



# WELCOME TO THE OLD WORKS





# THE OLD WORKS ESSENTIALS

## CONSUMER UNIT

The consumer unit, also known as the distribution board, is located inside the utility cupboard within your apartment.

Occasionally, electronics or faulty appliances can cause the consumer unit to trip which may cut out your electrics.

In the event that this happens, we suggest that a test is carried out for each electrical item and appliance to find the fault. Once found, unplug and remove the faulty item and then reset the consumer unit.

If the problem persists, check whether your neighbours have power – there could be a local power cut which will be fixed by the regional electricity board, SSE.

[www.sse.co.uk/home](http://www.sse.co.uk/home)

If you are unable to determine the cause, we are always on hand to help find a solution. Please call us on:

0161 274 0472 and we'll be happy to help.

## STOP TAP

The stop tap controls the water supply to your home and turning off the stop tap will stop all water supplied to your property.

The stop tap for the apartment is situated on the piping inside the utility cupboard. Please note there is a separate isolation valve under your sink (or in your utility cupboard) which feeds any appliances which may require a water supply.

## FIRE PRECAUTIONS

Each apartment is fitted with hardwired smoke and carbon monoxide alarms with a battery backup.

Once an alarm is set off, it will automatically sound any alarms in your home.

If a singular alarm repeatedly sounds with a short, loud beep, this is an indication that the battery needs to be changed.

Please note: the fire panel which is located in the main entrance lobby is not connected to your apartment and is only connected to common area detectors.

## METER READINGS

On the day you move in, an electricity and a water meter reading will be required and need to be sent to the Living team. Once this has been done, no further action is needed from you as each apartment has a smart meter already installed.

To read your electricity meter, simply press any button on the meter, and the first numerical combination to show on the digital display is your meter reading.

Water meters are located in a riser cupboard outside of the apartments and are managed by MCR Homes. All meters are clearly labelled with apartment number for that floor. The reading can be found on the front of the meter.

If you require a meter reading, please get in touch with the MCR Homes Living Team.

Please note the default energy supplier for the apartments is SEE and the utilities provider is Thames Water.

To read your electricity meter, simply press 9 on the keypad and the first numerical combination to show on the digital display is your meter reading.

## STAY PUT POLICY

The "Stay Put" policy is in place for your safety. In the event of a fire, residents not in an area directly impacted by fire should stay inside their apartment with their doors and windows shut. If you'd like to find out more about "Stay Put", you can visit this useful website:

[www.nationalfirechiefs.org.uk/stay-put-position](http://www.nationalfirechiefs.org.uk/stay-put-position)

If a fire occurs within your flat or in common areas of the building you are advised to leave the premises immediately and call the fire and rescue services.

## RADIATORS & HEATING

All radiators in the property are electronic wall heaters.

A hard copy of your "Immersion Water Heater Controller User Instructions" is located in your welcome pack. If you would like a digital copy, please contact us at:

[living@mcr-homes.co.uk](mailto:living@mcr-homes.co.uk)

# MAINTENANCE ADVICE

## YOUR KITCHEN

Avoid putting hot pans on the surfaces to prevent marking.

Always wipe away water on your worktops. Kitchen units can swell if there is water ingress, so it's always best to wipe them down with a dry cloth.

Please ensure that steam is not directed to the base of the wall units e.g. kettle placed under wall units.

Avoid using any abrasive cleaning products. We recommend a slightly damp, non-abrasive cloth with a small amount of soap for the best shine.

## IMMERSION HEATER & WATER CYLINDER

You can find a hard copy of the instruction manual in your welcome pack. This contains instructions on how to operate the water heater, as well as more information in relation to the mechanical ventilation system. Here you can also find a hard copy of the Water Cylinder user manual. If you would like a digital copy of either, please contact us at:

[living@mcr-homes.co.uk](mailto:living@mcr-homes.co.uk)

Your water cylinder is located inside the airing cupboard of your apartment.

The timer on the wall beneath the consumer unit operates the flow of hot water.

## MAINTENANCE

Please report any maintenance issues to the following portal:

<https://living.mcr-homes.co.uk/tenants>



# THE OLD WORKS LIVING





## VENTILATION

A ventilation system has been installed in the apartment. If you'd like to read up on the details, head over to the website:

[www.nuaire.co.uk/product-list-page/mrxbox-eco](http://www.nuaire.co.uk/product-list-page/mrxbox-eco)

## MEDIA SERVICES

Your internet is fibre ready – please be sure to let your chosen broadband provider know this information when setting up.

BT Openreach have provided the infrastructure and have a list of providers available on their website should you like to have a look.

Your TV aerial is satellite ready. All you have to do is connect your TV to the socket in order to search for channels.

## ACCESS

You have been provided with a number of keys to your new property. For the safety and security of yourself and your neighbours, please ensure the communal doors are fully closed on entrance and exit.

To gain entrance to communal areas and hallways, you will need your fob.

To arrange for an additional or replacement fob, please contact living on:

[living@mcr-homes.co.uk](mailto:living@mcr-homes.co.uk)

Please note there is a charge of £80.

## VIEWSECURE

Your Viewsecure intercom phone is already connected and will alert with sound and a visual display screen whenever your visitors announce their arrival via the main entrance door intercoms.

A hard copy of your manual can be located within the welcome pack. If you would like to request a digital copy, you can do so via email by contacting us at:

[living@mcr-homes.co.uk](mailto:living@mcr-homes.co.uk)

## INSURANCE

Please remember that it is your responsibility to ensure that contents insurance is in place. Nothing inside the individual dwellings is covered under the building's insurance policy.

## DELIVERIES

Your new postal address has been issued to your local authority already, however this can take up to three months to be established. These details are then issued by your local authority to the emergency services, statutory authorities and the Royal Mail. The Deliveries route has been attached on the next page.

## UTILITIES AND COUNCIL TAX

We recommend you contact Buckinghamshire Council directly regarding your council tax, as it can sometimes take several months for the council to write to you.

Please bear in mind your liability will always commence from the date of legal completion will be back dated by the council.

You can contact the council via their website or call on:

T: 0300 131 6000.

W: <https://www.buckinghamshire.gov.uk/>

## APPLIANCES

Manuals for your new appliances can be found within your new apartment – placed in the kitchen drawer. You will need to utilise these and the serial numbers on the stickers on the appliances to register them with the relevant manufacturer.

The serial number for the extractor hood is sometimes located inside the hood and can be accessed by removing the vent panels. Remember to take the time to register all your new appliances within 30 days in order to commence and maintain your warranty. Proof of purchase has already been registered centrally with the manufacturer so you will not need to provide this yourself when registering with your warranty. Both Matrix and CDA have an online facility to register appliances on the website.

If your appliances are not powering on, please ensure they are plugged in and that the socket switch is powered on. Sockets are positioned within or behind the cupboard/drawer units adjacent to the appliance. Where applicable, microwave sockets are located in the unit above the microwave. There may be additional isolator switches positioned above the worktop. In addition, please check that the switches are all positioned correctly in the consumer unit, located in the utility cupboard.

# THE OLD WORKS

## GOOD NEIGHBOUR POLICY

As we welcome you to your new home, we encourage you to make The Old Works a safe and peaceful environment for all. Every tenant has the right to peace and comfort in and around their home, and you can help by being a good neighbour. This means being tolerant and considerate of others around you, treating your neighbours with the same courtesy you would wish to see.

### NOISE COMPLAINTS

Noise can cause major disturbances to those around you, which can be avoided through the following actions:

- If you are social gatherings or conducting noisy housework, you may wish to let your neighbours know. They are likely to be understanding if they know in advance.
- Keep all noise from speakers, televisions, and radios at a reasonable volume.
- Avoid creating loud noises or using noisy equipment between 11pm and 7am.
- Keep televisions and speakers away from a neighbour's wall. If you live on the upper floors, keep this equipment away from the floor.
- If you have permitted pets, ensure they do not make excessive noise.
- Note that The Council has legal powers to make you reduce noise levels and confiscate noisy equipment if you do not comply.

### COMMUNAL SPACES

Communal spaces are for the benefit of all tenants, and the responsibility to keep them pleasant is shared. The positive environment can be maintained through the following:

- Keep all communal spaces neat and tidy, and clean up after yourself if you have used the facilities.
- Do not block halls or stairways with rubbish, bikes, or furniture.
- Put all rubbish in the correct bins provided. Recycling guidelines should be followed.
- Only smoke in the permitted areas and dispose of all cigarette ends appropriately.
- Ensure all children, permitted pets, and guests are respectful and considerate.
- Do not leave your belongings in communal areas, e.g., laundry, furniture.
- No BBQ's or electronic heaters are permitted in the communal areas.
- Do not hang any items off of the apartment balconies.

### PARKING

The rules surrounding the car park are as follows:

- Only park in your allocated space.

- Park within the lines to avoid taking multiple spaces.
- If your guests require additional parking, please direct them to a car park nearby to avoid taking someone else's space.

### ANTI-SOCIAL BEHAVIOUR

Anti-Social behaviour is a serious violation of the tenancy agreement, and includes the following:

- Harassment
- Property damage
- Verbal abuse
- Threatening behaviour
- Continual loud noise
- Vandalism

Please report all instances of anti-social behaviour to the Living Team.

The Good Neighbour Policy is not only a moral obligation, but a condition of your lease. The Living Team aims to solve all disputes quickly and amicably, but if this fails and repeated breaches occur, legal action may be pursued.





# THE OLD WORKS LIVING

## BICYCLE STORE

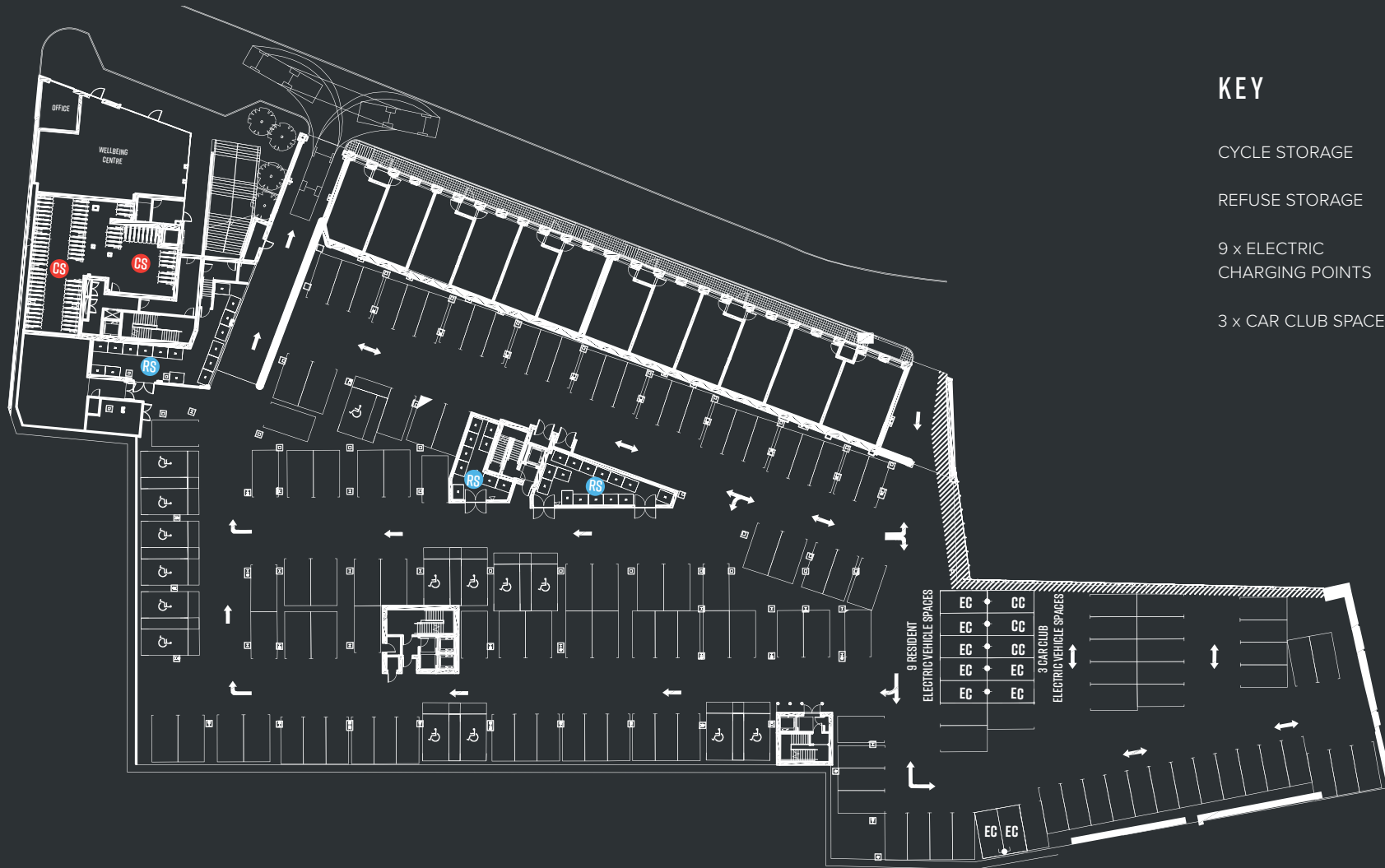
The bicycle store is located internally in Bishops Building and De Havilland Building. This has been highlighted in red on the map we have provided on the next page. Please ensure when using this area that you close the door securely behind you.

## WASTE

The communal refuse stores are located internally in Birch House, Bishops Building and De Havilland Building. This has been highlighted in blue on the map we have provided on the next page. Please place all waste in the correct bins provided and ensure the waste storage area is kept tidy at all times.



# THE OLD WORKS UNDERCROFT PARKING



## KEY

- CYCLE STORAGE ●
- REFUSE STORAGE ●
- 9 x ELECTRIC CHARGING POINTS EC
- 3 x CAR CLUB SPACES CC

# CONTACT US

## MCR HOMES

Universal Square  
Devonshire St N  
Manchester  
M12 6JH

[www.mcr-homes.co.uk](http://www.mcr-homes.co.uk)



0161 274 0472



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