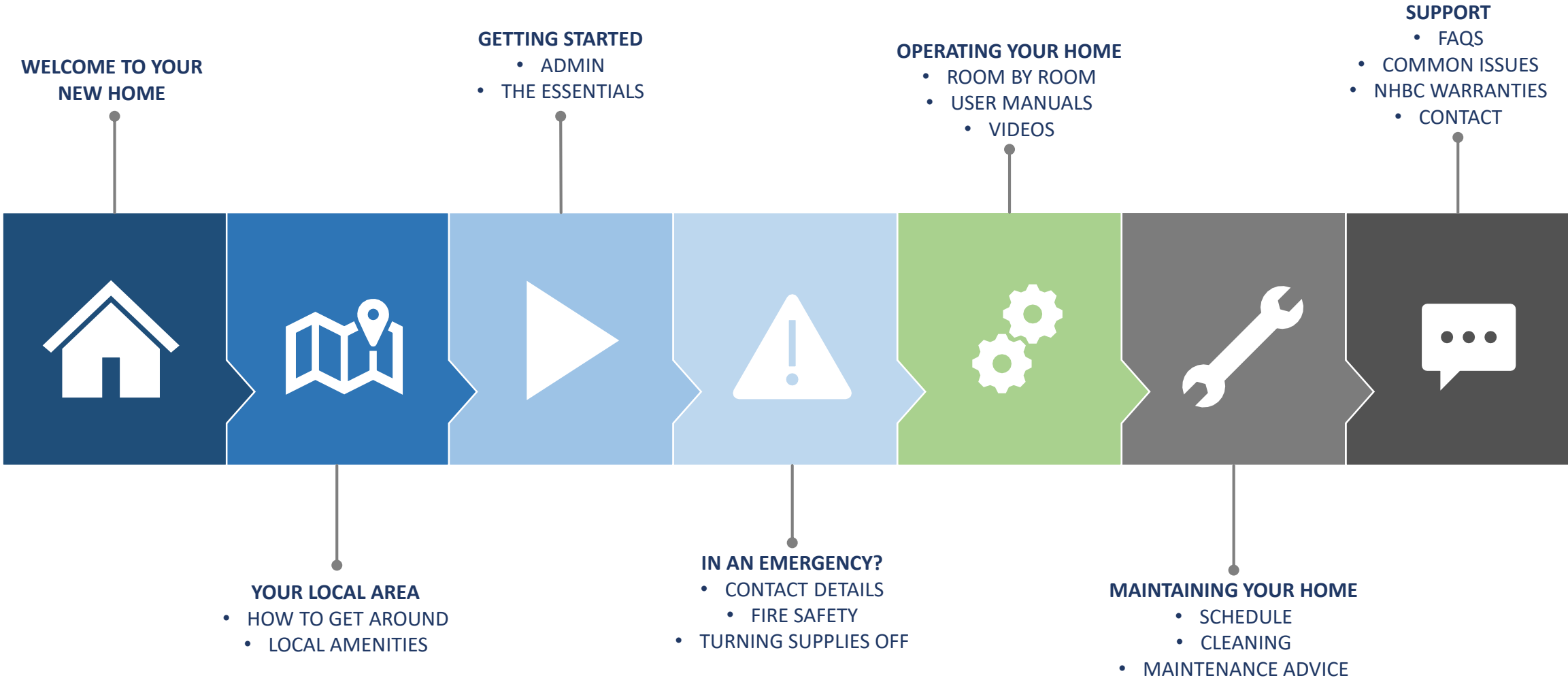


FRONT COVER

Contents Page

Thank you page

WELCOME TO YOUR NEW HOME AT LOWEFIELD GREEN





WELCOME TO YOUR NEW HOME

CONGRATULATIONS! Welcome to your new Lowefield Green Home.

Built around **people** and **community**, your new home offers **sustainable**, suburban living close to the heart of York city. Your home was carefully designed by internationally renowned architects BDP and comes with a **10-year NHBC Warranty**. That means you can be rest assured your new home is built to last.

Buying a house can be a stressful process, but we promise it doesn't have to be. We're there to make the whole process as smooth as possible.



ABOUT YOUR NEW HOME

Your new home is a traditional build with strip foundations and block and beam floor. The walls are blockwork inner leaf and Mystique, Old English or Old English buff to the outer leaf. The floors are timber I joists, boarded to accommodate your chosen flooring. The roof is insulated timber trusses covered with grey slate.

The windows and doors are UPVC frames and the building is fully insulated with high performance insulation to ensure high levels of airtightness and reduce heat loss.

Internally, your home is finished to a high quality with modern and stylish bathrooms and kitchens. Externally, there is a private garden and driveway accompanied by trees, turf and shrubs.

The NHBC **Guide to Your New Home** offers some generic guidance on how to get settled in your new home and your 10-year NHBC warranty.

**NHBC GUIDE TO
YOUR NEW HOME**



SCAN ME



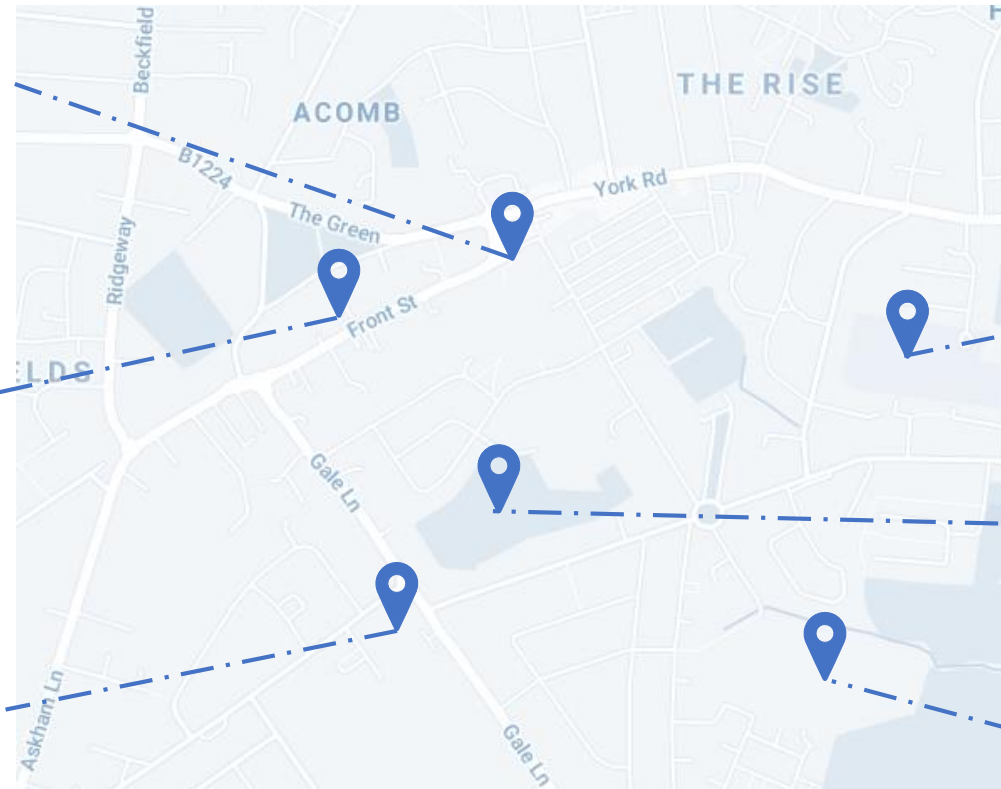
WELCOME TO LOWEFIELD GREEN

YOUR NEW COMMUNITY - Offering suburban living a stones throw from the city, Lowfield Green is located next to Acomb. A community made up of 165 new homes set around thoughtfully designed green space, Lowefield Green offers contemporary, sustainable suburban living. Whether it's a coffee stop, a space to work or a place to run and play Lowefield Greens prime location nearby bustling Acomb has it all. Situated adjacent a vibrant main road with great schools, a number of open green spaces and parks and just three miles from York city centre Lowefield Green is perfect for everyone – families, professionals and those looking to downsize. Get to know your new area over the next couple of pages.

YOUR LOCAL SUPERMARKET
MORRISONS
4 FRONT STREET, YO24 3BZ

YOUR LOCAL POST OFFICE
65 FRONT STREET, ACOMB,
YO24 3BR

YORK HIGH SCHOOL
CORNLANDS ROAD, YO24 3WZ



ACOMB PRIMARY SCHOOL
WEST BANK YO24 4ES

YOUR NEW HOME

HOBMOOR COMMUNITY
PRIMARY SCHOOL
GREEN LANE YO24 4PS

LOCAL COUNCIL- CITY OF YORK COUNCIL
WEST OFFICES, STATION RISE, YORK YO1 6GA



LOCAL EMERGENCY AND HEALTH SERVICES

BELOW ARE THE DETAILS OF YOUR LOCAL EMERGENCY AND HEALTH SERVICES – **IN AN EMERGENCY YOU SHOULD ALWAYS CALL 999**

Local Fire Station

Acomb Fire Station

1.6 miles away

Boroughbridge Rd, Acomb, York

YO26 5SH

01904 796260

Local Hospital

The York Hospital

2.1 miles away

Wigginton Road, York, YO31 8HE

01904 631 313

Local Fire Station-

Acomb Fire Station

1.6 miles away

Boroughbridge Rd, Acomb, York

YO26 5SH

01904 796260

Local Doctors

Front Street Surgery- 0.2 miles away

14 Front Street, Acomb, York, YO24

3BZ

01904 794141

Priory Medical Group - 0.2 miles away

Priory Medical Centre, Cornlands

Road, York, YO24 3WX

01904 404100

Local Pharmacy

Day Lewis Pharmacy- 0.2 miles away

67 Front Street, Acomb, York, YO24

3BR

01904 791502

The Priory Pharmacy- 0.2 miles away

Priory Medical Centre, Cornlands

Road, Acomb, York, YO24 3WX

01904 404101

Local Dentists

Alpha Windmill York- 0.8 miles away

1 Almsford House, Beckfield Land,

Acomb, YO26 5PA

01904 789152

Bupa Dental Care, York- 0.8 miles away

Swinson House, 5 Station Business

Park, Holgate Park Drive, York, YO26

4GB

01904 792564



GETTING AROUND

Your new home is located just 3 miles from York city centre and the surrounding area has excellent transport links to help you get there.

York Railway Station (YO24 1AB) is 2 miles away, which will take around 10 minutes by car or 20 minutes by bus. There is both short and long stay parking nearby.

Your nearest airport is Leeds Bradford Airport (LS19 7TU), around 45 minutes away by car via the A1237 and A59. You can also get to the airport via train and a bus.

Your local Park and Ride service is Askham Bar (YO24 1LW)

The majority of buses in the area are operated by First. Your local area is served by bus services 1, 4, 5 and 5a which will take you into York city centre. To see the latest bus routes and their timetable, **scan the QR code.**





GETTING STARTED IN YOUR NEW HOME

WELCOME TO YOUR NEW HOME! We understand it can be very overwhelming yet exciting to finally get the keys and move in, so we have provided a small list of things to consider when you first move in to help get your home up and running.

CHANGE OF ADDRESS

You can get your mail redirected from your old address for a small charge, but it is important you don't forget to notify the following people of your change of address:

- Your employer
- Doctors, dentist, opticians etc.
- TV Licensing
- Bank, building society and credit card companies
- DVLA, if you have a drivers licence, a car or pay road tax. Insurance companies
- Local Council Tax

HOME INSURANCE

You are responsible for insuring your home contents and personal belongings. If you haven't already, we strongly advise to take out household insurance.

METER READINGS AND SETTING UP YOUR SERVICES

On moving in, make sure you take meter readings for all installed services; water, gas (if applicable) and electricity so you can get set up with your suppliers.

Your gas and electricity is currently set up with British Gas. When you move in, you need to get in touch with them to either set up a new account or cancel and change. For more information, visit

<https://www.britishgas.co.uk/discover/home-move/#/hub-anonymous>

Your water is with Yorkshire Water. You cannot change this due to Yorkshire Water being the only provider of water in York. For more information, visit

<https://www.yorkshirewater.com/moving/>



MAKING YOUR NEW HOUSE, A HOME

We understand you are keen to move in and start transforming your new house into your personal home, however there are a few things we would like to make you aware of.

FURNISHING YOUR NEW HOME

When moving in, try to avoid loading all your furniture and boxes in one corner of a room, as this can cause overloading on the joists and cause a creaking floor in the future. Instead, try and evenly distribute it across the room, or where possible leave it outside or downstairs until you're ready to move it into position.

When positioning furniture in your rooms try to avoid pushing furniture against a wall, instead try and leave a small gap to allow air to circulate around the room and avoid condensation. Also avoid covering any vents or air bricks externally for the same reason. For more information on avoiding condensation, see the [support](#) section.

DECORATING YOUR WALLS

We recommend to avoid painting walls in the first year of owning your new home. Why? Because the house needs to dry out and settle, which can cause dryline cracks. If you paint in the first year, you will be adding moisture to the walls and should expect cracking. For more information on cracking, see the [support](#) section.

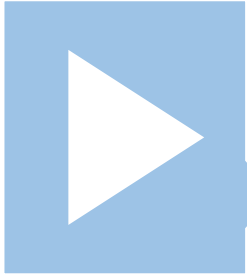
FIXING ITEMS TO YOUR WALL

We also recommend that in the first instance you avoid hanging objects from the walls, as this can damage the plaster if the wrong fixings are used.

Your external walls are masonry with dot and dab plasterboard and your internal walls are drylining on timber studs. Make sure you are using the correct fittings and fixtures, check with your local DIY store if you are unsure. It is important to be aware that services are hidden behind your walls, so before drilling make sure you use a cable locator to keep safe. Your external walls will be the strongest of your walls, so if you are planning to hang something heavy like a TV, we recommend using the external walls. Lighter objects such as art and pictures frames will be more suitable for partition (internal) walls.

INITIAL OPERATION AND MAINTENANCE ADVICE

- To avoid blockages, do not flush anything other than toilet paper down your toilets. We wouldn't want you to have a blockage week 1.
- Keep all your trickle vents open on your windows to keep air circulating.
- Do not turn off your ventilation system in your bathroom, this will reduce the risk of condensation
- Heat your house evenly. If you use your heating, make sure you heat all rooms.
- If you have to dry clothes indoors, make sure you close the door to the room and open the window so the moisture goes outside rather than circulating around your house.



MAKING YOUR NEW HOUSE, A HOME

GENERAL WASTE AND RECYCLING COLLECTION

To find the dates of your waste and recycling bins collection days, please visit: <https://bincollections.azurewebsites.net/>

Each of your bins will be collected every **2** weeks. Bins should be placed safely on the kerbside by 6am on the day of collection ready for crews to collect.

SIDE WASTE

No excess side waste will be collected if not put in a bin. Following the emptying of the bins, any side waste left by the householder will be placed by the refuse crew into the now empty bin ready for the next collection.

Visit www.recyclenow.com for further information on how to reduce your waste.

LARGE WASTE ITEMS

Large items of waste can only be collected by appointment - please visit City of York Website for further information.

If you have an unwanted item that it is in good working order, free from tears, unsoiled and under cover, you can get it collected for free by a local charity shop.

YOUR LOCAL HOUSE WASTE RECYCLING CENTRES

HAZEL COURT CENTRE

1 Hazel Ct, Layerthorpe, York YO10 3DS

BETWEEN OCTOBER AND MARCH:

Mondays to Saturdays: 8.30am to 5.00pm

Sundays: 8.30am to 4.00pm

BETWEEN APRIL AND SEPTEMBER:

Mondays to Saturdays: 8.30am to 7.00pm

Sundays: 8.30am to 7.00pm

TOWTHORPE/STRENSALL CENTRE

Towthorpe Moor Ln, York YO32 9ST

The site is closed every Wednesday.

MARCH: 8.30am to 5.00pm

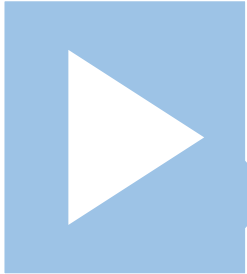
APRIL TO SEPTEMBER: 8.30am to 7.00pm

OCTOBER: 8.30am to 5.00pm

NOVEMBER TO FEBRUARY: 8.30am to 4.00pm

RECYCLE NOW GUIDANCE





ENERGY LABELS

By law, the European Community Energy Label must be displayed on all new household products of the following types displayed for sale, hire or hire-purchase:

- Refrigerators, freezers and fridge freezer combinations
- Washing machines
- Electric tumble dryers
- Combined washer-dryers
- Dishwashers
- Lamps
- Electric ovens
- Air conditioners

Mail order catalogues, internet advertisements and manufacturers' literature must contain similar information. You should expect to be provided with this information wherever you buy or hire these products.

How to use the energy label to choose more efficient products and save you money:

ENERGY EFFICIENCY

The more efficient the product, the less energy it needs and the more you get for your money. 'A' rated products are the most efficient and 'G' rated products the least efficient. The most efficient fridges and freezers can now be identified by new 'A+' and 'A++' markings on the large black arrow appearing against the green 'A' arrow.

HOW MUCH WILL IT COST TO RUN?

ENERGY CONSUMPTION

This tells you how much electricity the product uses, in kilowatt hours (kWh)*. Use the kWh figure to see how much electricity and money you might save if you chose a different model. Using less electricity is better for the environment and for your pocket.

PRODUCT DETAILS

Actual savings will, of course, depend on how you use the product and how much you pay for your electricity. You can also save money by running washing machines, washer-dryers and dishwashers only when you have a full load, using economy and low temperature settings, spin-drying clothes well before you tumble dry, by ensuring that fridges and freezers are installed away from cookers and other sources of heat in accordance with the manufacturer's advice; and by switching off lights when not needed.

MANUFACTURER'S NAME AND PRODUCT DETAILS

This confirms the manufacturer's name and model number - check that this is the same as the model you actually choose to buy.



ENERGY LABELS

CONSERVE WATER

To help you choose a water efficient model, the information below shows roughly how much water typical appliances use:

WASHING MACHINE

30-100 litres per wash programme (based on a wash load capacity of 5kg)

WASHER-DRYER

60-200 litres per wash and drying programme (based on a wash load capacity of 5kg)

DISHWASHER

10-30 litres per wash (based on an 8-place setting)

DISHWASHER

10-50 litres per wash (based on a 12-place setting)

NOISE

Manufacturers don't have to provide information on noise. If shown, the lower the number, the quieter the appliance.

LIGHT BULBS

In addition to the standard 'A-G' scale for energy efficiency, information on the packaging must include luminous flux (light output) of the light bulb in lumens, the input power of the light bulb in watts and the average rated life of the light bulb in hours.

NO LABELS?

Ask your retailer first - they must, by law, provide this information. Local authorities in England, Wales and Scotland are responsible for enforcing the regulations that cover energy labels and similar energy information in mail order catalogues etc. Enforcement in Northern Ireland is the responsibility of the Trading Standards Service of the Department of Enterprise, Trade and Investment. You can obtain contact details for your local Trading Standards Department by visiting www.tradingstandards.gov.uk and entering your postcode.

FURTHER INFORMATION

SAVE ENERGY

To find out more ways to save money on your energy bills and choose efficient appliances, visit www.energysavingtrust.org.uk/home-energy-efficiency or call the Energy Efficiency Advice Centre on 0300 123 1234 between 9am and 8pm, Mondays-Fridays.

MARKET TRANSFORMATION PROGRAMME

Energy labelling is supported via Defra's Market Transformation Programme. To find out more about this Programme, visit www.mtprog.com or call the Programme's helpline on 0845 600 895.

ENERGY
EFFICIENCY
ADVICE





IN AN EMERGENCY

TRY NOT TO PANIC - this page should provide you with all the information you need in an emergency. We have provided you with a handy infographic that you can save as an image and keep saved on your phone just in case.

Please note only call these number in a general 'life safety' emergency such as a gas leak, electricity outage or external mains water leak. If you have a domestic issue such as tripping fuse, or internal water leak, refer to the relevant sections in this book or call a domestic plumber or electrician. ***Please do not attempt to do any work on gas without a Corgi approved engineer.***

Gas and Electricity Emergency Line

If you have problems with your gas or electricity supply or can smell a leak, call British Gas on 0800 111 999

Or visit <https://www.britishgas.co.uk/help-and-support/emergencies>

Call 105 if you have a power outage or an electrical emergency.

Yorkshire Water Emergency Line

If you have any issues with your water supply, such as leak in the road etc, call Yorkshire Water on 0345 124 24 24

Or visit <https://www.yorkshirewater.com/help-and-advice/>



Create a little safety card they
can take a picture of maybe?



HOW TO TURN OFF YOUR ELECTRIC IN AN EMERGENCY

In the event of a internal electrical emergency, the electricity can be turned off via your consumer unit, which is located in ...

You are protected by a residual current device (RCD). These devices are easy to reset by flicking the switch back on (up).

Circuit breakers are generally more sensitive than fuses and may well trip out even when a light blub fails or you are using an appliance with an electrical fault or faulty plug.

To check if it is just a fuse or circuit break, check all the switches are in the up position. If they are not, flip them up. If they automatically keep switching off or frequently trip, unplug the relevant item, and try again.

To turn the electricity completely off, switch the large red switch down.

DO NOT ATTEMPT TO DO ANY WORK ON ELECTRICITY UNLESS YOU ARE SUITABLY QUALIFIED.



ELECTRICAL SAFETY
AT HOME TIPS



BRITISH GAS-WHAT
TO DO IN A POWER
CUT

Video of how to turn your electric off
and safety tips
+ PICTURES



HOW TO TURN OFF YOUR WATER IN AN EMERGENCY

Video of how to turn your electric off
and safety tips
+ PICTURES

IN THE CASE OF AN INTERNAL WATER BURST PIPE, YOU WILL NEED TO TURN OFF THE STOP TAP TO THE INCOMING MAIN. THIS CAN BE FOUND UNDER THE KITCHEN SINK.

TURN IT CLOCKWISE TO TURN IT OFF.

CHECK THE KITCHEN TAP TO CHECK THE WATER HAS STOPPED.

CALL A DOMESTIC PLUMBER TO FIX THE LEAK.



IN THE EVENT OF A FIRE

In the event of a fire, you should leave your property immediately, by the safest means of escape. This could be a window.

CALL 999 and ask for the fire brigade and an ambulance if someone is injured.

Under no circumstances should you re-enter your building again unless been told it is safe to do so.

TO AVOID A FIRE BREAKING OUT:

- keep matches and lighters out of children's reach
- dispose of cigarettes and smokers materials properly
- switch off appliances when not in use
- do not overload electrical sockets
- look out for damaged cables or wiring
- use a deep fat fryer rather than a chip pan
- make sure candles are kept away from curtains, and extinguish them when leaving the room or going to bed.

Further information is available at www.gov.uk/firekills or scan the QR code for the Fire Safety at Home guide.



FIRE SAFETY AT
HOME



OPERATING YOUR HOME



DOORS AND
WINDOWS



LIGHTING



HEATING



BATHROOMS



VENTILATION



SMOKE ALARMS



TV AND DATA



ELECTRICS



KITCHEN



SECURITY



DECORATION

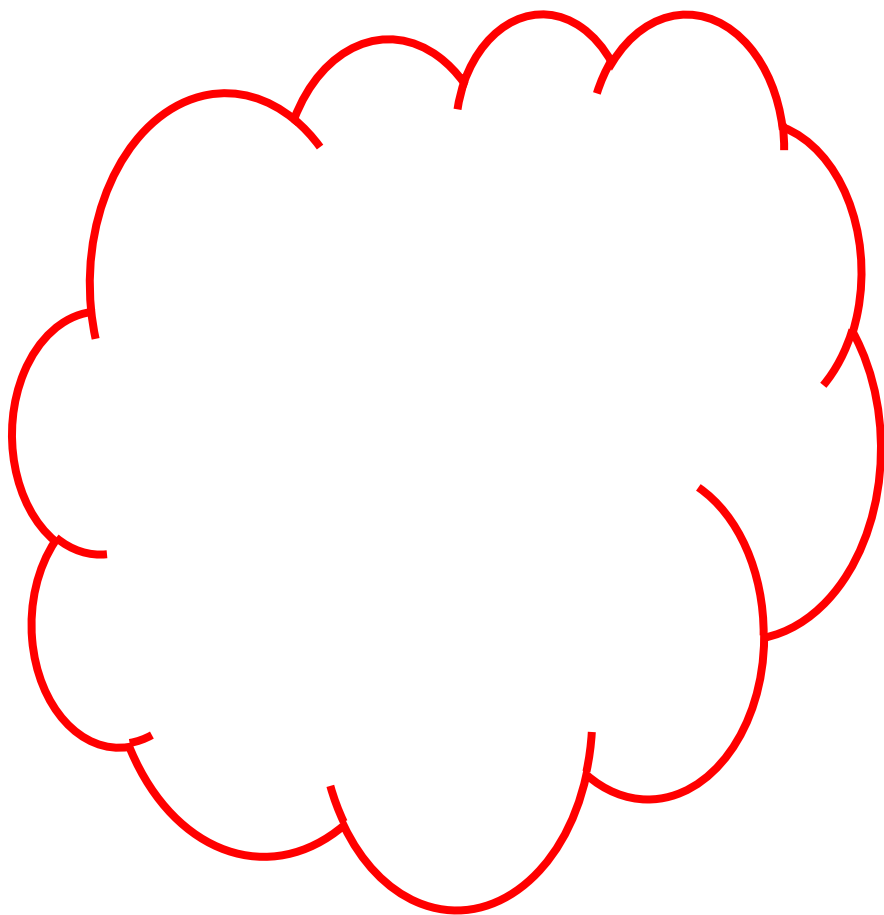
PLEASE USE THE ICONS TO NAVIGATE THIS DOCUMENT.

IT IS IMPORTANT THAT YOU UNDERSTAND HOW TO USE ALL ASPECTS OF YOUR HOME AND HOW TO MAINTAIN THEM WHEN REQUIRED.

YOU SHOULD BE ABLE TO FIND ALL YOU NEED IN THE FOLLOWING PAGES HOWEVER IF YOU HAVE ANY ISSUES REFER TO MANUFACTURERS GUIDANCE OR YOUR BUILDER.



WINDOWS



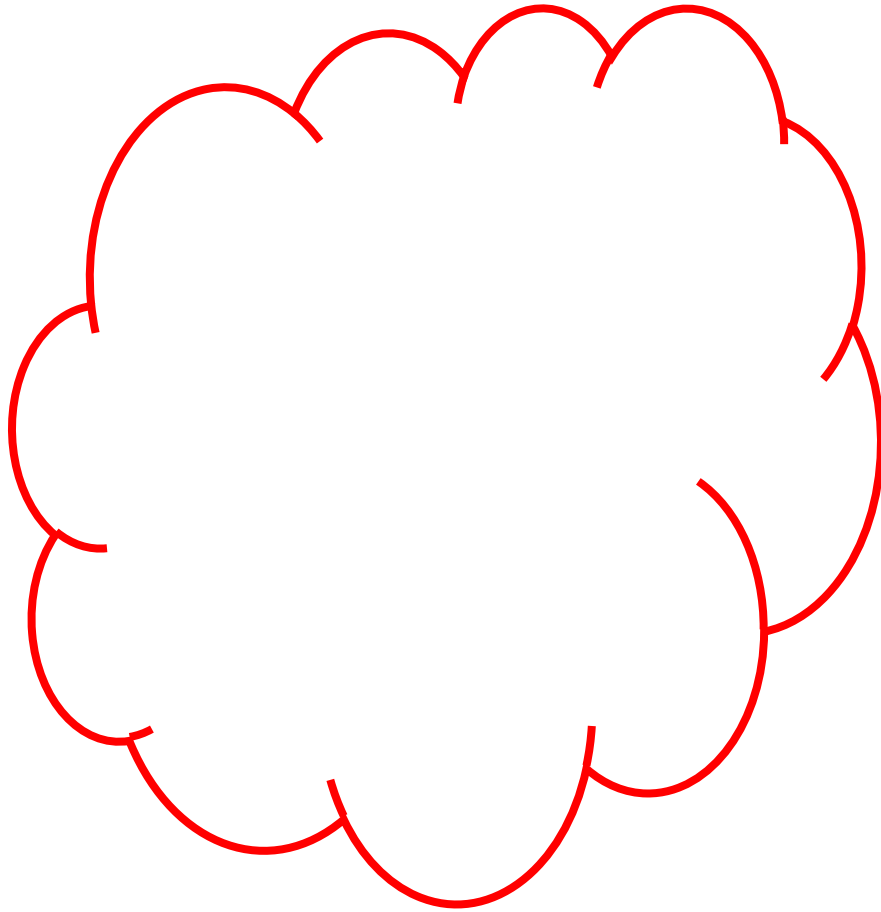
Your house is fitted with Logik Flush Sash window, in Slate grey (RAL 7015). Logik flush sash windows are from our successful Logik S range, so you can expect superb heat and noise insulation, security and strength as standard.

Frequent dusting using a soft dry cloth and occasional washing with warm soapy water, followed by a light application of good quality polish will provide a good foundation for preserving the appearance of most finishes. Chemical sprays, cellulose based thinners and silicone based polishes should be avoided. Ironmongery fitted externally will require greater attention due to increased exposure to atmospheric conditions.





LOFT HATCH




Your loft hatch is located in your upper hallway or bedroom. The loft hatch is Timloc (1168-low U value) plastic insulated loft hatch. To clean just use a soft cloth with mild detergent.

To access your loft space, you will need a step ladder and follow basic ladder rules such as a firm footing and three points of contact.

Your roof space has been insulated. The insulation should not be walked on or squashed down and therefore for this reason, we do not recommend you board your loft area for storage as this could effect the thermal efficiency of your house and lead to condensation.

To release your loft hatch you will need to twist the clips. To close, push the hatch back into place and twist the clips to secure.



 Data Sheet



 Website



SPOTLIGHT LIGHTING

Video

Your house is fitted with Aurora Fixed 90mm Aluminium Lock-Ring Bezel for EN-DLM981X (EN-BZ 91W and EN-BZ93W) spotlights. These are fitted with a Aurora LED 5W GU10 lamp. Efficient light blubs has been installed on your property. Please check fittings before purchasing any spares/replacements.



THE
LIGHTBULB
COMPANY



EXTERNAL LIGHTING

Video

Outside you will find a Ovia OVO10110BKCWPIR 10W LED floodlight. With a wide 110° beam angle, this 10W floodlight is ideal for outdoor use, lighting large areas, courtyards and entrances or for up lighting trees and buildings. With a market leading efficacy and contemporary black cast aluminium body, this is a versatile solution for your space. The PIR sensor gives peace of mind with added security and reduction of energy bills in highly trafficked areas.





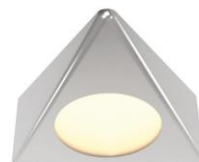
KITCHEN CUPBOARD DOWNLIGHTS

Video

Under your kitchen cabinets you will find, Ansell Warm White 2W Satin Chrome (ARLEDTL/WW) AC 230V mains surface under cabinet downlight with integrated AC LED technology.

Direct replacement for traditional halogen and an LED lifespan L70 54,000 hours.

Non-dimmable.



User Guide



Data Sheet



Website

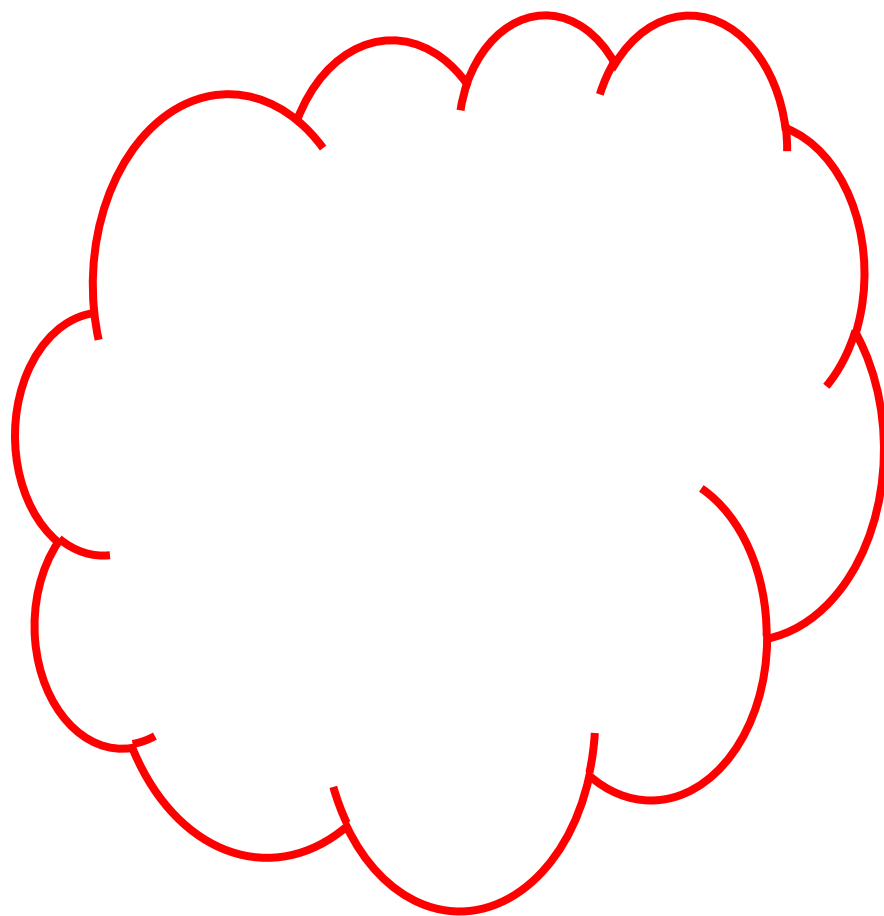


Website

THE
LIGHTBULB
COMPANY



RADIATORS

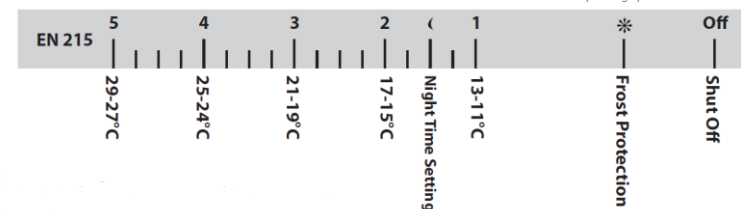


You have Stelrad Compact radiators installed with Mistral II thermostatic radiator valve (TRV), powered by your central heating system. The temperature settings can be seen below. To set the TRV to the required room temperature, you just need to turn the dial to the correct position. The radiator should be left for at least 1 hour to allow the temperature to stabilise. If the radiator is cool to touch at the top but warm at the bottom you may need to [bleed your radiators](#).

TEMPERATURE SETTINGS

There are 8 positions on the TRV headwork

These temperatures will vary slightly, depending upon nature of installation.



User Guide



Support



Energy Help



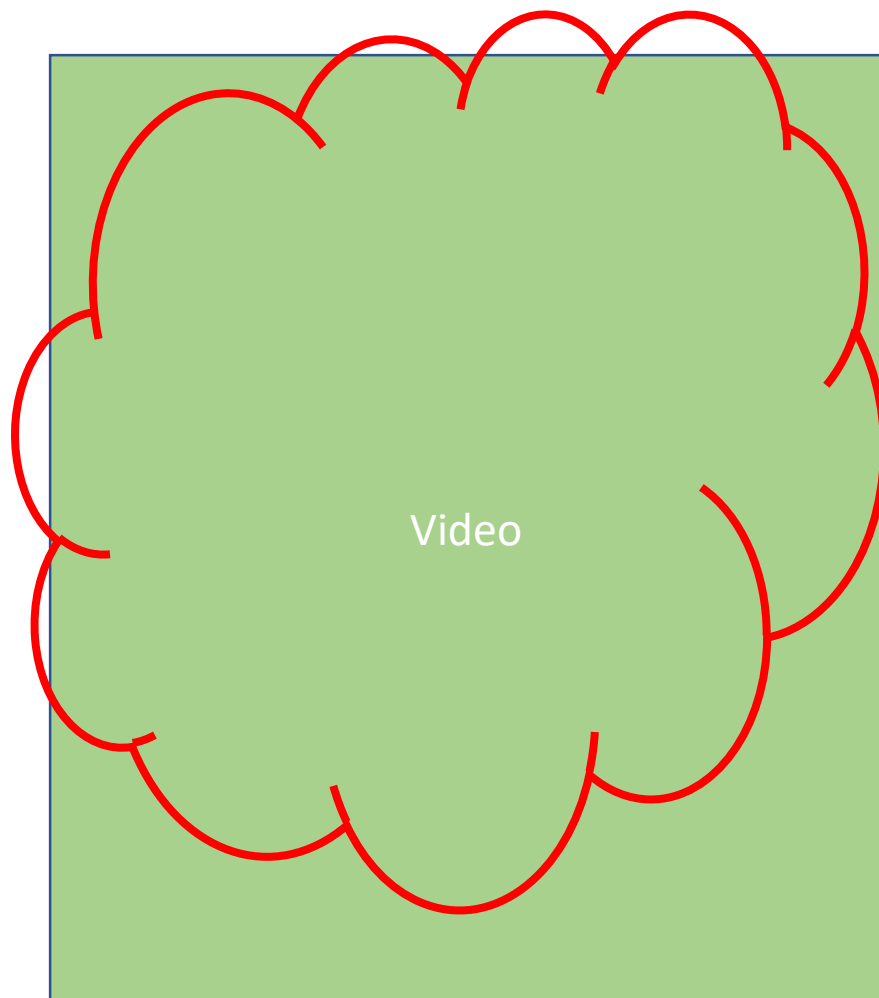
Data Sheet



Website



THERMOSTAT – DANFOSS TP5001

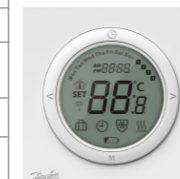


Danfoss TP5001 is a programmable room thermostat with a large, backlit LCD Display. The temperature can be selected via the ring that circles the display, and a frost protection feature is also included.

In addition, the TP5001 has full heating schedule control where the user can set two heating periods – either 5/2 day or 24 Hour – ensuring that the heating is either off or at a reduced temperature when away from home or asleep.

1 LCD Overview

Symbols	Function description	Symbols	Function description
Mon – Sun	Current set day		Heating active
1 1 1 1	Current on/off period		Frost protect active
AM PM 00:00	Current set time / parameter number in setup		Schedule mode
	Room temperature		Away mode
	Temperature indication		RF Status (TP5001RF only)
	Set temperature		Battery low indicator (TP5001B & TP5001RF only)



User Guide



Data Sheet



Website



BOILER

Your boiler is a Logic Combi installed in your kitchen cupboard. It has an easy to see pressure gauge and is rated class A for water heating energy efficiency and seasonal space heating efficiency. It has a 2 year warranty when registered. To register your boiler either scan the code before or call 0800 5614 493.

Any issues with your boiler during this period, call the manufacturer for support and visits.

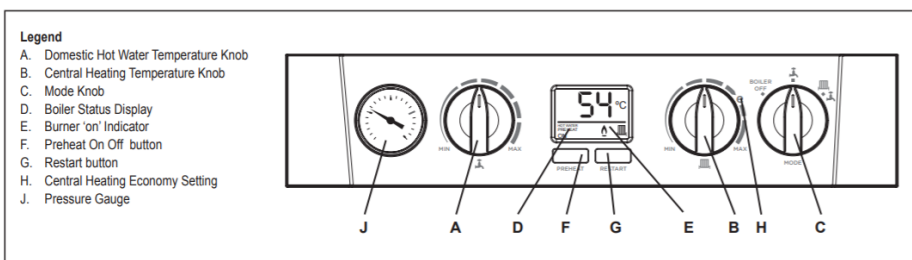
You will need to have a professional service your boiler, see the [maintenance section](#) for more information.



REGISTER YOUR BOILER



IDEAL BOILER – HELP VIDEOS



User Guide



Data Sheet



Servicing



Website



BATHROOM TOILET

In your bathroom, IS T3279(01) Tempo Back To Wall WC Suite is installed with a concealed cistern in bespoke boxing with tiled finish. The video will show you how to access your toilet cistern to maintain it and the flushing system.

The system is water efficient and screwed to the floor. The flush is a panel flush with a short flush and long flush, activated by pushing.

The toilet seat is a soft close seat, so please close with care.

It is important you only flush toilet paper down the toilet, for more information visit the guidance QR code below.

Below is your data sheet for your toilet and a link to the website of the product to find out more about the system, FAQs and if you need to order any replacement parts etc.



Data Sheet



Website



Guidance



BATHROOM TOILET

Your bathroom is fitted with IS T3276(01) Tempo close coupled WC pan. The video will show you how to access your toilet cistern to maintain it and the flushing system. The system is water efficient. It screwed to floor screwed to floor using concealed brackets and cistern screwed to wall.


The flush is a panel flush with a short flush and long flush, activated by pushing.

The toilet seat is a soft close seat, so please close with care.


It is important you only flush toilet paper down the toilet, for more information visit the guidance QR code below.

Below is your data sheet for your toilet and a link to the website of the product to find out more about the system, FAQs and if you need to order any replacement parts etc.



 Data Sheet



 Website



 Guidance




BATHROOM SINKS

Installed in your bathroom is a Tempo 50cm washbasin with Milan Spec 101 basin taps. The sink is made of vitreous china and pedestal made of fine fireclay, both in white. The sink is fixed to the wall with screws through the back of sink. You sink will be sealed with mastic which may need to be replaced over time.


There are two separate brass taps with a chrome finish, cold and hot, operated by turning. The taps have red (hot) and blue (cold) indicators.

To clean, just use a damp cloth with general bathroom spray.




 Data Sheet



 Website




 Data Sheet




COUNTERTOP WASH BASINS

Tempo 55cm Semi-countertop Washbasin fitted with a Comap Caja Mono Basin brass mixer with a chrome finish. The tap requires you to lift up and then turn left or right to adjust the temperature. The taps have red (hot) and blue (cold) indicators.




 Data Sheet



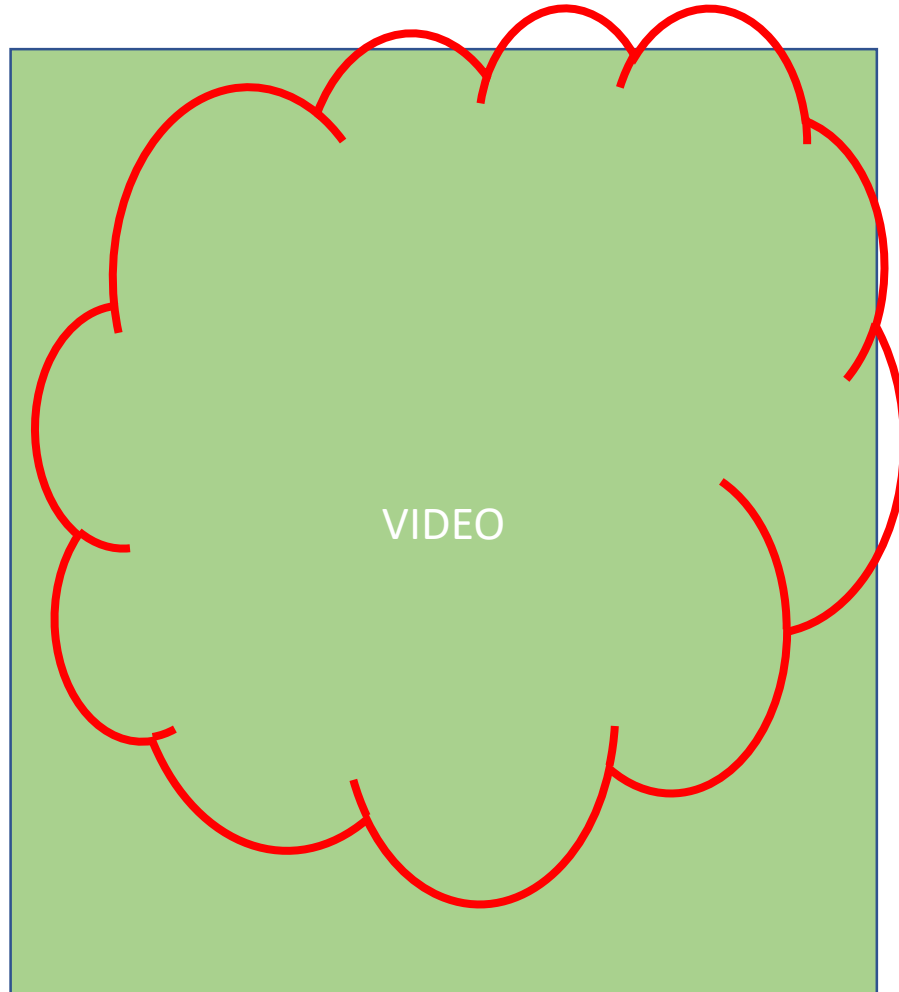
 Website



 Data Sheet




BATHROOM SHOWERS




Your shower is a Aqualisa Quartz Electric 9.5k electric shower with an adjustable head. It features:

- Simple to use 'smooth glide' control with LED indicator
- Delivers instant hot showers with no demand on stored hot water
- Unique 'Over Temperature Protection' system for safer showering for all the family
- Delayed shutdown flushes away residual hot water, reducing limescale build-up
- Harmony™ Electric head with 5 spray settings
- Anti-twist hose connection
- Easy to clean nozzles reduce limescale build up
- Generous footprint for easy shower replacement




 Install Guide



 Data Sheet



 Website

FAQs

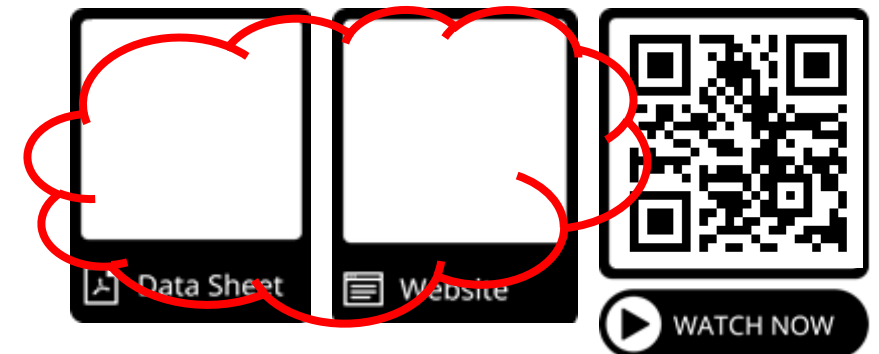




BATHROOM SHOWERS

VIDEO

Your shower is a Kiso Thermostatic Bar Shower. Featuring proven anti scald technology and a safe touch body maintaining a cool surface temperature of the shower body during operation. The Kiso is also supplied with easy install fast fix brackets, a telescopic riser rail and a thin overhead soaker.





BATHROOM BATHS

VIDEO

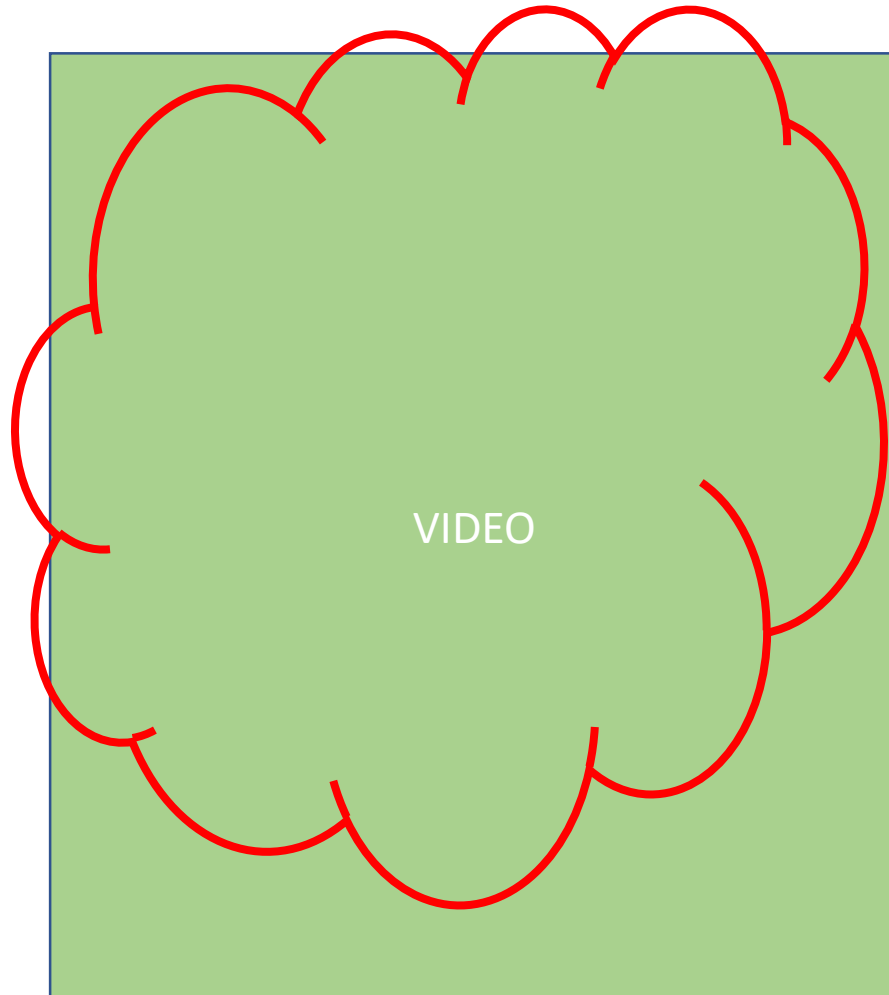
Your bath is Tempo 170cm x 70cm Idealform water saving bath with chrome handgrips with an Instinct Power shower bath screen, measuring 1500mm (h) by 820mm (w). It is fitted with a Comap Caja Deck mixer tap to allow you to adjust the water temperature as you fill the bath. The taps have red (hot) and blue (cold) indicators.

Your bath edge is sealed with mastic, which may need replacing over time as your house dries out, as this can cause shrinkage.





BATHROOM BATHS (SOCIAL RENT)



Your bath is Tempo 170cm x 70cm Idealform water saving bath with chrome handgrips with a shower curtain and rail. It is fitted with a Deva Milan SPEC102 bath taps to allow you to adjust the water temperature as you fill the bath. The taps have red (hot) and blue (cold) indicators.

Your bath edge is sealed with mastic, which may need replacing over time as your house dries out, as this can cause shrinkage.





TOWEL RAIL

Photo

??
NEED SPEC IF ONE ?





BATHROOMS A & B

COMBINATION A

Flooring
POLYFLOR MYSTIQUE QUARTZ



Wall Tiles
JOHNNSON PRISMATICS
150 X 150MM TILE HAWK GREY



The bathroom floor is a durable, easy to clean Polyflor Mystique in quartz.

Your bathroom walls are finished with a Johnson Prismatic 150 x 150 tile in Hawk Grey.

COMBINATION B

Flooring
POLYFLOR MYSTIQUE SMOKESTONE



Wall tiles
JOHNNSON PRISMATICS 150 X
150MM TILE SHARK



The bathroom floor is a durable, easy to clean Polyflor Mystique in Smokestone.

Your bathroom walls are finished with a Johnson Prismatic 150 x 150 tile in Shark.

POLYFLOR



Data Sheet

CLEANING



WALLS TILES



Website



Website



BATHROOMS C/D/E/F/G/H/I

COMBINATION C / E / I

Flooring

ESL CERAMICS GRUNGE GREY



Walls Tiles

ESL CERAMICS GRUNGE LIGHT GREY



The bathroom floor is finished with ESL ceramic tiles in grunge grey.

Your bathroom walls are finished with ESL ceramic tiles in grunge light grey.

COMBINATION D / F / G / H

Flooring

ESL CERAMICS GRUNGE GREY



Walls Tiles

ESL CERAMICS
PALMIRA WHITE MARBLE EFFECT



The bathroom floor is finished with ESL ceramic tiles in grunge grey.

Your bathroom walls are finished with ESL ceramic tiles in Palmira white marble effect.

ESL CERAMICS



ESL CERAMICS





VENTILATION

Video like this one

<https://www.youtube.com/watch?v=HUA52HzSBDE>

Unity CV2GIP is a dMEV (decentralised Mechanical Extract Ventilation) continuously running extract fan that complies with System 3 in the Building Regulations. Revolving around a one product concept, it is one single unit which can be applied to all wet rooms including kitchen, bathroom, utility and WCs. With an ultra-low energy DC motor and mixed flow impellor, Unity CV2GIP assists in the delivery of Guaranteed Installed Performance onsite, now a fundamental part of Building Regulation compliance.

The overrun timer is activated once the fan is switched on or boosted (via light switch). Once the light switch is switched off the overrun timer will run the fan in line with its setting.

It is important you leave your ventilation systems running as they help reduce the moisture and the risk of mould and damp. See [maintenance](#) for more information.



User Guide



Support



Data Sheet



Website



SMOKE AND HEAT ALARMS

PHOTO



AICO HOW TO
VIDEOS

Installed in your home is a Aico Heat alarm, Aico Optical Smoke alarm and Aico Ei3024. The Ei3014 Heat Alarm contains our tried and tested high performance thermistor heat sensor providing protection from fire. The thermistor has a smaller thermal mass enabling it to give faster alarm responses when the trigger temperature of 58°C is reached. The alarm is best for detecting heat build-up from large flaming fires. The Ei3016 Optical Smoke Alarm contains our tried and tested high performance optical smoke sensor, which is best for detecting slow, smouldering fires. In addition, the smoke chamber design, integrated insect screen and unique automatic dust compensation reduce the risk of false alarms. Smoke alarms have different sensors to detect different fire types. With the Ei3024 Multi-Sensor Fire Alarm sensor choice is simple as this alarm provides total fire coverage. Its combination of a Heat and an Optical sensor means that it can detect all fire types.



Website



User Guide



Data Sheet



Data Sheet



Data Sheet



TV, PHONE AND INTERNET

LINK TO BT & VIRGIN HOW TO GUIDES

You have been provided with new TV outlet socket points in the living room. There are sockets available already for BT and Virgin.

Once installed, you can then purchase your own Freeview, Freesat, Virgin or BT decoder box.

What you receive through the decoder depends on what you choose to pay for. Freeview offers thirty “free to air” channels without subscription. Virgin offer a subscription service with TV, Phone and broadband including BT sport and Sky Sports. BT also offer something similar.

Please note, it is your responsibility to purchase your own choice of TV / radio receiving equipment or Digital set top boxes.

TELEPHONE POINT

Telephone points are located on the wall in the living room and master bedroom. Your property has been installed with fibre cable with all connection points located under the stairs.

Please note: it is essential that when you call for a connection, you inform your telephone provider that you have slave sockets installed. Failure to do so may result in you having to pay another call out charge to have them connected.



CONSUMER UNITS / FUSE BOX

Video

<https://www.redrow.co.uk/tv/videos/howto/basics-of-the-consumer-unit>

Your house is fitted with a Wylex 14 way consumer unit (18th addition) with surge protection device (NMX14S). It is situated under your stairs or utility cupboard.

Under no circumstances should you try and repair or remove your consumer unit. Only qualified electricians can work on the unit.

You only need to open your consumer unit to test your RCDs, turn a fuse back on if it tripped or to turn your power completely off in the event of emergency.

To understand more what you need to maintain your consumer unit see the [maintenance](#) section.



NMX14S



Website



User Guide



Data Sheet



EXTERNAL METERS

Video or Photo of locations

Your external meters are located at the front of the property or on the gable end of the property.

Note: It is illegal to remove a meter from a statutory service yourself.

Need to add northern power



British Gas



Yorkshire Water



ELECTRIC CAR CHARGING PORTS

Video

The WALLPOD:EV is a low-cost, entry level charging unit, designed to offer full Mode 3 fast charging to every Electric Vehicle (EV/PHEV) on the market today. This charging unit has been specifically designed for domestic and commercial locations.

Key features include:

- IEC 61851-1 Mode 3 fast charging
- IEC 62196 (Type 2) charging socket
- Charging speeds - 3.6kW (16A) & 7.2kW (32A)
- Built-in overload and fault current protection (RCBO)
- Built-in DC sensitive protective device
- Built-in LED charging status indicator
- Certificated by the BSI as safe to use in the domestic environment
- Easy to install and maintain
- IP Rated
- UV stabilised
- Corrosion resistant & fire retardant
- Impact resistant design



Data Sheet



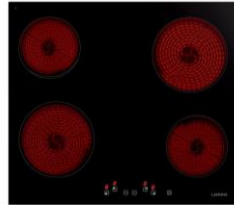
Website



KITCHENS – APPLIANCES FOR COMBINATIONS A/B

HOB

LAMONA ELECTRIC LAM1746



LAMONA HOB

SINK

HOWDENS

SINGLE BOWL SINK SNK 0400



HOWDENS SINK

OVEN

LAMONA ELECTRIC
LAM3409



LAMONA OVEN

TAP

LAMONA TAP9023



LAMONA 9023 TAP

EXTRACTOR

LAMONA LAM2410



LAMONA EXTRACTOR

Your kitchen is fitted with integrated appliances. All electrical and gas appliances will have separate warranties which will need activating when you move in. The reference numbers can be seen in the diagram and found in the QR codes. Contact the product manufacturer if you have any issues with your appliances or follow the guidance provided in the QR codes. Your builder warranty does not apply to appliances.

Your sink is a stainless steel Howdens sink and drainer, fitted with a Lamona TAP9023 mixer tap. The taps have red (hot) and blue (cold) indicators.



KITCHENS – FINISHES FOR COMBINATIONS A/B

Your kitchen is Howdens Greenwich White, with 38mm bullnosed laminate worktop with matching 70mm upstand. The doors are fitted with stainless steel T-bar handles (HKB1529).

The splashback to the hob is toughened white glass.

Your floor is either Polyflor Mystique Steel Parade OR Polyflor Mystique Smokestone vinyl flooring, which is easy to keep clean and very durable. The QR codes below provide further information from the suppliers.

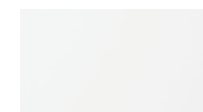
HANDLES
HOWDENS
HKB1529



DOORS
HOWDENS
15MM GREENWICH



SPLASHBACK
705H X 600W TOUGHENED
GLASS WHITE HJA2810



**HOWDENS
KITCHEN**



Data Sheet

POLYFLOR



Data Sheet



Website



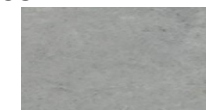
CLEANING



Website

KITCHEN A ONLY

WORKTOP & 70MM UPSTAND
HOWDENS
38MM LAMINATE



FLOORING
POLYFLOR MYSTIQUE
STEEL PARADE



KITCHEN B ONLY

WORKTOP & 70MM UPSTAND
HOWDENS
38MM LAMINATE



FLOORING
POLYFLOR MYSTIQUE
SMOKESTONE





KITCHENS – APPLIANCES FOR COMBINATIONS C/D/E/F/G

HOB
LAMONA
GAS
LAM1009



LAMONA HOB

FRIDGE/FREEZER
LAMONA LAM6300



**LAMONA FRIDGE
FREEZER**

SINK
LAMONA
DORNEY 1.5 BOWL



HOWDENS SINK

OVEN
LAMONA
ELECTRIC
LAM3409



LAMONA OVEN

DISHWASHER
LAMONA LAM8606



**LAMONA
DISHWASHER**

TAP
HOWDENS
4032 MIXER TAP



4032 MIXER TAP

EXTRACTOR
LAMONA
LAM2505



**LAMONA
EXTRACTOR**

WASHER
LAMONA LAM8702



**LAMONA
WASHER**

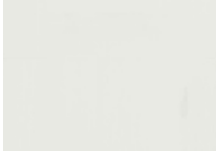
Your kitchen is fitted with integrated appliances and white goods. All electrical and gas appliances will have separate warranties which will need activating when you move in. The reference numbers can be seen in the diagram and found in the links below. Contact the product manufacturer if you have any issues with your appliances or follow the guidance below. Your builder warranty does not apply to appliances. Your sink is a stainless steel Lamona Dorney 1.5 bowl and drainer, fitted with a Howdens 4032 single mixer tap. The taps have red (hot) and blue (cold) indicators.



KITCHENS – FINISHES COMBINATIONS C/D/E

COMBINATION C

DOORS
HOWDENS
15MM GREENWICH



**WORKTOP & 70MM
UPSTAND**
HOWDENS
22MM LAMINATE
WHT3760/WHT3792



HANDLES
HOWDENS
HKB6402



FLOORING
ESL CERAMICS
GRUNGE LIGHT GREY



COMBINATION D

DOORS
HOWDENS ALLENDALE
CASHMERE



WORKTOP & 75MM UPSTAND
HOWDENS 22MM LAMINATE
WOK0960/ WOK0992



FLOORING
ESL CERAMICS PALMIRA WHITE
MARBLE EFFECT



HANDLES
HOWDENS DRAWER CUP
HKB1324 / DOOR KNOB
HKN5500



COMBINATION E

DOORS
HOWDENS ALLENDALE WHITE



**WORKTOP & 70MM
UPSTAND**
HOWDENS 22MM LAMINATE
WHT5160/WHT1392



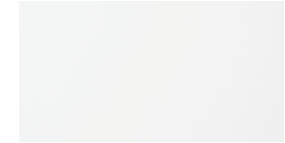
FLOORING
ESL CERAMICS GRUNGE GREY



HANDLES
HOWDENS DRAWER CUP
HKB1324 / DOOR KNOB
HKN5500



SPLASHBACK
705H X 600W TOUGHENED GLASS
WHITE HJA2810



ESL CERAMICS



HOWDENS KITCHEN

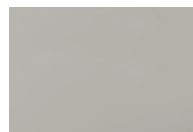




KITCHENS – FINISHES COMBINATIONS F/G

COMBINATION F

DOORS
HOWDENS
GREENWICH GLOSS GREY



**WORKTOP & 75MM
UPSTAND**
HOWDENS 22MM LAMINATE
WOK0960/WOK0992



FLOORING
ESL CERAMICS PALMIRA
WHITE MARBLE EFFECT

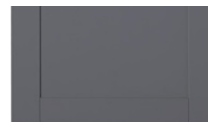


HANDLES
HOWDENS
HKB6402

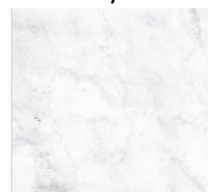


COMBINATION G

DOORS
HOWDENS
ALLENDALE SLATE



**WORKTOP & 75MM
UPSTAND**
HOWDENS 22MM LAMINATE
WOK0960/WOK0992



FLOORING
ESL CERAMICS PALMIRA
WHITE MARBLE EFFECT

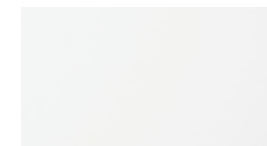


HANDLES
HOWDENS DRAWER CUP
HKB1324 / DOOR KNOB
HKN5500



SPLASHBACK

705H X 600W TOUGHENED GLASS
WHITE HJA2810



ESL CERAMICS



HOWDENS KITCHEN





KITCHENS – APPLIANCES FOR COMBINATIONS H / I

Your kitchen is fitted with integrated appliances and white goods. All electrical and gas appliances will have separate warranties which will need activating when you move in. The reference numbers can be seen in the diagram and found in the links below. Contact the product manufacturer if you have any issues with your appliances or follow the guidance below. Your builder warranty does not apply to appliances. Your sink is a stainless steel Lamona Dorney 1.5 bowl and drainer, fitted with a Howdens 4032 single mixer tap. The taps have red (hot) and blue (cold) indicators.

HOB
LAMONA
GAS
LAM1006



LAMONA HOB

EXTRACTOR
LAMONA
LAM2505



LAMONA EXTRACTOR

TAP
HOWDENS 4032 MIXER TAP



4032 MIXER TAP

FRIDGE/FREEZER
LAMONA LAM6300



LAMONA FRIDGE

WASHER/DRYER
LAMONA HJA8900



LAMONA WASHER

SINK
LAMONA
DORNEY 1.5 BOWL



HOWDENS SINK

DISHWASHER
LAMONA
LAM8606



LAMONA DISHWASHER

OVEN
LAMONA
ELECTRIC
LAM3409



LAMONA OVEN

DOUBLE OVEN
LAMONA
ELECTRIC
LAM4603



LAMONA OVEN

COMBINATION I ONLY



KITCHENS – FINISHES COMBINATIONS H/I

COMBINATION H

DOORS
HOWDENS
FAIRFORD SHAKER SAGE GREEN



WORKTOP & 75MM UPSTAND
HOWDENS
22MM LAMINATE
WOK0960/WOK0992



FLOORING
ESL CERAMICS PALMIRA
WHITE MARBLE EFFECT



HANDLES
HOWDENS DRAWER CUP
HKB1324 / DOOR KNOB
HKN5500



COMBINATION I

DOORS
HOWDENS
CLERKENWELL SUPER MATT WHITE



WORKTOP & 70MM UPSTAND
HOWDENS
22MM LAMINATE
WHT3760/WHT3792

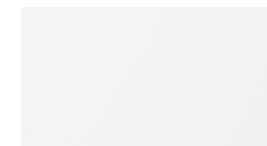


FLOORING
ESL CERAMICS
GRUNGE LIGHT GREY



SPLASHBACK

705H X 600W TOUGHENED GLASS
WHITE HJA2810



ESL CERAMICS



HOWDENS KITCHEN





KITCHEN APPLIANCE WARRANTIES

Your kitchen is fitted with integrated appliances and white goods. All electrical and gas appliances will have separate warranties which will need activating when you move in.

To register an your Lamona appliance visit the website left or call the number below.

Call to register*

0333 010 0009

*Lines are open Monday to Friday 9am to 5pm. Calls will be charged at your local rate and may be recorded and monitored for training and quality purposes.



If your appliance breaks down during your warrantee period please give the manufacturer a call for troubleshooting help, support and replacements.

Lamona guarantee

All Lamona appliances are backed by a free three-year manufacturer's guarantee, ***from the date of purchase***. It's unlikely you'll have any problems. But if you do, Lamona will happily replace or repair the appliance – free of charge, of course.

To find out more visit, Lamona's aftersales website.



REGISTER YOUR LAMONA APPLIANCE ONLINE
BY SCANNING THE CODE

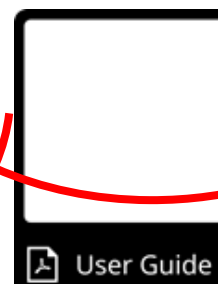




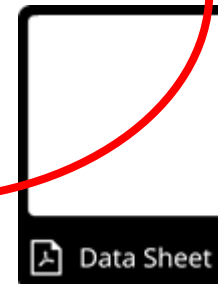
EXTERNAL DOORS AND LOCKS

Video

NEED SPEC



User Guide



Data Sheet



Website



GENERAL FINISHES

Element	Colour	Brand	Type
walls	White	Armstead	Durable Matt
Internal woodwork	White	Armstead	Durable Matt
Bathroom and kitchen Walls	Eggshell	Armstead	Durable Matt



Data Sheet



Data Sheet



Website



MAINTAINING YOUR HOME

We hope from the operational videos you have a good idea how to maintain your home, however this section highlights some things you might have missed or need easy access to.

Internal Maintenance:

- [How to bleed a radiator](#)
- [Testing your RCDs](#)
- [Testing your smoke alarms](#)
- [Cleaning](#)
- [Boiler](#)
- [Ventilation System](#)

External Maintenance:

- [External Drains and guttering](#)
- [External vents, air bricks and DPCs](#)
- [Doors and windows](#)
- [Maintenance of shrubs](#)
- [Maintenance of trees](#)
- [Maintenance of lawns](#)

What?	Where?	How often?
Test RCD in fuse box	Cupboard under stairs	Every 3 months
Clean ventilation systems	Bathroom and kitchens	Periodically
Test Fire alarms	Hallway, kitchen etc..	Once a month
Guttering	External	Yearly



HOW TO BLEED A RADIATOR

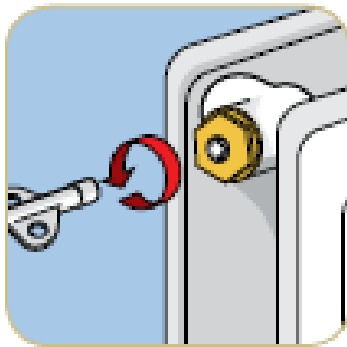
How to bleed a radiator

If it is starting to feel a little chilly in your house, despite your heating being on, you should check your radiators. If the top of your radiator is cool but bottom is warm, they may have air in them and therefore need bleeding. All you need is a simple valve key and a cloth, and you should be able to do it relatively mess and pain free by following the steps below:

1. Turn off your heating system and allow the radiators to cool.
2. Attached the radiator key to bleed valve, usually located at the top, and to the end of the radiator. Turn anticlockwise.
3. Keep turning until you are hissing noise, which is the air being released. Keep the cloth close to the valve. When water begins to escape rather than air, it's time to close the valve by turning the valve clockwise.
4. Tighten the value, turn the heating back on and hopefully you should have nice warm house again.

There is a useful video you can also use to help you with the process.

Any further issues with heating, please contact your customer care manager for further investigations.





TESTING YOUR RCD'S

How to test your RCD (residual current device)

An RCD is a sensitive safety device that switches off electricity automatically if there is a fault. An RCD is designed to protect against the risks of electrocution and fire caused by earth faults. For example, if you cut through the cable when mowing the lawn and accidentally touched the exposed live wires or a faulty appliance overheats causing electric current to flow to earth.

It is important you test your fixed RCD on your fuse box **every three months**. This is to ensure they are working and protect you and your household. Manufacturers recommend that portable RCDs are tested every time you use them.

To test the switch you need to follow the following steps:

1. Flip down the protective cover on your fuse box
2. Locate the RCD and the test button which says 'Test' on it.
3. Press the test the button and check the fuse is now in the downward position.
4. To power back up, flip the switch back up.

Beware – If RCD does not switch off the electricity supply, then get advice from a registered electrician.

Why Does My RCD Keep Tripping?

RCDs can be quite sensitive – it may not be a big problem that's causing them to trip. Here are a couple of common causes for excessive RCD tripping and what you can do about them:

Faulty appliances – This could be anything from your bedside lamp to your washing machine. You unplug every appliance, reset the RCD and then plug them back in one at a time checking to see if any cause the RCD to trip out.

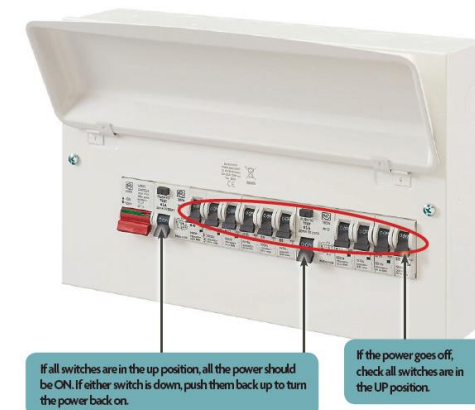
Moisture – Humidity and moisture in electrical wiring will cause your RCD to trip. Make sure any leaks in your bathroom or where rain water is getting in are sealed.

Outdoor equipment – This can be a moisture issue again, but can also be caused by a faulty pump in your pond or pool - be sure to unplug any outdoor electrical appliances when you go away.

Older appliances – Older appliances can develop earth faults over time. Items with heating elements can be particularly susceptible. Might be time to upgrade your appliances.

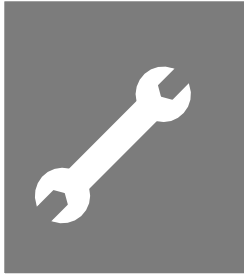
Damaged wiring – This could be caused by DIY work. Have any screws or nails been used recently?

If you are having trouble identifying the cause of your RCD's continual tripping, it's always best to call an electrician to inspect it as it could be the RCD itself that is faulty.



 Safety

**ELECTRICAL SAFETY
AT HOME TIPS**



TESTING YOUR SMOKE ALARM AND DETECTORS

Smoke detectors and alarms are fitted for you and your household's safety. Please make yourself familiar where your detectors are located and think about how you may leave your home in the event of a alarm.

Maintenance

Always follow the manufacturer's instructions when maintaining your smoke alarm but in general smoke alarms need very little maintenance. Just a few minutes of your time during the year will ensure that your alarm is working and could help save your life and the lives of your family.

1. After the system is installed.
2. Once monthly thereafter.
3. After prolonged absence from the dwelling (e.g. after holiday period).
4. After repair or servicing of any of the systems elements or household electrical works.

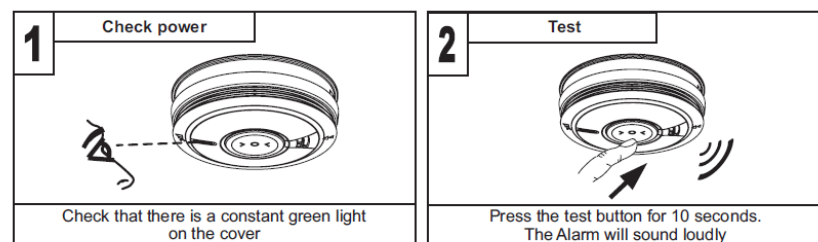
Smoke detectors are sensitive to dust so periodically remove any dust from the detector with the nozzle of your vacuum cleaner.

In the event of a fire, leave quickly and safely via your nearest exit and **call 999**, asking for the fire brigade.

FIRE SAFETY AT HOME
GUIDE – GOV.UK

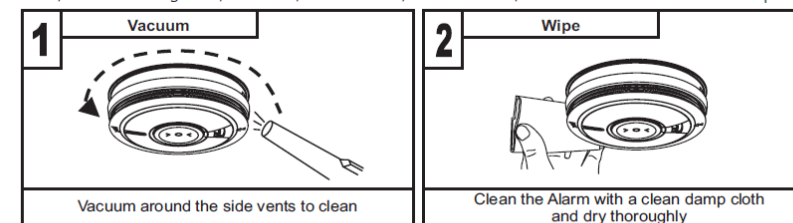


Inspecting and Testing procedure



- (i) Check that the **green LED power indicator** is on continuously.
- (ii) Check also that there are no faults i.e. NO green, yellow or red LED flashing (if this is the case please see indicator summary table)

Clean your Alarm regularly. In dusty areas it may be necessary to clean the Alarm more frequently.



Use the narrow nozzle attachment of your vacuum cleaner to remove dust, insects and cobwebs from the sides and cover slots where the airflow enters. Clean the outside cover by occasionally wiping with a clean damp cloth then dry thoroughly with a lint free cloth. Do not use any cleaning agents, bleaches, detergents or polishes, including those in aerosol cans.



CLEANING YOUR HOME

Your property contains a number of hard surfaces that will require regular cleaning, including:

- Kitchen work surfaces
- Tile walls
- Gloss paintwork e.g. skirting and window boards
- Chrome ironmongery
- Baths, sinks and toilets
- Window glass and frames and mirrors

Cleaning

It is recommended that you primarily use hot soapy water with soft cloths and mops for everyday cleaning, supplemented by non-abrasive proprietary cleaners for more thorough cleans. In this way surfaces will not be scratched and should remain in pristine condition.

Bathroom tiles grout

It is recommended that you clean your tiles regularly using daily shower spray or weekly with a bathroom spray. This should help prevent mould and soap scum building up. Should you clean your tile grout regularly, you shouldn't need to re-grout for up to 10 years.

Mastic

Your bath was sealed with mastic, which should last up to 20 years however as the building dries out, your walls are subjective to expansion and shrinkage.

Should the mastic around your bath shrink, remove the mastic and reseal with a suitable bathroom sealant (ensure the bath is full of water prior to resealing).



CLEANING YOUR KITCHEN

Kitchen care and maintenance

The units and worktops in the kitchen have been manufactured to a high quality specification, and we strongly advise you to read these guidance notes carefully before cleaning and polishing any fitments.

Please note, it is important to recognise that wall and base units located adjacent to ovens, hobs and frequently used appliances (such as kettles and boiling pans) can suffer from excessive condensation, and in such cases, great care must be taken to ensure that units subjected to such conditions are wiped clean and dried thoroughly to avoid delaminating.

Doors and drawer fronts manufactured in laminated chipboard should be kept clean, using a soft dampened cloth containing a mild detergent. Heavier stains may be removed by using a cream cleansing agent; however harsh abrasive agents, such as acids, bleaches, petrol, scouring pads, wire wool and so called cleaning aids should be avoided. During cleaning, do not use excessive amounts of water.

Sink and Taps

To maintain the appearance of sinks and taps, clean only using a damp clean cloth. A solution of warm water and a mild liquid detergent may only be used where necessary, and then rinsed thoroughly. Abrasive cleaners or acidic cleaners **MUST NOT BE USED** under any circumstances. Avoid contact with all solvents.

Worktops

Your kitchen worktops have been assembled with metal joint strips. Please take care around this area and keep dry to avoid standing water on this joint.

MFC Carcass

The cabinet drawers can be removed by pulling out the drawer until it resists, then gently lift the front edge upwards to disengage the drawer from its rail. To clean the inside of the drawer, remove from the cabinet and brush out. Wipe clean with a soft dampened cloth containing a mild detergent. Cabinet hinges and drawer rails should be inspected periodically and any dirt, fluff or grime removed with a dry duster or a soft dry brush. Use a lubricant to ease operation if required. This can be achieved using a household spray polish.

The inside of the cabinets can be cleaned by brushing out any loose dirt/dust and wiping the interior surfaces with a soft damp cloth and silicone furniture polish. If spillages occur, they should be soaked up immediately and wiped dry.

Worktop stains caused by everyday normal use may be removed using a soft damp cloth containing a mild detergent. More persistent stains may require the use of an abrasive cleaner; however avoid using harsh scouring powders.

Stains on textured worktops are best removed by using a household spray type cleaner and a nylon bristled hand brush moved in a circular fashion. The excess polish should be wiped clean using a damp cloth and then dried with a clean soft duster.

PLEASE NOTE

Worktop surfaces can be permanently damaged by placing very hot items onto the worktop surfaces. This type of damage can be avoided by using a heatproof mat between the hot object and the work surface.



MAINTAINING YOUR BOILER

Cleaning

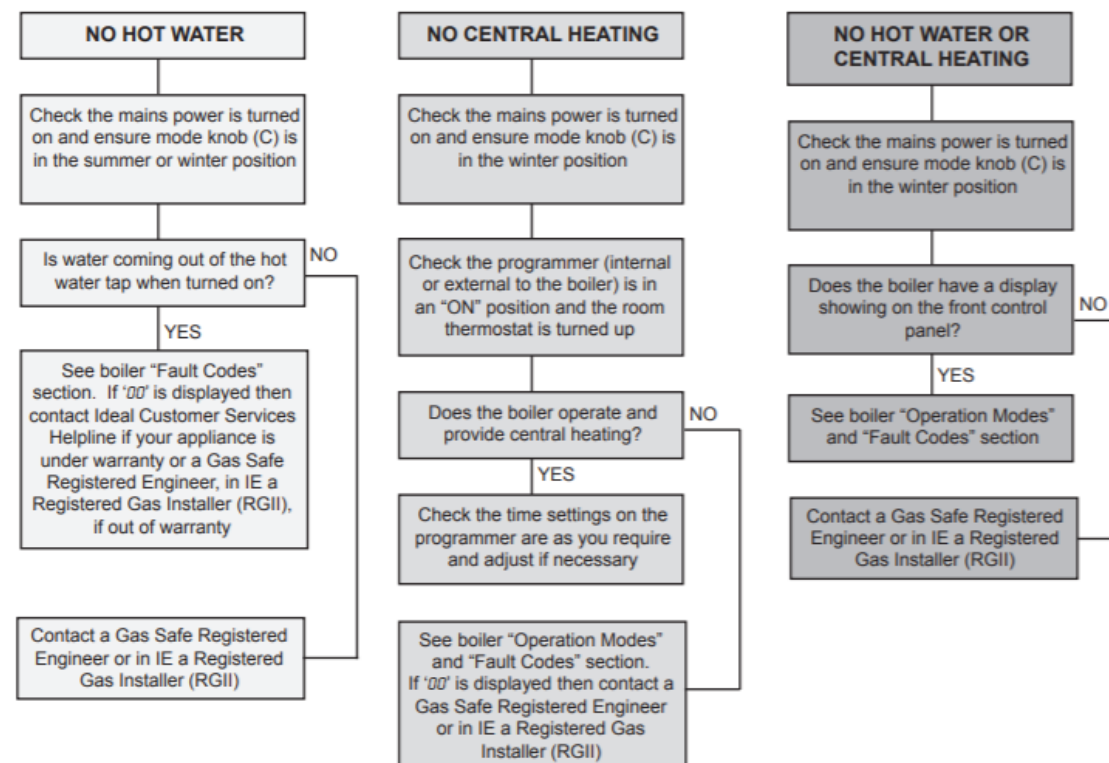
For normal cleaning simply dust with a dry cloth. To remove stubborn marks and stains, wipe with a damp cloth and finish off with a dry cloth. DO NOT use abrasive cleaning materials.

Maintenance

The appliance should be serviced at least once a year by a Gas Safe Registered Engineer or in IE a Registered Gas Installer (RGII).

Note. In line with our current warranty policy we would ask that you check through the following guide to identify any problems external to the boiler prior to requesting a service engineer's visit. Should the problem be found to be other than with the appliance we reserve the right to levy a charge for the visit, or for any pre-arranged visit where access is not gained by the engineer.

TROUBLESHOOTING



Servicing



Watch videos

BRITISH GAS-HEATING
TROUBLESHOOTING
GUIDANCE



VENTILATION SYSTEM MAINTENANCE

The Unity CV2GIP / CV2SVGIP contains a unique backward curved mixed flow impellor that has been designed to reduce against any build up of dirt.

The fan motor has sealed for life bearings, which do not require lubrication.

Periodic cleaning of the fans front cover and casing can be carried out using a soft damp cloth. Care must be taken when wiping around the control panel.

Warning: The Unity CV2GIP / CV2SVGIP must be isolated from the mains supply before removing the electronics cover. Do not use solvents to clean this fan.

Cleaning and user maintenance shall not be made by children without supervision.

Please note that your stored fan settings will not be lost during any interruptions to your fan's power supply.

Top tips to keep your house ventilated:

Inadequate ventilation can cause illness and lead to condensation mould growth. Following the advice below will help avoid any problems:

- Do not cover vents.
- Leave your window vents (trickle vents) open and regularly vent rooms by opening windows.
- Keep kitchen and bathroom doors closed when cooking or bathing and leave your extractor fans running.
- The extractor fans installed run continuously, this is called 'trickle ventilation' - you can also boost the fan via the switch on the landing to the bathroom or the switch marked 'fan boost' in the kitchen. The fans will also boost automatically when they detect moisture.

Please DO NOT isolate power to the fans.

- Leave a space between large pieces of furniture and the external walls.
- Do not overfill your cupboards, as this will prevent the air circulating.
- Avoid drying wet clothes on hot radiators.



DAMP PROOF COURSE, AIR BRICKS AND VENTS

WHAT IS A DAMP PROOF COURSE

A damp-proof course is a barrier, usually formed by a membrane built into the walls of a property, typically 150 mm above ground level or 2 brick courses.

HOW TO MAINTAIN YOUR DAMP PROOF COURSE LAYER

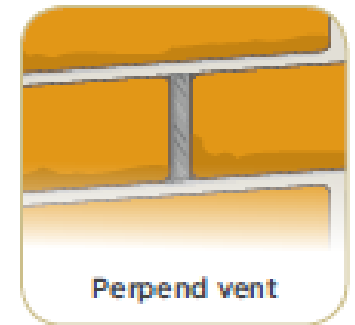
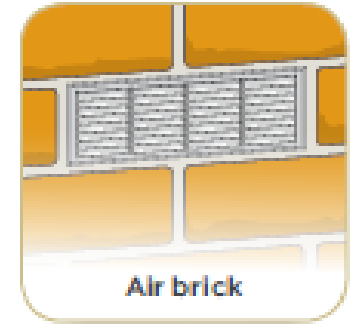
The level of soil around your home should be kept below the damp proof course. Paths should also generally be kept around 150mm or two brick courses below the damp proof course, except where these have been designed to provide level access into the home.

If you are not sure where the damp proof course is, ask Wates to show you.

VENTS AND AIR BRICKS

Where air bricks, permanent ventilators or perpend vents are provided, they should not be blocked or covered by soil or paving.

Please do not block them up to stop draughts getting under your floors, even just for the winter. If you are having issues with insects getting in, you can use special mesh covers which still allow air to circulate but prevent larger insects or animals getting in. Regularly check to make sure that your air bricks haven't got blocked up by leaves or garden debris.





EXTERNAL DRAINS AND GUTTERING

INSPECTION CHAMBERS

You have inspection chambers and drainage covers outside your home. Inspection chambers and rodding eyes are there to provide access to the drainage system below ground so that blockages can be cleared. It is important that these are not covered over by soil, turf or paving.

It is important that you do not flush anything other than toilet paper down your toilets and anything other than water down your sink drains to reduce your risk of blockages in your drains. Your builder have inspected your drains using CCTV cameras to ensure it is handed over clear and allow your waste to flow.

GUTTERING

Gutters should be cleaned out at least once a year to remove leaves and debris. Wet patches on the walls below may indicate that gutters or downpipes are blocked. When maintaining your guttering ensure you follow basic safety rules.



WINDOWS AND DOORS

CLEANING

To prevent the build up of everyday grime and pollution, ensure their ease of use and maintain your warranty cover, your uPVC windows and doors will need occasional cleaning and maintenance. Clean your uPVC surfaces with warm water and a mild detergent (washing up liquid, for example) using a soft cloth, in less built up or rural areas once every six months should suffice. Never use abrasive or solvent cleaners as these will damage the surfaces this includes on the handles, letterboxes etc of your doors.

Drainage holes, roller tracking and lock pin locations should be inspected regularly and kept free from debris or blockages. Dirt and grit should also be removed from door thresholds and sills on opening windows and any other moving parts. To do this use a soft cloth or brush (such as a clean paintbrush).

LUBRICATION & ADJUSTMENTS

To ensure their smooth operation all handles, hinges and locks should be cleaned as recommended above and occasionally lubricated to ensure optimum performance. Over time the hinges of your doors and windows may start to feel loose or become tight. This is perfectly normal and easily rectified. Simply open the window fully to expose the hinge and using the small screws on the sliders, adjust the friction as necessary.

SLIDING DOORS

If your sliding doors seem to be sticking, use a Hoover to remove any dust and dirt in the mechanism and then use household polish to lubricate the doors. Avoid oil based products as this encourages any dirt and dust to stick and worsen the problem.



MAINTAINING YOUR LAWN

GETTING YOU STARTED

Your home has a brand new lawn. A newly laid turf lawn will need some tender loving care throughout its first season, especially during the summer months. For best results, water your lawn during the coolest times of the day, during the evening or, preferably, early in the morning. Try not to walk on the lawn until the turf is established and the ground is firm, which is when you can begin to mow, keeping the blades of your mower at the highest setting for the first cut. As your lawn grows, you can mow at regular intervals to match the growth rate.

To maintain your turf we recommend the following things:

- Water regularly, never let the ground dry out
- Keep off the grass until it has rooted in
- Mow little and often once the grass is growing well
- Don't allow fallen leaves or debris to accumulate on your new lawn

Following this initial treatment we recommend you follow the guidance according to the relevant season.

SPRING

Begin regular mowing at the appropriate height once the grass starts to grow, clearing twigs, stones and other debris beforehand to avoid damaging the mower. Trim the lawn edges. Feed with a proprietary spring feed in March – April and thereafter as necessary to maintain good green colour. Remember the more you feed the grass the more the grass will grow and the more often you must cut it. Remove or treat weeds as they are seen.



SUMMER

Continue regular mowing. If you go on holiday, get someone to cut the lawn in your absence. If trailing stems develop in the lawn, a light raking will raise them and allow them to be mown off. Trim the lawn edges. Feed if necessary. To maintain green colour, water in dry weather using a sprinkler.



AUTUMN

Continue mowing as long as the grass keeps growing. Watch out for diseases and spray to control them. Remove fallen leaves from the lawn. Aerate the lawn if necessary, paying particular attention to paths or heavily worn areas.



WINTER

Avoid walking on the lawn if possible when the ground is waterlogged or frost is on the grass. If mild weather allows grass growth, this may be 'topped off' to maintain a neat appearance.



GUIDANCE





MAINTAINING YOUR SHRUBS

We have installed the following shrubs in your front garden:

-

Maintenance of shrubs involves keeping the plants and the ground around them in good order by weed control and fertiliser applications, and controlling the growth so that the plants don't become too overgrown. When pruning, please make sure you remove all weak, damaged or dead shoots.

We recommend you follow the guidance according to the relevant season.

EARLY SPRING (FEBRUARY, MARCH)

- Pruning - complete all bed cleaning and grooming
- Begin spot spraying weeds in beds as necessary
- Apply fertilizer to shrubs and groundcover



LATE SPRING (APRIL, MAY)

- Rake beds for clean up of spent blooms on flowering shrubs and for any leaf drop



SUMMER (JUNE, JULY, AUGUST)

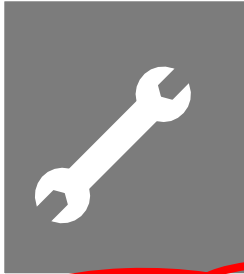
- Begin summer pruning of shrubs
- Spot spray for weeds in beds



AUTUMN (SEPTEMBER, OCTOBER)

- Cut back perennials (if applicable)
- Final summer shrubs / hedge pruning
- Leaf removal





MAINTAINING YOUR TREES

We have installed the following trees in your front garden:

MAINTAINING TREES

Maintenance of trees mainly consists of removing the stake and ties, as well as removing damaged or diseased branches or controlling growth.

- A stake is only needed to hold the tree's roots in place whilst it becomes established. If the tree has been carefully planted and weed growth controlled, the function of holding the roots firm should no longer be needed after the second winter. Only remove the stake after consulting with the landscaping contractor.
- Check that the tie is not constricting the stem or the stake rubbing against it.
- Check for diseased and damaged branches as they should be removed because they can lead to further disease and die back of branches.
- Dead branches should always be removed. If they are left, there is a risk of decay fungi entering the tree but, more seriously, they will fall to the ground at some time and could cause injury or damage in doing so.

PLANTING OF FURTHER TREES AND PLANTS

Please be careful not to plant trees to close your home or your neighbours home as these could cause damage the house and foundation and could end up costly.

It is also best to avoid planting shrubs such as cotoneaster, ivy, Virginia creeper and wisteria closer than 3m to your home. On all soils, allow enough room for trunks and large roots to grow safely, and be particularly careful if you are planting near walls or drains.

On clay soils, it is best to avoid planting trees nearer to your home than a distance equal to three-quarters of the mature height of the tree.

However, high water demand trees should be planted no closer to the home than one-and-a-quarter times the mature height. High water demand trees include elm, eucalyptus, oak, poplar, willow and some common cypress species.

Be careful where you plant shrubs as woody scrubs demand a lot of water which can cause ground movement if planned near the home.

Allow enough room for trunks and roots to grow safely and avoid planting next to your house.

When deciding to plant a tree, please request permission beforehand from City of York Council to avoid breaching any covenants or agreements.

If in doubt, speak to a specialist.



SUPPORT

WE HOPE YOU DO NOT HAVE ANY ISSUES WITH YOUR HOME BUT SOMETIMES THINGS HAPPEN.

FAQ

My wall has a crack in it, what shall I do?

I have noticed condensation in my bathroom should I be concerned?

How do take a meter reading?

How does my central heating work?

My plug sockets keep tripping, what shall I do?

I have a leak, how do I turn my water off until I can get help?

Do I need to keep the bathroom extract fan on all the time?

How do I know if my smoke alarm is working?

My floor keeps creaking, should I report it?

I have noticed white patches to my brickwork, should I be concerned?



WHAT IS A DEFECT & WHEN TO REPORT IT

The next few pages will guide you through these common issues to help you understand whether it is a snag or a defect.

DEFINITION OF A DEFECT

A defect is a fault/repair that occurs due to failure of workmanship within the first year of handover. Please note that this period commences from the date of Practical Completion (date available on request) of the building and not necessarily from the date you occupy your house.

It is important to note not all repairs are due to defective workmanships and therefore not all repairs will be covered by the defect liability period.

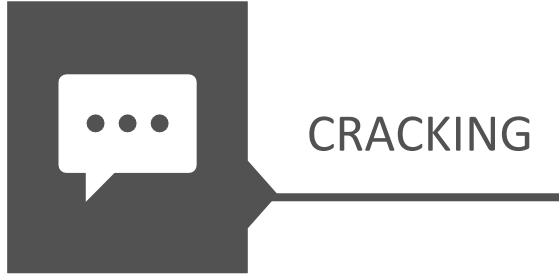
Generally the following are a responsibility of the owner:

- Damage due to wear and tear
- Damage due to misuse
- Incorrect operation or maintenance of component re not following the user guides/videos or instructions.

As you settle into your home, some issues may arise that are not a defect and have no detrimental impact to the structure of your home such as:

- Patchy paintwork
- Shrinkage cracks on plastered surfaces
- Any marked, dented, cracked or stained surfaces that were not reported prior to moving in
- Uneven floors – creaking and movements
- Blown light blubs
- Faulty appliances and white goods (these should be reported to the manufacturer directly)

Standard Issues	Non-reportable	Defect
Hair line crack	✓	
Crack more than 5mm wide on one point or 2mm constantly horizontally/vertically		✓
Uneven floors	✓	
Faulty appliances – these should be addressed with the manufacturer	✓	
Blown light blub	✓	
Blocked internal drain- unless caused by mis-use of system		✓
Leaks from baths or showers		✓
Excessively squeaky Floorboards		✓



CRACKING

Most new homes at some point will experience some cracking, due to drying shrinkage, thermal or moisture changes in materials or ground settlement, post construction. Most cracks are not serious and unlikely to affect the stability of the building.

If the crack is more than 5mm wide, this may indicate there is a problem, and you may need to get in touch with your builder or customer care manager.

WHAT CAN I DO TO MINIMISE CRACKING?

HEATING AND VENTILATION:

- Try to keep an even temperature throughout your home.
- On first use of your heating, try to use it in intervals to allow the structure to warm and dry gradually.
- Keep your building well ventilated to allow moisture to evaporate as the structure dries out. You can do this by keeping windows open and leaving trickle vents open even when the heating is on
- Maintain a steady temperature of around 18 degree's.

EXTERNALLY

- Be careful where you plant trees and shrubs.
- Woody scrubs demand a lot of water which can cause ground movement if planted near the home.
- Allow enough room for trunks and roots to grow safely and avoid planting next to your house, walls, neighbours home or drains.

PAINTING AND DECORATING

- Avoid painting and decorating in the first year of owning your home, as this adds more moisture to the walls and will cause further cracking.
- When you do decorate, fill cracks with wall filler and sand before decorating to maintain a smooth finish.

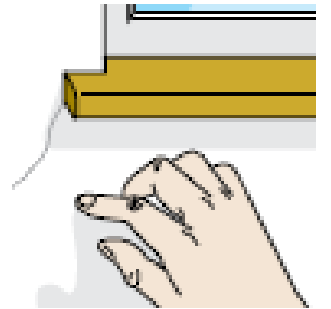
WHEN SHOULD I REPORT A CRACK?

Only report a crack if it is:

- More than 5mm wide at any one point (*approx. thickness of a pound coin*)
- Wide at one point and narrow at the other
- Horizontal or vertical and the width is constantly more than 2mm
- Diagonal or stepped at any width
- Visible inside and outside of the home
- Runs horizontally in line with the damp proof course (normally 2 bricks up from the ground) and the brickwork at the corners immediately above or below are uneven
- Extends below the damp proof course
- Linked to changes with windows or doors (such as doors sticking)
- Progressively getting wider or longer in appearance.

HOW DO I REPORT A CONCERNING CRACK?

Follow the procedure [here](#).



**NHBC GUIDE TO
CRACKING**



CONDENSATION

WHAT CAN I DO TO MINIMISE CONDENSATION?

PRODUCE LESS MOISTURE

- Put lids on pans when cooking to reduce steam.
- Avoid drying laundry on a clothes airer or radiator. If you do need to dry clothing indoors, make sure you open the window and close the door of the room you are using to prevent moisture circulating.
- If you are using a vented dryer, make sure it is properly vented to an open window or through the outside wall.

STOPPING MOISTURE SPREADING

- When cooking, bathing or washing, always use your extractor fan and/or open a window and keep the doors closed. It is recommended to keep the fan on or window open for minimum of 20 mins after finishing the activity.
- If condensation does occur, don't worry, just wipe away.

VENTILATE MOISTURE AWAY

- Leave trickle vents (slotted vents in window frames) open when rooms are occupied, even when the heating is on.
- Where possible, keep free standing furniture away from the wall so air can circulate around the room.

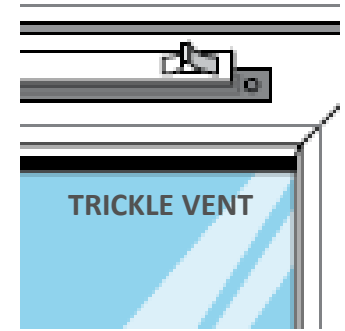
PROVIDE EVEN HEATING

- Avoid where possible only heating the rooms you are using, it is best to keep all rooms with some heating to avoid creating cold surfaces.
- Use your timer on your thermostat to help control the temperature in the house even when you are out, to help keep the home warm and avoid over heating some rooms and creating cold surfaces in other rooms.
- Try to keep the whole house warm and remember to be patient, it sometimes will take a while to get to the desired temperature.

WHAT IF I FIND MOULD GROWING MY HOME?

Don't panic it can happen, just make sure you treat it as soon as possible using suitable fungicidal wash, available from most DIY stores, and then when satisfied it is completely gone, redecorate, maybe using fungicidal paint or paste.
If found in fabrics, try dry cleaning them.

If this consistently becomes a problem and you are following the advice above contact either your builder or NHBC on **0800 035 6422**



**NHBC GUIDE TO
CONDENSATION**



EFFLORESCENCE AND OTHER COMMON ISSUES

EFFLORESCENCE

The appearance of a white deposit on the wall (known as efflorescence) can also be an effect of the drying-out process. These white deposits are actually natural salts that come out of the wall materials, and are quite normal. These salts are not harmful and usually disappear over time, and where they appear on internal walls, they can be brushed or wiped away. However, if the white deposits continue to appear on internal walls, it could indicate something more serious, such as a water leak. If that's the case, you need to contact your builder or a competent tradesperson as soon as possible.

BATH AND SHOWERS SEALS

If you notice gaps around the edge of your bath after filling the bath a few times or after showering, please report this as a defect to Wates at your earliest convenience. The sooner the bath can be resealed the less damage is likely to occur. Unfortunately, seals can fail, but it is important they are captured before they get excessive.

EXCESSIVELY CREAKING FLOORBOARDS

Some creaking can occur just as the house settles however if you are hearing excessive creaking, please report this to Wates at your earliest convenience. Often this isn't anything to worry about it may just be a damaged board fixing, but the earlier you report this, the easier it is to investigate and fix, in particular before you install carpets, furniture etc.

DOORS OR WINDOWS NOT CLOSING

Sometimes as your house settles and dries, you can experience some shrinkage or expansion especially in timber, which can cause internal doors to stick. Similar problems can occur with windows and doors, especially in the summer when glass & UPVC frames will expand due to the heat.

If you are having difficulties fully closing windows and doors and you can see clearly there is no dirt build up in the hinges and there are no obstructions, please report it to Wates at your earliest convenience so they can investigate further. Often these problems can be easily fixed.



EFFLORESCENCE



REPORTING A DEFECT

If you do identify a defect, then you will need to report that to Wates.

To report a defect, call Wates Support on 0845 600 9050 or email Client Support Helpdesk ClientSupport@wates.org

These calls will then be logged with a priority code and appropriate personnel will be arranged to assess and remediate the defect. The Wates team will arrange a suitable date and time for assessment and/or remedial works. Either a Wates representative or a member of their supply chain will come and assess and where able to do, rectify the defect on the day or arrange a follow up visit for further investigation or remediation.

Any remedial works required will be completed in an appropriate time scale depending on the extent and urgency of the defect.

You will be kept in the loop throughout the process about timescales and the works required.





NHBC GUARANTEE

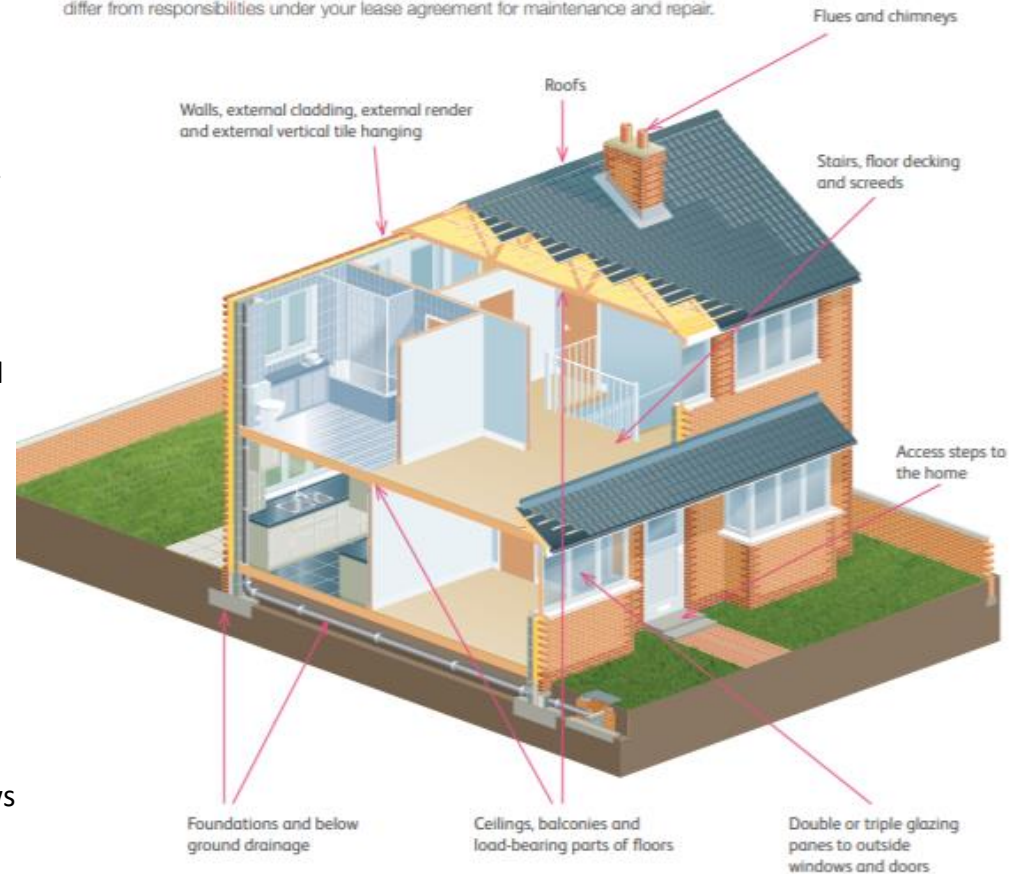
Your builder has put a lot of effort into building your house to the correct NHBC standards and to a high quality. For the first 2 years if you have any issues, your builder will aid you in resolving any issues however during the insurance period after the initial builder warranty period has expired, Buildmark is designed to protect your home from damaged caused where the property has not been built to NHBC requirements which typically covers:

- Walls, external cladding, external render and external vertical tile hanging
- Roofs
- Flues and chimneys
- Stairs, floor decking and screeds
- Access steps to the home.
- Foundations and below ground drainage
- Ceilings, balconies and load bearing parts of floors
- Glazing panes to outside windows and doors.

An illustration of what's covered

During the insurance period after the initial builder warranty period has expired, Buildmark is designed to insure your home against damage caused where specific parts of the property have not been built to NHBC Technical Requirements. These diagrams show you the parts of the home that are typically covered.

If your home is in a continuous structure, protection provided by Buildmark may differ from responsibilities under your lease agreement for maintenance and repair.



NHBC GUIDE TO YOUR NEW HOME



NHBC BUILDMARK



SCAN ME

NHBC WEBSITE



Website



NHBC BUILDER WARRANTY

BUILDER WARRANTY

This section explains what protection is provided by the builder, not NHBC, for any defect (or physical damage to your home caused by defect) arising from the builder's failure to meet NHBC requirements.

WHAT IS COVERED

If you notify the builder in writing (or you can demonstrate evidence that it was reported) during the builder warranty period about something you believe is due to their failure to meet the NHBC requirements, they must put this right at their own cost and within a reasonable time.

THIS INCLUDES:

- Remedying the defect and repairing physical damage to your home(s) and the continuous structure, resulting from their failure
- Taking action to treat, isolate or remove contamination from the land in line with any statutory notice or improve the condition of the land to prevent a statutory notice from being issued
- Paying for the reasonable cost of removing and storing your possessions and alternative accommodation, if necessary, while work is being done.

Concerns raised about defects or physical damage notified during the builder warranty period will remain the responsibility of the builder even after that period ends.

WHAT IS NOT COVERED

General conditions and exclusions apply which are detailed on page 24.

WHO TO CONTACT

Contact the builder as soon as you reasonably can and keep a record of what you said, and who you wrote or spoke to, and when.
If you believe the builder will not be able to meet their responsibilities, or you have not been able to contact them or they do not put things right, please contact us.

WHAT WE WILL DO

If, after you contact the builder, they do not put things right, please contact us and we will speak to the builder on your behalf.

Who to contact and when

Before the home is complete

Call:
0800 035 6422 or
0344 633 1000
(Monday to Friday 08:30 to 17:30)

Visit:
nhbc.co.uk
Email:
cssupport@nhbc.co.uk

During the builder warranty period

The builder – their contact details will be on your Buildmark certificate. If you can't find these details, or if you need to use our resolution service, please contact us.

After the builder warranty period

Call:
0800 035 6422 or
0344 633 1000
(Monday to Friday 08:30 to 17:30)

Visit:
nhbc.co.uk
Email:
claims@nhbc.co.uk



NHBC GUARANTEE

NHBC guarantee the obligations of the builder under the builder warranty.

WHAT IS COVERED

The items contained in:

- The resolution report
- An alternative dispute resolution report
- A court judgement (or, in Scotland, a decree)
- Our claims investigation and report (if the builder is insolvent).

which details what the builder should have done to meet their responsibilities under the builder warranty or what NHBC will do if the builder is insolvent.

WHAT IS NOT COVERED

Anything that is not due to the builder failing to meet their responsibilities under the builder warranty, and is not included in:

- The resolution report
- An alternative dispute resolution report
- A court judgement
- Our claims investigation (if the builder is insolvent).

General conditions and exclusions.

WHEN YOU CAN CLAIM

You can claim between the start and end dates shown on the policy schedule for this section of cover.

WHO TO CONTACT

Contact NHBC.

WHAT WE WILL DO AND PAY FOR

If the builder has failed to meet the NHBC requirements when building your home(s) and has not put things right after the resolution service says they should, NHBC will either pay you (or your managing agent) what it would cost NHBC to have the work done or, if NHBC choose to, will undertake the work for you.

NHBC BUILDMARK



NHBC WEBSITE





EXTENSIONS AND ADAPPTIONS

You may only carry out improvements to your home with written permission from City of York Council and all necessary statutory permissions before you start the work.

Prior to carrying out any home improvements, consideration must be given to the environmental impact that this work may cause. Any home improvement you carry out must be sustainable. If new timber is used, it must be FSC or PEFC standard (for further information on this visit www.fsc-uk.org). All paint products must contain low VOC (Volatile Organic Compound). You may carry out improvements to your home provided you have **WRITTEN PERMISSION** before you start the work. Wates Customer Care Team may apply some reasonable conditions to any permissions provided.

If you leave your home, you may be eligible for compensation for certain types of improvements you have completed to your home. However if you cause damage to the property as a result of your improvements you must repair or replace any damage caused, or you will be charged for the cost.

YOU MUST ALSO OBTAIN AND COMPLY WITH ANY REQUIRED BUILDING REGULATIONS AND PLANNING PERMISSIONS.

Where the improvements involve disturbing the gas supply or electrical systems, the work must be carried out by an appropriately qualified and registered person or contractor. All electrical work should be carried out by competent electricians. The National Inspection Council for Electrical Installation Contracting (NICEIC) and the Electrical Contractors' Association (ECA) keep a register of approved firms. All gas system changes/modifications should be carried out by a gas engineer listed on the Gas Safe Register.

Other things to think about:

- All roof timbers are necessary for the support of the roof and should not be cut or removed.
- Lofts are not generally intended to be used as a storage space; the structure of the roof is not likely to have been designed to take the additional load of stored items, and the loft insulation may prevent safe access.
- Ventilation is provided to control condensation. If vents have been provided in the eaves, they should not be blocked or covered over.

**CITY OF YORK
BUILDING CONTROL**

