



Home User Guide

Friar Gate, Derby



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Welcome to your new home!

We all know how stressful moving house can be, so we have put this guide together to make things as easy as possible for you.

Your dedicated Property Manager will also be on hand to assist you every step of the way. No question is too big or too small, so please do not hesitate to contact your designated Property Manager.

M – 0300 1246767



Moving in checklist

There are many things to consider when moving home so we have listed a few of the important things to help you settle in.

Setting up a standing order for your rental payments each month. Please check with the lettings team for bank details.

Contacting utility suppliers to set up your account (water, council tax, electric/gas).

Update your new postal address or set up a forwarding service with Royal Mail.

Update the electoral register.

Register with the local doctor's surgery.

Test your smoke alarms.

Check the inventory and condition report provided to you at move in.

Familiarise yourself with the location of the water stop tap, fuse box, thermostat and meters (more information on these topics can be found in the next step of this guide).

Local amenities



SHOPPING

- Sainsbury's Local** - 0.3 miles
121 Nuns Street, Derby DE1 3LS
1 min drive | 6 min walk | 2 min cycle
- Lidl** - 0.7 miles
Uttoxeter New Road, Derby DE22 3NL
3 min drive | 7 min walk | 3 min cycle



BUS ROUTES / BUS STOPS

The closest bus stop is located right out the front on Friar Gate.

These stops are served by Arriva, Notts & Derby Buses, and Trent Barton, the stops and routes can be found at the websites below.

- arrivabus.co.uk
- nottsderby.co.uk
- trentbarton.co.uk



TRAVEL BY CAR

The development is conveniently located just 0.8 miles from the A38, which connects you to the M1 and the M6 for journeys across the greater Midlands.

The M1 will connect you to London, and also take you north to Leeds and beyond.

Town - 1 min drive



HOSPITAL / DOCTOR

- Royal Derby Hospital** - 1.7 miles
Uttoxeter Road, Derby DE22 3NE
5 min drive | 15 min cycle
- Friar Gate Surgery** - 0.2 miles
44 Agard St, Derby DE1 1DZ
T: 01332 203787
1 min drive | 5 min walk | 2 min cycle
- The Vernon Street Medical Centre** - 0.3 miles
13 Vernon St, Derby DE1 1FW
T: 01332 332812
1 min drive | 6 min walk | 1 min cycle



POLICE / FIRE

- Derbyshire Constabulary Divisional Headquarters** - 1.2 miles
Prime Parkway, Derby DE1 3QB
4 min drive | 7 min cycle
- Kingsway Fire Station** - 1.4 miles
Kingsway, Derby DE22 3LY
4 min drive | 12 min cycle

Distances and times taken from www.google.co.uk/maps and are approximate only.

Property information



BIN COLLECTION

Bin collection day is every Tuesday, alternating between recycling and general waste.

Blue week: Recycling

Black week: General waste

New Build Property Bins: If you have just moved into a new property and the waste & recycling bins have not yet been delivered, you will need to submit an order request with the council which can be done using the link below. You will need to select the 'Your bin collections' tab, then the 'Request a bin' button on the following page and follow the prompts to order your new bins.

The bins have been pre-paid for and will be delivered within 10 working days.

www.derby.gov.uk/environment-and-planning/recycling-and-waste

Bulky Waste Items: Bulky item collections can be arranged direct with Derby City Council: Bulky waste: (e.g. washing machine, sofa, carpet, dishwasher, TV)

The fee for a bulky waste collection in Derby is £37.72 for a collection of up to 3 items, and up to £55.62 for 6 large items. Fridges and freezers are £13.91 extra each.

A specific collection day will be selected during the booking process.

All items for collection should be placed outside your property as close to the public road or path as possible, without causing an obstruction by 6.30am on the day of collection. Please note that failure to do so may lead to your items not being collected, and no refund would be given. All items must be empty. There should be no food or perishable items inside.

Recycling centre: Raynesway Household Waste and Recycling Centre - 4.5 miles - Raynesway Park Dr, Raynesway, Derby DE21 7BA



METER DETAILS & UTILITY PROVIDERS

Local authority: Derby City Council are the local authority for the development. You will need to contact them to set up payments for the council tax for the property.

T: 01332 640000

Wi-Fi: Wi-Fi is included free of charge and is available via Sky Broadband.

Residents will need to contact Sky directly to activate and manage their broadband account.

Further information on packages, setup and support can be found on the Sky website: www.sky.com/broadband

TV connection: There are aerial points in the living room and main bedroom, however, there is no aerial provided with the property and it will be the tenant's responsibility to arrange installation at their own cost. However, please note that estate regulations dictate that no satellites are to be mounted to the exterior of any property.

Electric: We will arrange for the transfer of utilities into your name shortly after moving in. The gas/ electric providers may change, however, the fixed utilities such as council tax, water and broadband are listed below.

T: 0800 072 8625

Meter serial number: _____

Meter reading at move in: _____

Gas: We will arrange for the transfer of utilities into your name shortly after moving in. The gas/ electric providers may change, however, the fixed utilities such as council tax, water and broadband are listed below

T: 0800 072 8625

Meter serial number: _____

Meter reading at move in: _____

Water: Severn Trent Water.

T: 0800 783 4444

Meter serial number: _____

Meter reading at move in: _____



SMOKE ALARMS / HEAT ALARMS / CO ALARMS

Smoke alarms: Smoke alarms can be located on the hallway/landing ceiling of each floor of the property. You must test your smoke alarms once a month to ensure they are working correctly.

Heat alarms: The heat alarm is located on the ceiling of the kitchen.

CO alarms: The CO alarm will be located within proximity of the boiler. This must be tested around once a month to ensure it is working correctly. Should it begin to 'chirp' this indicates that the batteries are running low and require replacing.



UNLOC

Smart locks: Your new front door will be equipped with a state-of-the-art Smart Lock from Unloc, allowing you to lock and unlock your door with a Bluetooth-enabled device. Enjoy the convenience and security of your new Smart Lock, designed to make your life easier. Please see page 16 for further details.



PARKING

Every house has parking.



FUSE BOX & MAINS SWITCHES

The fuse box is located: In the utility cupboard or hallway.

What to do if you have no power: If you find that you have no power (none of the lights or plug sockets are working), there are two things you will need to check first:

1) Whether you were using anything at the time the electricity turned off? It could well be that something you were using at the time has tripped the fuse box. To check this, look at the switches on the fuse box. If they are all pointing down, this means the electricity has been tripped and you will simply need to flick each switch to the 'up' position.

If this continues to happen, make a note of what you were using each time the electricity went off as it is likely an issue with that particular item as opposed to an issue with the electricity supply. This can be anything from an appliance, like an oven or fridge freezer, to a phone charger.

2) Whether your property is the only one affected or if your neighbours are also experiencing a loss of power. If you are unsure, you can easily check for power cuts in your area on the UK Power Network website: ukpowernetworks.co.uk/power-cut

If you are experiencing a power cut, you may still need to reset some of the switches on the fuse box back to the 'up'/'on' position once the power is turned back on. This can be checked by looking at the positions of the fuse box switches after the power is restored.

Mains switches: You will find several additional switches on the wall above the kitchen worktop or inside kitchen cupboards. These are the mains switches for your appliances, such as oven and fridge freezer and will usually be labelled as to which appliance it controls. It is best to leave these switches turned on at all times.

Appliances and user guides

To help you make the most of the appliances, we have provided physical copies of all manuals in the property. Additionally, digital copies are available in the residents' app for your convenience.



BOILER

It is recommended to regularly run the boiler for around 15 minutes, particularly in the summer months. It's also good practice to keep an eye on your boiler's pressure to make sure it doesn't get too low, an ideal pressure for your boiler is between 1.0 and 2.0 bar.



THERMOSTAT LOCATION & OPERATION

It is recommended to have your thermostat set up as economically as possible and so the heating is not coming on when you are not home or during warm weather.

Each radiator has a TRV valve at one end, this is usually numbered or marked from 1 - 5 and allows you to control and regulate the heat emitted from each radiator. If you are concerned that a radiator is not heating correctly, ensure this valve is set to the highest setting. Another good practice is to bleed your radiators if they seem colder at the top and warmer at the bottom.



FRIDGE FREEZER

It is recommended to keep the fridge clean and ensure the drain at the back, bottom shelf of the fridge is kept clear and not blocked with items or food remnants. It is also best practice not to overfill the fridge or pack items in too tightly as this will reduce the air flow around the fridge meaning the items inside may not be correctly cooled down to the desired temperature. The temperature settings should not be turned down too low as this can cause some items to freeze and items such as fizzy drinks will then explode. The recommended fridge temperature is around 3-4 degrees.

The freezer should also be defrosted and thoroughly cleaned at least twice a year. It should also not be overfilled or packed too tightly as this may prevent the door from closing correctly meaning the items inside will not freeze.



OVEN

Before using the oven you should ensure that the clock to the front of the oven is set to the current time, if the clock is not set, the oven will not turn on. You should also check the oven is turned on at the wall.

It is recommended to deep clean your oven every three months, or more frequently if your oven is heavily used.



INDUCTION HOB

Never leave a child alone with a hot hob and move saucepan handles out of their reach. You should ensure not to use anything abrasive on the hob when cooking and cleaning to prevent damage to the surface. You can help to keep the hob clean by wiping up any spills as soon as your hob cools after each use.



DISHWASHER

As Derby is located within a hard water area, you will need to ensure to use dishwasher salt regularly to prevent any build up and damage from lime scale. This will also help ensure your dishes come out clean and after each cycle. It is recommended to regularly wipe down inside the dishwasher and clear the filters. You should also ensure that plates are rinsed in the sink prior to loading to remove all food remnants.



EXTRACTOR FAN

It is recommended to clean the extractor fan at least every 6 months to remove grease build up. Should the bulb in the fan stop working, this can easily be replaced using the manufacturers recommended bulb type.



WASHER / DRYER

For the washing machine function, it is recommended to keep the dispenser drawer, washing machine door and seal clean. For the dryer function, it is recommended to regularly clean the lint filter to prevent build up. Generally, the machine should not be overfilled as this will affect the washing and drying capability and the machine may not spin correctly.



Caring for your home

Tiled Areas

Ceramic tiles do not require polish as they come with a natural glaze or matt finish. Wash by hand with a mild solution of detergent and warm water, dry off with a dry cloth. Grouting can be cleaned using a mild bleach and water solution. Avoid abrasive cleaning products or materials.

Hard Flooring & Vinyl

Remove surface dust and debris by sweeping or vacuuming on a regular basis. Wet mopping should be carried out as required using a mild detergent and ensuring the surface is thoroughly dried after. Avoid using excessive amounts of water.

Window Cleaning

Windows and frames should be cleaned regularly to prevent soiling and buildup which may result in permanent marking. It is recommended that windows are cleaned with lukewarm water and a neutral detergent. Rinse after cleaning with plain water and dry any drips with a clean dry cloth.

Carpet

Regularly vacuuming should be carried out as required. Promptly remove any spills and stains using an appropriate cleaning agent.

Water



CLEANING

As Derby is a hard water area, lime scale will build up easily anywhere water is used such as; taps, shower heads/ hoses, kettles, shower screens/ shower doors, baths, sinks, draining boards, toilets, splash backs/ tiled surrounds.

Lime scale is a hard, chalky deposit, consisting mainly of calcium carbonate which is caused from water evaporating leaving behind the mineral deposits, which over time, without property care or cleaning will continue to build up.

The best way to prevent lime scale is to clean any appliances, items and surfaces which come into contact with water at least once a week. There are cleaning products available to tackle lime scale such as 'Viakal'. Products such as 'Cillit Bang' and 'Harpic' are also used to tackle lime scale but should NOT be used on any silver coated or stainless steel areas as this will tarnish the surface. Products such as 'Oust' can be used to tackle lime scale to kettles and shower heads.

If lime scale is left untreated within a shower head and hose, it can cause the temperature of the water coming from the shower head to fluctuate. This can easily be mistaken as being an issue with the shower, however should you experience this issue, the first thing to check is whether you have de-limescaled the shower head and hose and to do so if not done recently as this will likely solve the issue.



SAFETY

It is recommended to run the taps through with hot water for a few minutes when the water has not been used for a while, such as moving home or returning from a long holiday.

It is also advised not to leave containers full of water when going away, such as kettles and filter jugs.

During cold weather, it is recommended to leave your heating and hot water system at no less than 5 - 6 degrees in temperature when not in use to avoid pipes freezing.



CHECKING FOR LEAKS

1. Check your internal stop tap is working.

In most cases you'll find your internal stop tap under your kitchen sink. It's important that you can turn the stop tap on and off to complete all the checks on this page. To make sure the internal stop tap stops the cold water supply into your home, turn it to the off position, then turn on the cold tap at the kitchen sink. The water will stop after a few seconds.

2. Check your external meter.

If you have a water meter that isn't inside your property, you'll need to do a simple check to help find where the leak could be. Firstly, turn off your internal stop tap, then check the meter outside. If the dials, or digits on screen are still changing this indicates there's an external leak on the pipe between the external meter and your stop tap which is the responsibility of the water provider to repair, however, you should inform your property manager of this.

3. Next steps: If the meter doesn't move with the stop tap turned off.

The problem is most likely somewhere inside your home. You should turn the stop tap back on and work through the below checks:

Toilet: If the toilet is a dual flush, make sure the button isn't stuck and that it hasn't been flushed for around 30 minutes. Dry the back of the bowl with a toilet tissue – don't flush! After 30 minutes, place a new, dry sheet of tissue across the back of the toilet bowl and check if there are any signs of water.

Similarly, check the inside of the toilet bowl to see if there is any water continuously running/ dripping into the bowl. If you can also hear water continuously running or dripping but cannot see any water entering the bowl, there may be water continuously running into the cistern at the top of the toilet. If able, lift the top lid off and look for signs of water running.

Taps: Turn the taps to ensure they are fully off and check for any drips. Don't forget to check your garden tap if you have one.

Behind the bathroom sink: Check the pipes behind the sink pedestal for any water trickling down the pipes.

Shower: Check for any dripping water from the shower head or where the hose connects to the wall/tiles.

Check your appliances: Visually check any appliances which use water like your dishwasher or washing machine and check for pools of water, or any visible water trickling from any of the parts, or from the bottom of the appliance.



DRAINS

If a blockage occurs in any of your pipes, try to remove this by using a suction cup plunger to force water up and down the pipe.

To reduce the chance of blockage in the sink or bath, always use a disposable sink strainer. These can be purchased from Amazon or any hardware or home stores.

Never wash cooking fat down the drain. Instead soak with tissue paper or place large amounts in a plastic container before throwing away in the general waste.

Never flush unsuitable items, such as nappies, condoms, tampons, medicines, baby wipes or sanitary towels down the toilet.

This will cause blockages and therefore please note that if a blockage is caused by misuse or carelessness, you will be charged for unblocking the drain and any repair costs.



CONDENSATION

One of the most common causes of damp in the home is condensation which is caused by the moisture in the air. This moisture is always present in the air, even though it cannot be seen.

Warm air holds more moisture than cold air. If the air is cooled too much, it releases excess moisture and as a result, droplets of water are formed on surfaces. This is known as condensation.

Examples of this are when you see your breath in cold weather, or when both the mirrors and the cold tap steam up in a bathroom.

In the home, condensation is often seen on windows, which is usually more noticeable on cold mornings. It will also occur on external walls or in places where air movement is restricted such as; corners of rooms, behind items of furniture placed against walls and even in wardrobes.

Its presence is often first indicated by the development of mould growth on walls and ceilings, and sometimes it can even appear on furniture, clothes and on other fabrics.

Condensation usually occurs during the colder, winter months and October - April is generally acknowledged as 'Condensation Season.'

How to avoid condensation

General:

- Keep trickle vents in window frames open.
- Open windows regularly at all times of year, even if only slightly and on the security setting.
- Cross ventilate by opening a window upstairs and downstairs, and on opposite sides of the property. At the same time open interior doors to allow air to circulate throughout all rooms.
- Ventilate cupboards and wardrobes, this can be done by opening the doors when cross ventilating. Not overfilling cupboards and wardrobes will allow air to flow better.
- Leave sufficient space to allow air circulation between furniture and walls. Avoid standing furniture against external walls.
- Correctly heat the property; The best way to heat your home effectively is to have more constant but low background heat.
- Wipe down any moisture from shower screens/ shower doors after showering using a window squeegee.
- Wipe down any moisture from windows each morning using a dry towel/cloth.
- Should any mould start to appear, particularly in bathrooms, wipe down and treat as soon as it appears and keep on top of doing this. (Condensation will be at its worst during the winter months so you may only have this issue at certain points of the year.)

Cooking:

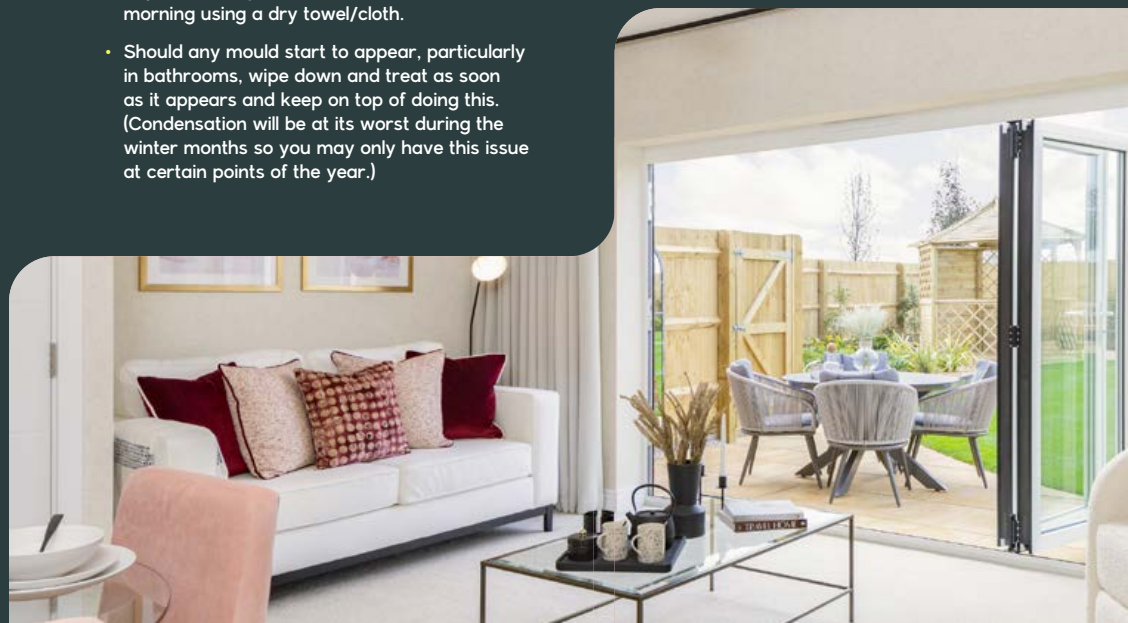
- Cover pans and use the extractor fan when cooking, leaving the extractor fan on for a while after cooking until the steam in the room has dispersed.
- Keep the kitchen doors closed and open the kitchen windows to allow the air to circulate.

Bathing:

- Keep the bathroom doors closed and open the bathroom windows to allow the air to circulate.
- When filling the bath, run the cold water first and then add hot water, this will greatly reduce the amount of steam.
- Use the extractor fan while bathing/showering, leaving the extractor fan on for a while after use until the steam in the room has dispersed.

Washing / Drying:

- Dry washing outside if possible.
- If drying washing inside, ensure the property is heated and well ventilated. (Placing damp clothes on or near a radiator will dry them but will release the moisture straight into your room.)





ENERGY EFFICIENCY & REDUCING COSTS

There are some simple and minor things that can be done on a daily basis to help reduce your energy costs and increase your energy efficiency.

- Turning your thermostat down by just one degree can cut more than 10% from the average central heating bill.
- Close all curtains at night.
- Close windows when the heating is on.
- Wear warmer clothing when indoors during winter months.
- Set the heating controls correctly so the heating is not coming on when no one is home.
- Use energy-saving light bulbs, they use 70% less energy than regular ones and are just as bright.
- Only put as much water as you need when boiling the kettle.
- Use the kettle instead of boiling water in a pan when cooking, this is more energy efficient and saves time.
- Using the washing machine on a 40 degree wash will use less electricity.
- Doing larger and less frequent wash loads will help you cut down on electricity and water usage.
- Don't leave appliances such as TVs on standby when they are not in use. Similarly, don't leave phones or laptops plugged in on charge once they are fully charged.
- Turn taps off when brushing your teeth.
- Wash cars by hand as opposed to using a hose or pressure washer.
- Report any dripping taps immediately.



Smart Lock

The key to modern living

Your new front door will be equipped with a state-of-the-art Smart Lock from Unloc, allowing you to lock and unlock your door with a Bluetooth-enabled device. Enjoy the convenience and security of your new Smart Lock, designed to make your life easier.



Getting Started

Before you move in, we'll send you a Bluetooth pass via your mobile phone number. Each person listed on the tenancy agreement will receive their own pass, ensuring easy access for everyone.



How it Works

From the outside, the Smart Lock looks like a standard lock. Inside, you'll find a circular, motorized locking solution that operates without a key. To lock or unlock the door, simply use your Bluetooth-enabled device.



Traditional Key Access

Prefer a traditional key? No problem. You'll also receive a physical key that works like any standard lock. The inside mechanism functions like a typical thumb turn lock, allowing you to engage or disengage the lock with a simple turn.

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