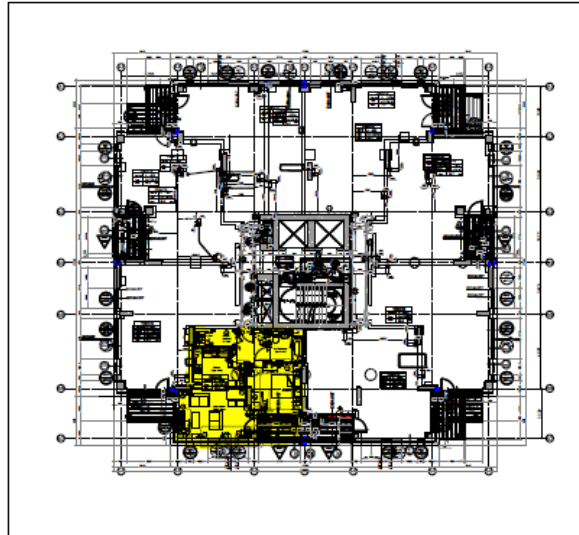
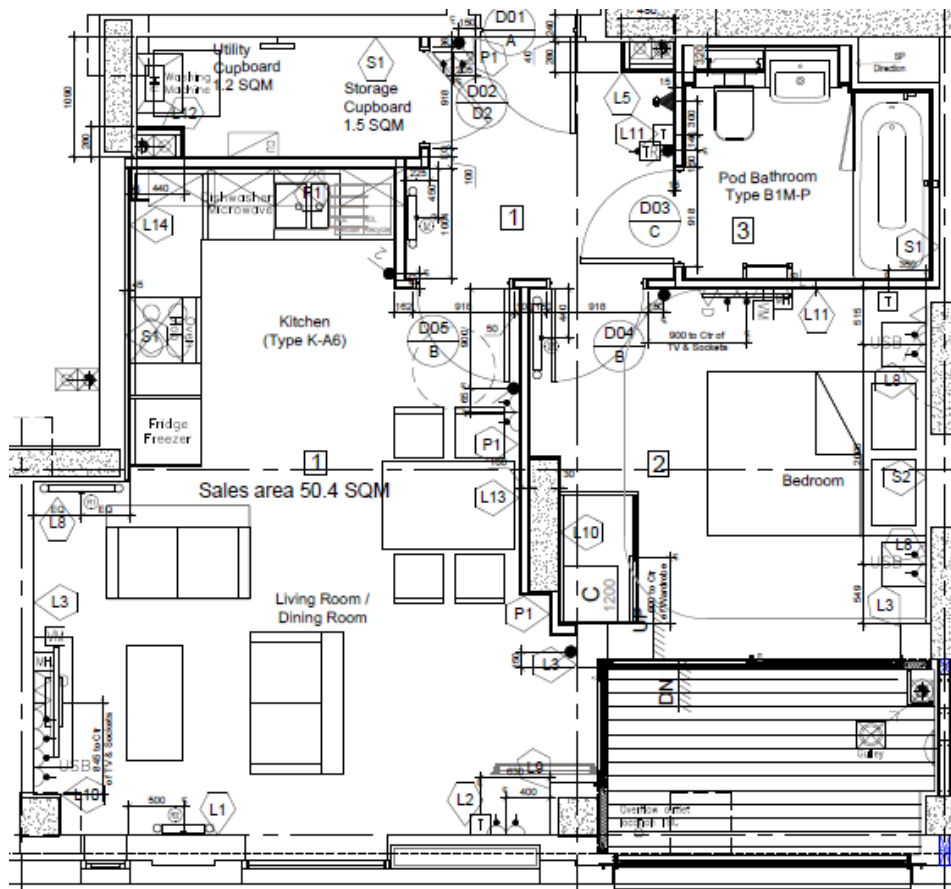




**ORCHARD WHARF
HOMEOWNER MANUAL
A-1906**



KEY PLAN



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INTRODUCTION

Welcome to Orchard Wharf

YOUR NEW ADDRESS:

**Flat 1906
Avalon Point
Silvocea Way
London
E14 0TZ**

We are delighted that you have chosen to live at Orchard Wharf.

We appreciate that you will have many questions about living here. We have collected together the most common queries asked when moving into a newly constructed home and present them to you in this manual.

You will find details about your:

- Managing Agent
- Services
- Heating system
- Internal features and how to care for them
- Finishes and fittings

Manufacturers' instruction booklets giving useful operating instructions and care maintenance guidance will be located within your apartment and a full set of the Homeowner Manual and accompanying documents are also supplied on a memory stick.

Please take the time to read through this information and keep it to hand for future use. However, please feel free to raise any questions that are not answered here with our site team who will be happy to help.

SERVICE PROVIDERS

Electricity

Supplier	Scottish & Southern Electric
Telephone Number	0800 107 9639
Website	www.sse.co.uk

You will need to know your MPAN (Meter Point Administration Number) should you choose to switch your electricity supplier as the MPAN is unique to your supply point. This makes it easy for them to identify your meter and ensure that they are supplying the correct home. Your MPAN number can be found on your unit handover form and metering schedule. Your electricity meter can be found within your utility cupboard.

Water

Supplier	Thames Water
Customer Service	0800 316 9800
Billing Support	0800 316 9800
Website	www.thameswater.co.uk

Meters for the above services are located within service cupboards in the communal corridors outside of your apartments with water meters all together in one riser. Water meters are usually read by the supplier on a monthly or quarterly basis.

Heating

Your heating is through the Heat Interface Unit (HIU) in your service cupboard (see page 11). The Heat Meter (on the HIU) is read remotely and the billing for this will be through a third-party company direct to the resident. This is measured based on individual apartment usage.

Supplier	Communal Energy
Customer Service Team	0203 627 9570
Website	www.communalenergy.co.uk

Local Authority

London Borough of Tower Hamlets
Tower Hamlets Council
Town Hall
Mulberry Place
5 Clove Crescent
E14 2BG

Telephone No: 020 7364 5000
Website: www.towerhamlets.gov.uk

WARRANTY

Premier Guarantee

Your home has the benefit of cover under the Premier Guarantee warranty scheme. This is a ten-year warranty under which the developer and Premier Guarantee provide insurance cover for your property; the developer covers the first two years following legal completion and the Premier Guarantee covers the remaining eight years. The Premier Guarantee warranty does not cover general wear and tear, decoration or normal routine maintenance.

Your warranty policy details will be forwarded to you by your solicitor together with the Buildmark booklet, which gives further details and clarification on what the policy covers, this can also be viewed on their website.

Premier Guarantee Contact Details:

Phone: 08001078446

Website: www.premierguarantee.com

TROUBLESHOOTING

Within Your Apartment

As previously stated, the developer warrants your apartment for the first two years following completion. During this two-year period, you should contact the following:

O'Shea Aftercare Department
Granard Business Centre
Bunns Lane
Mill Hill
London
NW7 2DZ

E-mail: aftercare@oshea.co.uk
Office: 020 8959 3600

To report a defect:

- Any defect issues are to be reported in the first instance to the Aftercare Team using the email address above.
- Please provide the full address, full name and contact details of the occupier along with details of the problem and photographs, if possible.

Frequently asked questions:

- Within the accompanying literature is an Aftercare Quick Guide document that contains a list of frequently asked questions and their responses. Please review these first before making contact with the Aftercare Team as it may contain the information you require.

Emergencies and Out of Hours – Apartment and Communal

If you encounter an emergency within the common areas or your apartment you should contact the Concierge:

Orchard Wharf Concierge
Email: orchardwharf@pmmlimited.co.uk
Telephone: To be advised

The following are examples of what would be classed as an emergency:

- Water leaks – if the water cannot be contained, if the leak is causing damage, if the leak is penetrating an electrical fitting
- Blocked foul water drain causing flooding or overflowing internally or externally
- Security issues:
 - Windows/balcony doors unsecure.
 - Front door locks failed.
- Leaks – (All owners/occupiers are expected to isolate the water to the flat).
- Electrics – total outage and cannot be restored/reset

White Goods

The kitchen appliances in your apartment are covered by a warranty direct with the manufacturer. Please see the contact details on page 19

Complaints Procedure

If you are dissatisfied with any part of the service you have received, please contact the C J O'Shea Aftercare Team.

If you are still not happy with the way your complaint or problem has been handled, you may wish to refer it to Premier Guarantee. Premier Guarantee provides a resolution service and will assess the dispute against the terms of your warranty policy. They may refer the matter to the Customer Code's independent Dispute Resolution Scheme. An independent arbitrator may then be asked to consider the complaint and provide a ruling as to what action is required. Your legal rights are not affected by this process.

YOUR LEASE

Your Lease lays down the framework for the use and ownership of your home and details your obligations and rights as a Lessee, it also details the services you can expect to receive from the Managing Agent, as well as the restrictions placed upon your use of the property. Examples of these are listed below:

- Internal non-structural alterations – will require the written consent of the Landlord
- Noise levels – televisions, music, etc., should not be audible outside your home
- Windows – what items you can and cannot hang from windows (where applicable)
- Safety Management of Balcony uses
- Restrictions on attaching fittings or equipment to the exterior of the building

Please take the time to read your Lease to ensure that you are aware of its full content.

Letting Your Apartment

If you are planning to let your apartment, please read the information in this manual and pass it on to your tenants. Ensure any maintenance instructions are followed either by your tenants, or by taking out some form of maintenance contract.

We would also advise you to employ a reputable letting agent to oversee your apartment.

If you do let your apartment for a term of more than four years, you will require the written consent of the Landlord. This can be arranged by contacting the Managing Agent and a fee will be charged by the Managing Agent / solicitors.

PROPERTY MANAGEMENT MATTERS

PMM Limited has been appointed to manage this development.

Please direct all calls to PMM Limited, contact details are below:

PMM Limited
3rd Floor Sterling House
Langston Road
Loughton
Essex IG10 3TS

Telephone: 020 8418 3738
Email: admin@pmmlimited.co.uk

The Managing Agent is responsible for the day to day running of the internal and external communal areas including the estimation and collection of service charges and ground rent. They maintain and repair:

- Door entry system(s)
- Lifts
- Fire alarms
- Grounds and gardens
- Public areas

Window Cleaning

The Managing Agent is only responsible for cleaning windows that cannot be accessed from your apartment; this service is accounted for in the service charge.

Insurance

Insurance is in place which provides protection for the structure of the building, the public areas and third-party liability. The cost of this is included as part of your service charge.

Please be aware that this does not cover the contents of your individual apartment, and we strongly recommend that you arrange your own cover for your personal possessions. Nor does it cover any alterations made to the property by owners following original purchase.

Contact Numbers

In order that you can be contacted in the event of an emergency, it would be helpful if you would supply your email address and work, mobile and home telephone numbers to the Managing Agent. This information will be treated in the strictest confidence and will only be passed on to another party with your consent.

FACILITIES AVAILABLE

Post

Post will be delivered to your secure post-box in the entrance lobby of your block.

Refuse

Please take your rubbish and recycling to the communal bin store, which is located directly under your block within the basement.

Cycle Store

Please leave your cycles securely locked within the cycle store designated to your block located in the basement.

Residents Lounge

Located on the Ground Floor, arrangement and further information are available from the concierge.

ACCESS & SECURITY

Entry Phone

A wall-mounted audio-visual entry phone is installed in your home, linked to a panel at the front entrance.

When a visitor presses the call button for your home at the entrance panel, a call tone is activated on your handset. You may press the appropriate button on your handset to hold a two-way conversation with the visitor before allowing them access.

Please read the manufacturers instruction leaflet included separately within the Homeowner pack.

Key Fobs

Your home is accessed via a communal entrance and you will be given a key fob at handover that allows you to open the main entrance door to your building, the cycle store and communal spaces / services where applicable. To operate, hold the fob close to the reader panel and the electronic latch on the entrance door will be released.

It is important that you let the Managing Agent know immediately if you misplace a key or key fob. This will enable them to deactivate it, both for your own security and that of other residents. The Managing Agent will be able to provide you with a replacement fob, which you will be charged for.

Security Measures

You may like to consider the following measures to help keep your home safe when you are away:

- Lock all windows and doors
- Leave a light on in the evening and consider the purchase of an automatic timer switch to plug into a socket and switch lights on and off at pre-programmed times
- Pack away easily stolen items
- Never leave valuable and easily transportable items, like mobile phones or car keys, where they can be seen by a potential burglar
- Photograph valuable items and use marker pens to add your postcode and house number, so that your property can be traced if recovered after theft, similarly make a note of all serial numbers
- Make sure that the contents of your home are fully insured against fire and theft
- Check the identity of all callers, ask for an ID card
- Ensure the main entrance door to your building closes behind you
- Do not let anyone follow you in through the main entrance door to your building

For more tips on how to keep your home safe, visit www.direct.gov.uk/crime.

ACCLIMATISATION

New homes need a period of “running in” to allow the materials used in construction to stabilise to their new environment. During the first 6 to 18 months, water from construction materials is being drawn out and some movement of the materials is inevitable. It is very important to allow your home to dry out as naturally as possible, to minimise cracking and movement of finishes. You can aid this drying out process through temperature control and adequate ventilation.

Helping Your Home to Dry Out

There are a number of simple steps you can take on a day to day basis which will help to prevent any damage occurring to your home while it stabilises.

The developer cannot be held responsible for any damage to fittings or finishes if our recommendations on ‘running-in’ are not followed.

- Ventilate your home by:
 1. Using the trickle function on the ventilation system
 2. Keeping internal doors open
- Your home is fitted with whole house ventilation which brings in fresh air from outside and extracts old or stale air from inside the apartment through the round vents in the ceiling in the kitchen areas, bathrooms and service cupboards where fitted. It is controlled by the white round dial controller near your front door and has variable speed settings. It must remain on at ALL times and it is advisable to leave it on low then turn up the speed to high during times of clearing the bathroom or when preparing foods that generate steam or smells.
- Produce less moisture and stop it spreading through your home by:
 1. Covering pans and closing doors when you are cooking
 2. Ensuring tumble dryers are vented to the outside or install a self-condensing model
 3. Keeping bathroom doors shut when in use
- Wipe away condensation on windows
- Keep your home at an even temperature – this will help to limit shrinking cracks. Heating thermostats should be set no higher than 20°C

Signs That Your Home is Drying Out

The appearance of minor cracks is a result of the drying out process that is taking place. They are quite normal in a new property and the developer is not responsible for rectifying them under the terms of the warranty.

Redecorating

We have finished the walls with paint that allows moisture to work itself out during the drying out period.

Decorative finishes applied too soon may crack; the developer cannot be responsible for damage to decorations which have been applied too soon.

HEATING and HOT WATER

Heating & Hot Water

Your apartment is provided with heating and hot water fed from a communal district heating system.

Heating is provided via a wet radiator circuit from the HIU (Heat Interface Unit) in your utility cupboard. Domestic hot water is locally generated in the HIU by a plate heat exchanger. The heat to the dwelling is metered by a kWh heat meter positioned within the utility cupboard. The meter readings are transmitted to a central system and bills are then produced.

Heating is provided by wall-mounted radiators and these can be controlled by thermostatic radiator valves. In the master bedroom and main living area wall-mounted heating programmers control the temperature of these zones.

Please refer to the manufacturer's instructions for full details of all heating controls.

All owners should be made aware that the HIU (Heat Interface Unit) forms part of the flat demise as it solely serves that property. The maintenance of this equipment in accordance with the manufacturer's recommendations is the responsibility of the flat owner. Consideration should be given to the fact that if the unit is not serviced regularly, there is the risk of increased energy bills and high repair costs. Any maintenance and repairs undertaken will therefore be at the individual flat owner's cost. In order to maintain any warranty, you must have a service agreement in place.

Bathroom

The bathroom/shower room has an electric towel rail. Which can be controlled using the thermostatic programmer under the towel rail, to turn off the towel rail the switch spur located outside the room must be switch off. The bathroom/shower room is heated using electric under floor heating and this can be controlled using the thermostatic programmer located on the wall outside of the room.

Please refer to the manufacturer's instructions for full details of all heating controls.

Energy Saving Tips

- Turning your heating thermostat down by just 1°C saves energy and reduces your heating bill
- Close curtains or blinds at night to stop heat escaping through windows

ELECTRICAL

Electrical Services

The electrical supply enters your home through the electricity meter which is located within your utility cupboard. The meter and the cable leading to it belong to the electricity company and should not be tampered with in any way. All cables and equipment within the dwelling are your own responsibility as the householder.

The wires leading from the meter go to the consumer unit which forms the main distribution point to the circuits in your home. This consumer unit contains one Residual Current Device (RCD) for the apartment and a bank of Miniature Circuit Breakers (MCB) for each electrical circuit. Written alongside each MCB is a description of the circuit it protects – power, lighting, water heater, etc.

If there is an electrical fault in your flat, the RCD and/or the MCBs provide protection by immediately cutting off the electricity supply by “tripping” a switch in the consumer unit.

Restoring Power

Should the power to your home trip, please try the following:

- Disconnect any appliances that you think may be the cause
- Investigate the MCB switches on the consumer unit
- Look for the circuit that has been affected – The relevant MCB will be in the off (down) position whereas all the others will be in the on position
- Reset the MCB
- Reconnect each appliance one by one, switching it on as you do so, until you identify the faulty appliance

The MCBs within a consumer unit are very sensitive and a loose wire or even a light bulb blowing can cause them to trip.

If you cannot identify a fault or it is an intermittent one, do not keep switching the MCB and instead contact a suitably qualified electrician.

Fused Spur Sockets

Some of your appliances are wired to a fused spur (i.e. they are not plugged but rather hard wired connected by an electrician). A fault in these appliances may ‘blow’ the fuse in the spur.

To replace the fuse, lever open the flap on the front of the fused spur socket with a small screwdriver to expose the fuse. Replacement fuses are available from all good DIY retailers. Always ensure that you replace the fuse with one of the same rating. You will find the rating written on the side of the fuse, e.g. 3A, 13A, etc.

Low Energy Light Fittings

Your home is designed with dedicated energy saving light fittings; these LED (light emitting diode) fittings will only accept LED lamps. These lamps consume much less electricity than ordinary bulbs to generate the same amount of light. They should be replaced with 230V LED lamps if they fail. The expected lifetime of these lamps is much longer than for conventional lamps.

Bulb Replacement

Replacement bulbs are available from all good DIY retailers, it is important that you replace them like for like.

- Turn off the electricity supply and allow the lamp to cool down
- If in any doubt consult a qualified electrician

Electrical Installation Certificate

You will have been given an Electrical Installation Test Certificate, which is included within your home owner pack when you completed the purchase of your home. The Certificate confirms that the installation has been designed, built, inspected and tested to the UK national standard. This Certificate will be left in your dwelling on completion and you should keep it in a safe place as you may need it if you wish to sell your home in the future.

Electrical Safety

To reduce the number of deaths, injuries and fires caused by faulty electrical installations, there are restrictions upon making electrical alterations to your home as prescribed by government legislation. Your local Council must approve many electrical jobs, unless a registered installer carries them out. Further information about Building Regulation Part P – Electrical Safety is available online www.planningportal.gov.uk.

Telephone, Data Cabling (BT Fast-Fibre Broadband, Hyperoptic, Virgin Fibre)

Telephone cabling has been installed to points in your home. You will need to contact your chosen supplier to receive their services. Information on how to do this has been included within your welcome pack.

Television Aerial

You must not attach any aerial, satellite dish or other communications apparatus to the exterior of the building. Your home is fully cabled to receive digital terrestrial channels through the pre-installed TV aerial. A satellite system is also pre-installed; you should contact your chosen supplier to arrange connection and subscription to one of their packages.

Please be aware that your television licence does not automatically move with you, and it is important that you notify TV Licensing so they can transfer your licence to your new address. You can do this online at www.tvlicensing.co.uk or by phoning 0300 790 6131.

Energy Saving Tips

- Household appliances left on standby still use energy – try to remember to turn them off
- Try not to leave lights on in rooms not being used
- Let food cool down before placing in a fridge/freezer. Your fridge/freezer will then not have to work harder to maintain its set temperature
- When using a kettle only fill it with the amount of water you need. Regularly descale it as this can affect its efficiency
- Washing machines:
 1. Set to wash at lower temperatures
 2. Wait until you have a full load or use the 'half load' setting
 3. If you have cheaper, off peak electricity set the machine to run during this period

- It is more environmentally friendly to allow clothes to dry naturally, avoid using your tumble dryer where you can
- When buying household appliances look for the Energy Saving Recommended logo and check their energy rating – 'A' being the most efficient and 'G' the least
- Cooking – match pan size to ring size; when replacing a conventional oven consider a fan assisted model which will use less electricity and does not require pre-heating
- Dishwashers – only run when they are full and use economy programme for lightly soiled items

WATER SERVICES

Water Supply

Your home is provided with its own mains supply, fed directly from a water meter located in the hallway service cupboard outside of your apartment. All water from cold water taps in your home is drinkable. The water meter has its readings transmitted to a central meter reading system and bills are generated from that.

You can shut off the water supply to your home via the stopcock in the service cupboard within your apartment and is labelled for your information. See frequently asked questions section in the appendices.

Where you have water fed appliances in your apartment, e.g. washing machine, an isolation valve can be found in the pipe work close to the appliance. This will enable you to shut off the water supply for maintenance purposes. See frequently asked questions section in the appendices.

Sprinkler system

A sprinkler system is installed in your apartment with sprinkler heads fitted in the ceiling behind the round white caps. The system is activated by intense heat from a fire within the apartment and not activated by the heat detector in the kitchen or the smoke detectors in the other rooms and hallway. There is a gap around the caps that must not be filled in with mastic or paint.

Water Saving Features

Your home is fitted with the following water saving features:

- Dual flush toilets giving you the choice of pressing a small button or a large button depending on how much water is required to clear the toilet bowl
- Flow restrictors to showers, baths and taps, which limit the amount of water that comes out of a tap
- All taps have been fitted with aerators, which will reduce the amount of water in the flow, but maintain pressure by mixing air in with the water

Water Saving Measures

- Take a shower rather than a bath
- Rinse from a glass of water after brushing teeth instead of leaving the tap running.
- Repair dripping taps
- Keep a bottle or jug of water in the fridge rather than running the tap until the water is cold

Waste Plumbing

Waste water from your kitchen and bathroom(s) drains via pipe work directly into the underground drainage system. You are responsible for the maintenance of all your fittings and their waste pipes.

If you find that a sink, bath or shower is taking longer than normal to drain, try using a flexible rod or plunger to remove any blockages. Alternatively, you can use a chemical drain cleaner which is readily available from all good DIY stores. Always follow the manufacturer's instructions.

You can prevent your sinks and plug holes from becoming blocked by regularly removing hairs.

Sinks and toilets are not designed to dispose of:

- Cooking oil / fat
- Feminine hygiene products or nappies

Please follow the above recommendations as the developer is not responsible for fixing blockages caused by the above.

ENERGY RATING

Energy Performance Certificate

Your Energy Performance Certificate (EPC) gives information on your home's energy use and carbon dioxide emissions and recommendations on how you can reduce these.

Copies of your Certificates are contained in this pack.

Energy Efficiency Rating

Your home's energy efficiency ratings can be found on the colour coded scale in the left-hand side of the certification. The Certificate displays the current efficiency rating alongside the potential rating on a scale of A-G, the higher the rating the more energy efficient your home.

Environmental Impact (CO²) Rating

The environmental impact rating is also shown on the EPC and is a measure of how much carbon dioxide (CO²) your home is expected to generate annually through its use of energy to heat and light your home. It is shown in the same way as the energy efficiency rating colour coded scale, this time to the right-hand side of the Certificate – the higher the rating, the lower the CO² emissions.

For more information on energy efficiency contact:

Energy Saving Trust Advice Centre:

0300 123 1234

www.energysavingtrust.org.uk

LOOKING AFTER YOUR HOME

Flooring – Cleaning

- Regularly remove dirt and grit using a vacuum cleaner, dry mop or soft broom. When using a vacuum, take care it does not scratch your floor
- When necessary, clean with a soft mop using a proprietary cleaning solution. Always follow the manufacturer's instructions

To Protect Your Flooring

- Use entrance mats internally to prevent dirt and grit being trodden through your home
- Immediately wipe up any spills
- Do not walk on your flooring in stiletto heels and maintain high heels in good condition
- Put protective pads down when moving furniture and put felt pads on furniture legs

Note

- Close curtains in sun facing rooms as strong light can cause your floor to change colour

The developer is not responsible for damage to flooring or floor coverings if the above recommendations are not followed.

Ceramic Tiles/Marble/Reconstituted Stone

- Clean with a soft cloth and a weak solution of water and washing up liquid
- Avoid abrasive cleaning agents as these will scratch the surface
- Follow guidelines in operation and maintenance manuals

Regularly Oil Fittings

Where fitted, regularly oiling windows/balcony door hinges and door mechanisms will help keep them in good working order. Manufacturer's information on this has been provided within the Handover Pack.

Stainless steel finishes should be cleaned regularly with a dry cloth or duster and washed periodically with soapy water and dried with a clean cloth. Do not use abrasive materials or acid-based cleaning products.

Hanging Pictures & Televisions

Please take extra care if you decide to hang pictures, televisions or other items from ceilings or walls. Electric cables and pipe work providing power, water and other services to your home can be found immediately behind wall and ceiling finishes. You must NOT hang pictures in the first 12 months after the completion of your property as this will invalidate the defects liability.

The internal walls in your home are made of plasterboard which is strong enough to take the weight of most pictures and other light objects using proprietary picture hooks. Heavier objects will need stronger fittings and most DIY stores should be able to advise you on the best fitting to use.

- Where there are electric sockets or switches the cables usually run vertically above or below.

Very Light	E.g. Small pictures	Picture hooks/wood screws
Light	E.g. Mirrors/floor cupboards	Rawl plug poly-toggle 10-511/Parabolt universal plug
Medium	E.g. Radiators, wall cupboards & TV's	Rawl plugs interest M5 x 40/Parabolt cavity fixing
Heavy	E.g. Wall mounted sanitary ware & TV's	Seek professional advice

Windows

- You should consider thermal stress of the glass when hanging curtains, blinds, drapes, shutters etc.

Sustainable DIY

The following provides details of how you can ensure that decorating and DIY are carried out in an environmentally responsible manner.

Whatever your DIY project, think carefully about what materials are needed and what can be re-used. Can materials come from a reclaimed source?

- Try and use sustainable products
- Wood – ensure it comes from renewable sources such as a managed forest
- Use flooring made from coir, sisal, jute, cork, wool or real linoleum
- Avoid using uPVC, MDF, wood preservation, paint strippers, coating removers, brush cleaners, etc. Choose paints with low VOC (Volatile Organic Compounds) rating or look for those with the European Eco label which are more environmentally friendly; plant-based stains and sealers or water-based products
- Dispose of DIY waste products responsibly – you can obtain information from your local Council

Useful Contacts

Directgov.com includes public service information including advice on greener DIY.

Green Choices is an independent website which provides information to assist with choices that people make in their everyday lives to protect the environment.

www.greenchoices.org

Cleaning Your Kitchen Cupboards

- All lacquered doors and panels are finished in a high-quality polyurethane lacquer. Do not use any scouring powders, cream, abrasive, solvents, acetones or white spirit
- Regular cleaning is recommended using a mild, non-abrasive, household cleaner or solution of washing up liquid and warm water, applied with a soft chamois leather or window cloth
- Apply only slight pressure and gently rub over the surface, wipe dry with a soft, clean cloth
- The cloth may colour slightly after the first clean, this is quite normal as paint powders come to the surface during the manufacturing process. These should be eliminated after the first clean

Caring for Work Surfaces

- Always use pan stands to protect the surface
- Always use a chopping board for cutting or chopping
- Clean tops with warm soapy water and dry with a soft cloth
- Avoid use of abrasive cleaning material
- Never use strong cleaner such as bleach
- All spillages should be wiped up immediately. Oils, strongly coloured foods, e.g. beetroot and acidic foods, e.g. lemons can stain/damage the surface
- Follow guidelines in operation and maintenance manuals

White Goods

The electrical equipment in your kitchen is protected by a manufacturer's warranty, for a standard period of two years, and the period will run from legal completion. If you register your appliances within 30 days of legal completion, they will extend the warranty to 3 years. If a piece of equipment is not working, first check;

- Is the power supply socket to the equipment switched on?
- Is the equipment switched on?
- Is the plug for the equipment correctly in the power socket?
- Does the fuse in the fused socket need replacing and is this socket switched on?
- Is an MCB on the consumer unit off (in the down position)?
- Is the water feed to the appliance (washing machine, dishwasher) connected and turned on?
- If you still cannot get the equipment to work, call the manufacturer. You will need to give the model and serial numbers and a clear description of the problem

Your products' ENR and FD numbers allow the manufacturer to identify the exact model of the appliance you have. ENR and FD numbers are located on the rating plate. Please contact the manufacturer if you have any difficulty locating a rating plate for an appliance.

Some manufacturers ask you to record your ownership of equipment with them by either filling in a form or calling them. It is important that you do this to benefit from their warranty. Full instruction manuals for each appliance accompanies this manual.

Manufacturers Contact Information

Woodall Refrigeration Ltd Customer Care and repairs

Email: sales@woodalls.co.uk
Tel: 020 8455 3837

Further details are included within the handbook with each appliance and covered on the Frequently Asked Questions section of this information pack.

BATHROOM

Bath Care

Your bath has an enamel surface and should only be cleaned with VEA (Vitreous Enamel Association) approved cleaners (more information on www.vea.org.uk/enamel-care-list).

Ceramic Hand Basin Care

These are easily cleaned on a day to day basis with soapy water.

Tap & Shower Care

Your taps and shower fittings can be cleaned with a soft cloth and soapy water, rinsed and wiped dry. Do not use abrasive cleaning materials as these will damage the surface finish.

Showerheads should be descaled on a monthly basis to remove any lime scale from the spray holes.

Shower screen fixings are not designed to bear weight greater than that of the screen itself; excess pressure applied to the screen or its fixing channels may cause breakage.

WCs

Clean with a soft cloth, care should be taken when using bleach on the toilet pans, some products may damage or stain the porcelain.

Bathroom Mirrors

Bathroom mirrors should be cleaned with a proprietary glass cleaner using a soft, non-abrasive cloth.

Heated Towel Rail

Remove dust with a dry cloth. Gently wipe the surface using mild soapy water then remove all traces of water with a dry microfibre cloth then with a dry cloth buff to a shiny finish.

Quartz Vanity Top

Cleaning

Regular cleaning should be done with a mild soap or detergent and a soft cloth. Make sure the soap is non-bleach and non-abrasive. Although stain resistant, Quartz countertops are not staining proof. Wipe up liquids as soon as possible. Quartz will resist stains for a short period of time, but all coloured liquids should be cleaned up promptly. A glass or surface cleaner, can be used for heavy or dried on stains. Use a non-abrasive sponge. For deep cleaning, spray a generous amount; leave on for ten minutes, then wipe away. Scrape away grease, gum, and paint with a plastic putty knife or razor blade. Use a degreasing cleanser, formulated for Quartz countertops, to clean off grease. Rinse away immediately

FINISHES

Flooring

All excluding Bedroom	Amtico Walnut-Effect Click Flooring
Bedroom	Royal Sweden Light Grey Carpet

Paint

Walls	Dulux Matt Emulsion Portland
Ceilings	Dulux Matt Emulsion, White
Woodwork	Dulux Satinwood, White

Tiling – Bathrooms

Bathroom - Floor	Valentino Majestic Queens Tiara Polished 60x60
Bathroom - Wall	Valentino Majestic Queens Tiara Polished 60x119

Kitchen

Supplier	Magnet Kitchens
Cooker Hoods	Smeg KD610XE
Oven	Smeg SF478X
Microwave	Smeg MP422X
Hob	Smeg SE264TD
Dishwasher	Smeg DI612E or DIC410
Fridge/Freezer	Smeg UKC7280FP1
Worktop	Algarve Granite – AG Quartz Pure White
Sink	Smeg UM3416-1
Taps	Carron Phoenix Reno Single Lever Mixer Tap
Splashback	Central Glass

Bathroom

Bath	Universal steel bath 170x70cm BLB-B70C-AS-WH
Bath Screen	Roman Haven Plus ROM-H2D3CS
Basin	Bagno Design Savoia BDS-SAV-101-WH
Basin Tap	Bagno Design Savoia BDM-SAV-301S-CP
Shower	Bagno Design BDM-ZEP-T303-A-CP, BDD-PRO-132034-A-CP
Shower Tray	Project 1200x800 BDD-PRO-T2120-E-WH
Shower Screen	Bagno Design BDD-PRO-E4090L-A-SV, BDD-PRO-E4185L-A-SV
Towel Rails	VOG-MD062-8040-CP-E
WC	Bagno Design X10 BDS-X10-300-WH & Soft Close Seat

Other Finishes

Apartment Entrance Door	Premdor Oak
Internal Doors	Premdor Walnut
Ironmongery	Brushed Stainless Steel
White Goods	Smeg
Wardrobes	ReArt Mobilya

Suppliers Contact Details

Travis Perkins Limited - Doors

Web www.travisperkins.co.uk
Email Vauxhall@travisperkins.co.uk
Tel 020 7582 4255

Sanipex UK – Bathroom and sanitaryware

Web www.sanipexgroup.co.uk
Email info@sanipexgroup.co.uk
Tel 01924 233977

John Planck Limited - Ironmongery

Web www.johnplanck.co.uk
Tel 01634 829249

Ceramiche Piemme - Tiles

Web www.cerameichepiemme.it
Tel +39 0536 849111

Woodall Refrigeration Ltd - Appliances

Web www.woodalls.co.uk
Tel 020 8455 3925

Amtico Flooring

Web www.amtico.com
Email info@amtico.com
Tel 0121 745 0800

Magnet Trade – Kitchen units

Web www.magnet.co.uk
Email ccenquiries@magnet.co.uk
Tel 01325 744093

ReArt Mobilya – Wardrobes

Email yasemin@reartmobilya.com

HEALTH & SAFETY

Fire Safety

The building has been built such that if a fire breaks out the people inside the building are protected. It is however your responsibility to ensure you know how to get out of the building in the event of a fire.

To protect both yourself and your family or guests you must read this advice before a fire breaks out and determine the best route to a place of safety or out of the building should a fire break out in your apartment. Alternatively, should a fire break out elsewhere in the building establish just what the strategy is i.e. does your building have a stay put policy or evacuate, whatever it is you must understand the safety measures that have been developed for the safety of all involved.

Smoke and Heat detection

Your apartment is fitted with Heat detectors in your kitchen and smoke detectors in your bedroom, living and hall areas mounted in the ceiling. They are for your safety and the safety of others in the building. They must be used and maintained in accordance with the user guides, copies of which you have in your home owner pack. Should the Smoke / heat detectors activate, your ventilation system will automatically shut off and close the valves supplying air and chilled water to your ventilation and cooling systems. These will need resetting once the fire alarms have been deactivated. Further information is included within the handover pack.

Sprinkler system

A water-based sprinkler system has been installed in each room of your apartment and the sprinkler heads are covered by white round metal caps on your ceilings. Do not remove these caps or fill the gap around them with paint or mastic. They are only activated by heat on to the metal cap itself and do not activate automatically when the smoke or heat detectors go off.

Precautions to Prevent Fire

- Make sure smoke alarms in your property are operating as directed by the alarm user guide
- Avoid using your hall way for storing items and do not use the corridors for storage
- Use only the fixed heating system to heat your home. In the event of an emergency use convection heaters. Fossil fuel devices must not be used (oil or gas)
- Use the rooms in the property for the purposes for which they were intended and not as workshops or store rooms.
- Maintain the meter and cylinder cupboards free from obstruction
- Play your part in maintaining access to the building free from obstruction

Actions in the Event of a Fire Breaking Out

- If it is in your apartment evacuate all from the apartment closing the door behind you and follow your planned route
- Do not use lifts or balconies
- Raise the alarm
- Call the Emergency Services

Should a fire break out in another part of the building; follow the fire plan developed for the building but if you are affected by smoke or heat as above close all windows and doors as you leave the apartment.

APPENDICES

There are a number of additional documents that provide more detailed information for your apartment. As part of the handover process you will receive a USB memory stick that contains all of your documentation and a number of the more useful and commonly used.

As a priority, please read the kitchen appliance and washing machine instructions and register them with the supplier.