (See item user guides for more information)

No satellite dishes or aerials are to be installed.



How to report a defect

Taylor Wimpey, 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

Telephone 01293 438111

E-mail housing.repairs@crawley.gov.uk

www.crawley.gov.uk/repairs

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.	13
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.	13
Lights not working	Check the bulbs and consumer control unit for any circuit breakers in the off position.	14
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.	15
Blocked drains	Try to clear the blockage. If the blockage is in the sewer system you will need to contact Thames Water on 0845 920 0888	12
Water leak	Turn off the water using the stopcock valve located in a cupboard or 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.	10

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. The evaporating water also needs to be ventilated out of the building – leaving windows open where possible and utilizing the heating system can assist this process.

Moisture from occupation

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

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

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 building's temperature from dropping too low which can cause condensation to form when activities such as cooking and washing are carried out. Please also ensure 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:

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

Moisture is produced by many different 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 older ones, which means the need for ventilation is increased.
- Windows are fitted with trickle vents and we recommend you keep these in the open position.
- A new build property can often take over a year to dry out generally requires more ventilation than older properties.
- A fully-grown adult gives off approximately two 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 over night 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 buildup of condensation on the windows.
- Poor ventilation causes an unhealthy climate indoors, which can lead to coughs, headaches, dry eyes, rashes and respiratory allergies.



Ventilation in the home

Purge Ventilation Units

Your home has been fitted with Purge Ventilation Units in living rooms and bedrooms.

These are designed to remove hot air and/or odours from the room in which they are installed by extracting the air to outside, replacement air being supplied by the trickle ventilators in the windows of that room. Make sure the trickle vents are kept in the open position when running the unit.

These allow you to improve the air quality within your home without the need to open windows, they are not 'air conditioning' units and will not chill the air, but will deliver outside air, at outside temperatures, into your home as required by you.



The fans have been designed to run quietly and may help you to sleep better on hot nights. They are simple to use with a simple 'on/off' switch usually sited near the room's light switch.

Extract ventilation



The kitchen and bathroom are fitted with Mechanical extract ventilation units. The system runs continuously providing a comfortable level of 'background' ventilation which can be manually boosted when cooking or bathing/showering to help clear moisture-laden air. To prevent excessive condensation, and possible mould growth, the system should NEVER be switched off unless servicing the fan units.

For this system to work efficiently, the trickle vents (sometimes called 'night vents') over your windows should not be closed.

The control switch for this can usually be found above the door.

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.

Mould Growth

Mould growth is usually an indication of a moist atmosphere within the home and is a warning that heating or ventilation needs increasing. Any mould that does appear will need to be carefully removed as well as heat and ventilation to prevent re-occurrence.

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, we recommend that you 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.

Please also avoid wallpapering for the first two years, particularly during the defects period, so that any cracks are visible. Neither the council nor Taylor Wimpey (the contractor) can be held responsible for damage to decorations that have been applied during this period.

Communal areas

Parking

Each flat has one allocated parking space, with visitor parking nearby 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 and use the visitor bays.

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.

Parking on estate roads is not allowed under the covenants for the estate (please see your tenancy agreement)

Door Entry System

The block has a door entry system with a door entry display 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 display will sound to alert you. Touch the left hand phone handset image to answer and talk . If you want to let the visitor in, press the key image to release the door on the display. Then touch the right hand phone handset image to end the call.



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. You do not have a letter box for your individual front doors

Cycle storage

There is a secure bicycle store at the rear 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 keypad.

The code is with your keys.



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

Communal lighting

The lighting in communal areas is activated by sensors.

Keep communal areas clear

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

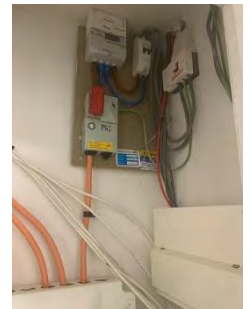
Loft space

There is no access to the roof space. Loft access hatches are locked and are not for the use of the residents. If access is needed by a contractor please call the Neighbourhood housing team.

Solar PV (Photovoltaics)

Solar PV (photovoltaic) panels are installed on the roof of the block. These will generate electricity that will be used in the communal areas of the block. Equipment relating to this can be found in the loft and in the electric meter cupboards.

Do NOT touch any part of this equipment.



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 contractors employed by the Management Company, Preim.

Rubbish and recycling

Crawley Borough Council has a weekly general waste collection service and fortnightly REDTop recycling collection. Your collection day will be Monday Week 1.

Bin store

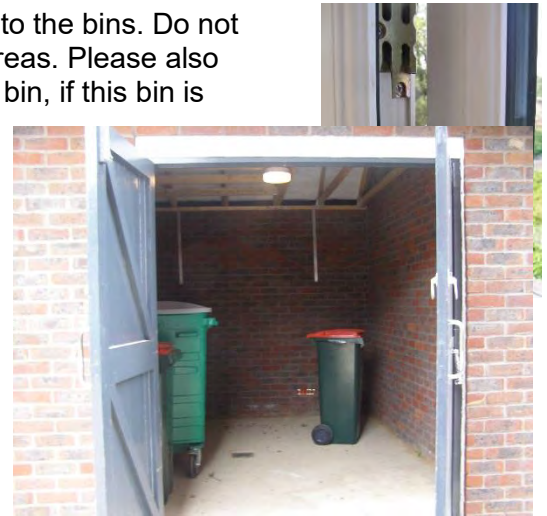
There is a bin store for the use of all residents of the block of flats, which contains separate large wheeled bins for general waste and recycling. It can be found to the left of the block and is secured with a digital lock.

The access code to the bin store is given to you 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
- 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).

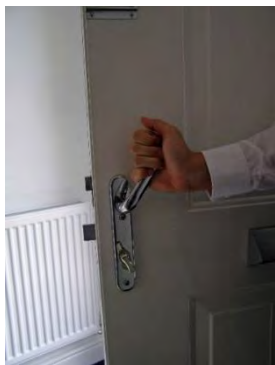


Plastic bags are not recyclable, so recycling should be put into the REDTop bins loose, clean and dry. Shredded paper, glass cookware and mirrors, as well as plastic food containers should all go in black bags as rubbish.

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

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 thumb turn to lock.

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

upwards fully.



Windows

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

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

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

Each window is fitted with a handle. To open the window, turn the handle and push the window outwards.

As a safety precaution, some windows have been fitted with window restrictors to limit initial opening (please do not remove these restrictors). To close the window, simply pull the window and return the handle to the closed position.

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 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.

Carpets

You have been gifted the carpets in your new home, in the future should you change them please 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 and request that he use "smooth edge" gripper strips stuck down around the edge of the floors.

Please note that depending on the thickness of the carpet, the doors may bind and need adjusting to suit.

Laminate Flooring

Laminate flooring is not allowed in any of the flats

Kitchen spur switches

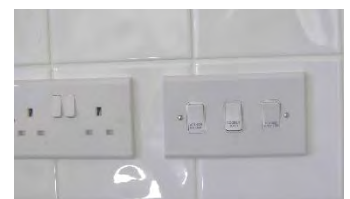
The switches for all the under counter appliances are on one switch panel and not directly above the appliance.

Gas hob and fitted oven

You have been gifted these items, we are not responsible for their upkeep.

Washing Machine

A space for a washing machine is provided in the kitchen or a utility cupboard in the hallway, complete with water supply and drainage. The washing machine should be plumbed in by a qualified installer in a competent manner in accordance with the washing machine manufacturer's recommendations. Some flats have space for a dishwasher as well.



Sinks and Baths

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

Maintaining Hinges and Locks

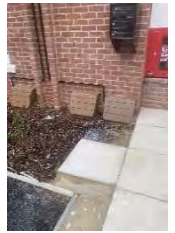
As you would expect, there are many areas within your new property that will benefit from regular lubrication. In particular, we recommend that window hinges and doors are regularly lubricated to help keep the mechanisms in good working order. Hinges, locks, latches and overhead door controls should 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.

Fixings

All of the walls within your property are formed from 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 plastic plugs 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 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 0800 316 9800

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 this locked for supply security and safety reasons. The main gas stop cock is located with the meter.

Heating and Hot Water

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

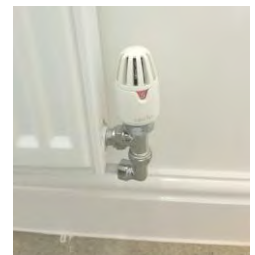
The following notes explain how to control your heating and hot water system and its controls to give you the results you require. The setting of these controls is an entirely personal and may not be exactly the same as your neighbours who will have different requirements.

Programmable room thermostat

A room thermostat is mounted on the wall and provides full automatic control of the central heating temperature. Please see the manufacturers 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 right)



Electricity

Electric Meter Cupboard

You have been provided with a key to access the electric meter cupboard in the communal area. 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.

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.



Consumer Unit

- 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.

Alarms

Smoke Alarm

There is a smoke alarm fitted in the hallway of your flat, which is linked to the heat 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 holding down the TEST 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 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.

Carbon Monoxide Detector

Your home is supplied with a carbon monoxide detector and is located next to any gas appliance. The alarm will beep on the unit if there are any traces of carbon monoxide -please call the repairs team on 01293 438111 as an emergency if this happens.

The unit batteries should be tested regularly, but if the unit emits a beep indicating that the battery is low, the batteries should be replaced immediately. This unit uses 9V PP3 style Alkaline battery, and the use of any other battery may be detrimental to its operation.

Please see the manufacturer's manual.



Water Meter

Each flat has a separate water meter. This is in the path at the front of the property. Each meter is labelled with 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 in a cupboard in the communal area on the ground floor which if turned off will stop the water supply to the whole of the flat.

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