

Note for user (Delete this page before issue)

Contractor to insert the following, trying to keep the instructions brief and include pictures/diagrams. If it's more than 2 pages per section, please put extra detail in the appendices and refer to them:

- A set of operating and maintenance instructions showing how to operate the heating and hot water systems, including renewable systems, in a way that householders can understand. The instructions should be directly related to the particular system/s installed in the dwelling.
- The instructions should explain to the occupier how to operate the system(s) efficiently and how to achieve economy in the use of fuel and power. These should include: the making of seasonal adjustments to control settings and what routine maintenance is needed to enable operating efficiency to be maintained at a reasonable level through the service life/s of the system/s
- Links and references to other relevant material

Home User Guide

****Insert Address****

Dear Resident

This handbook explains how the services and equipment in your new home work. Please take the time to read it carefully.

Along with this handbook, please ensure that you have received the following items:

- No. front door keys
- No. patio door keys
- No. window keys
- No. meter box key
- Other _____

We hope you enjoy living in your new home

Contents

1. Meter readings for your property	4
2. Useful names and numbers	5
3. Locating equipment and facilities	6
4. Reporting defects and repairs.....	9
5. New homes take time to settle into.....	10
6. Keeping your new home in good condition.....	11
7. Services.....	15
8. Fire safety	17
9. Keeping you linked to the world.....	18
10. Waste, refuse and recycling	18
11. Turf/landscaping	19
12. Local amenities	20

1. Meter readings

Please note down your utility meter details in the spaces allocated below. You will need to contact the service provider to advise them of your moving-in date and meter readings taken on the day of your key handover.

You are responsible for the payment of all utility supplies for your property.

Meter Type	Energy supplier	Reference number	Meter serial number	Meter reading
Electricity		MPAN		
Gas		MPRN		
Water		N/A		
Smart		N/A		
Solar PV (if applicable)				

2. Useful names and numbers

Eastlight Community Homes T: 0330 128 0330

Colchester Borough Council T: E:

Colchester Borough Council – Council Tax T: E:

Anglian Water 03457 919155 <http://www.anglianwater.co.uk/>

Eon Energy 0333 2024 606 <https://www.eonenergy.com/for-your-home/your-account>

British Gas 0800 048 0202 <http://www.britishgas.co.uk/>

National Grid Gas Emergencies 0800 111 999
<http://www.nationalgrid.com/uk/Gas/Safety/Gas+Emergency/>

BT (OR APPLICABLE FINRE PROVIDER) 0800 800 150 <http://home.bt.com/>

Royal Mail 08457 740 740 <http://www.royalmail.com/>

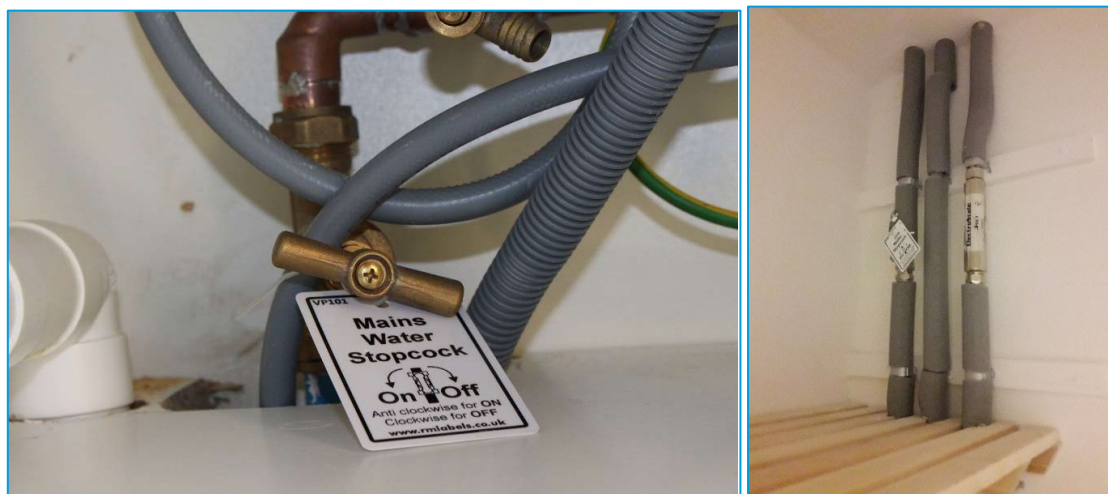
NHBC Homeowner Enquires (shared ownership only, remove for rented) 0800 035 6422
<http://www.nhbc.co.uk/Homeowners/>

3. Locating equipment and facilities

Please ensure that you are able to locate the following items within your new home and building.

Water Main Stopcock Valve

Located in a kitchen cupboard under the sink (or your hall cupboard in a flat). Turning this stopcock clockwise to the 'off' position will isolate the mains cold water supply within your property. There is also an additional stopcock tap located within the water manifold located within the footpath (right-hand-side of main entrance to the development) that can turn off the supply to your house.



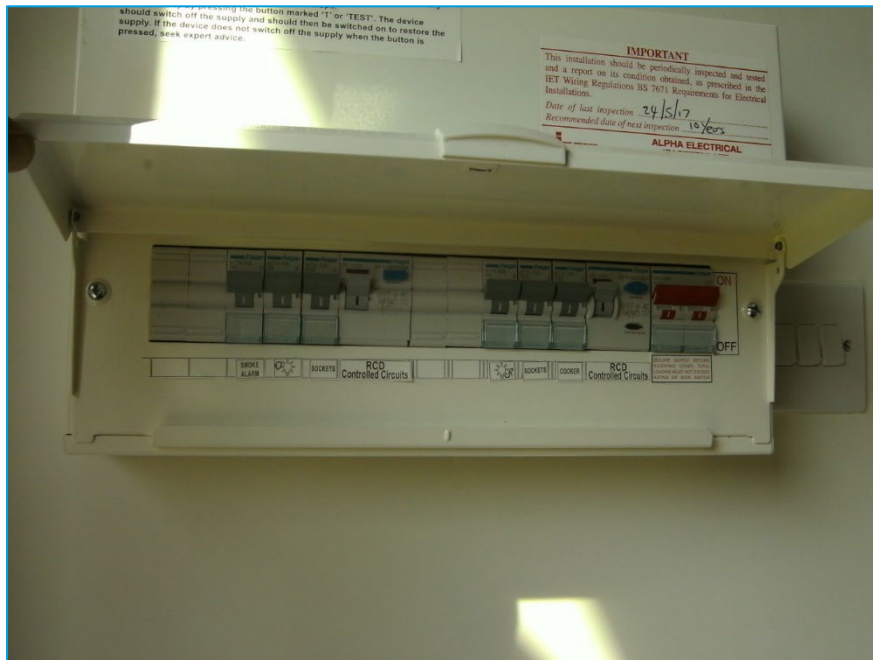
Water Meter

The water meters are in the manifolds located outside the property.



Electrical Consumer Unit

Located within the downstairs lobby, adjacent to front door.



Electricity Meter

The electric meter is located to the front/side of your property (change for flats).

The electricity cut-off switch will isolate the electric supply to your home. Only a representative from UK Power Networks or the energy supplier is permitted to undertake any work to this installation.



Gas Meter (remove if N/A)

The gas meter is located within a meter box mounted onto the wall to the **front/side** of your property. Turning the gas valve lever (red lever) within the meter box to the off position (horizontally) will cut off the gas supply going to your home.

In the event of a suspected gas escape, move the valve located in your meter box to the off position and contact **National Grid on 0800 111 999**. Only a Gas Safe engineer is permitted to work on gas pipework and appliances within your property.

<http://www.gassaferegister.co.uk/>



Thermostat

There is **one/two Danfoss TP5000 programmable thermostat** controlling the temperature zone within your home. The thermostat control is located within the **lounge**, which is assigned to the radiator within this room. The remaining radiators within the property are controlled by individual TRV Radiator valves.



Smoke / Heat Alarm

Located on the ground floor hallway, first floor landing and lounge ceiling. Your heat detector is located in your kitchen. For further details please refer to the manufacturer's manual.



4. Reporting Defects and Repairs

We aim for outstanding Customer Care to ensure that if any problems, they are remedied promptly. For a period of one year from “practical completion”, the contractor will be responsible for undertaking repairs due to defective workmanship or materials. This is called the ‘Defects Liability Period’. At the end of the one-year period through to the tenth anniversary, your home remains covered by the NHBC Buildmark Warranty against structural defects which threaten the integrity of the property.

Should you encounter any problems which require our attention, please contact us:

Eastlight Community Homes

0330 128 0330

Development.Aftercare@Eastlighthomes.co.uk

Once an issue is reported, we may arrange an appointment for our Aftercare Manager to carry out an initial assessment. If found to be a defect, arrangements will be made for it to be rectified. This may require a further visit from our Home Solutions Team or the Contractor who originally carried out the work.

Please note: the contractor is not liable for faults and repairs caused by misuse or accidental damage, or for natural shrinkage cracks.

5. New homes take time to settle into

Allowing your home to dry out

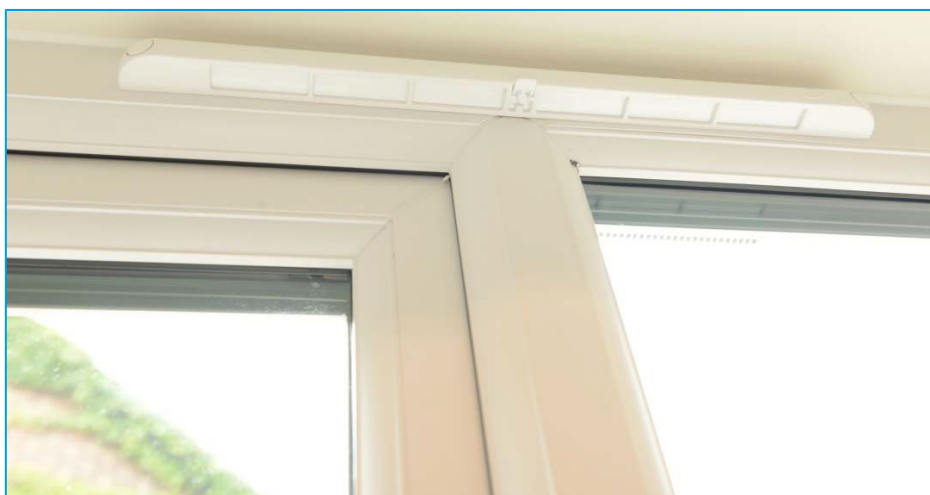
Water is present in the building materials of a new building, including mortar, bricks, timber and plaster. As the water dries out, these materials shrink, causing small cracks which are not structurally important and are easily covered while decorating.

It is essential to allow your new home to dry out during the first year. To do this, it is important to encourage ventilation by leaving windows and internal doors (including built-in cupboards) open a few centimetres, wherever possible.

It is also necessary to keep the interior at a reasonably even temperature and to warm up the interior gradually by using the heating on a low setting.

Preventing Condensation and the growth of mould

Keeping your home ventilated is key to keeping it free from condensation and the growth of mould. An easy way to do this is to keep the trickle vents open at all times, depending on your property layout (not all homes require them). The vents can be found at the top of the windows.



Moisture caused by using the bathroom is controlled by an extract system that is installed in each property. The extract system is located on the ceiling of the bathroom. When you're having a bath or shower, the extract system will run continuously if the isolator switch located above the bathroom doorway is switched to 'on' (which it should be at all times and only switched to 'off' for maintenance).

A rise in humidity due to a shower or bath being operated will be picked up by the sensor and automatically switch the fan to boost mode. Should you require any further information please refer to the extract system user manual.



Moisture caused by using the kitchen is controlled with a recessed mounted ceiling fan extract system, located within the ceiling. The system is controlled and boosted to the required need by a switch above the kitchen worktop.

Always keep the lids on pots and pans whilst cooking so that the moisture does not escape from the pans. If the lids are off, moisture will rise from the pans even if you can't see it. Just as you can only see your breath in the air on a cold day, you can only see the moisture rising from a pan when the temperature is lower.

When you are drying your clothes you should dry them outside, where possible. If you can't do this, put them in an enclosed room and keep the window open. If you use a tumble dryer to dry your clothes it is extremely important that the ventilation pipe runs to the outside of your home.

You should leave a small gap between the walls of your home and the furniture, as this allows the air to circulate around the room. If air lingers between the furniture and walls it will condense onto the walls and could eventually form black mould.

6. Keeping your new home in good condition

Walls

The external loadbearing walls to your home are of masonry cavity construction using 100mm facing brickwork, 50mm cavity and a 140mm inner skin of timber frame walls. The internal walls are constructed from 80mm timber studs. All walls are plaster board with plaster skim.

Electric cables and pipework will run behind the plasterboard. The pipework has metallic tape fitted to it to aid detection.

When fixing into the walls, you first need to ensure that you are not fixing into the electrical wiring or any pipe work. A wire, pipe and power detector can be purchased from a DIY store and should be used to locate electrical wiring and pipework.

Ceilings

The ceiling to the ground floor and first floor properties consist of a layer of plasterboard fixed to timber joists. The ceiling is then decorated with emulsion.

Colour selection

	Brand	Colour	Comments
Vinyl flooring			
Carpet (where applicable)			
Paint – walls			
Paint – ceiling			
Paint – woodwork			
Tiles			
Kitchen cupboards			
Kitchen worktop			
Paving slabs			

Floors

Ground floors are constructed as follows: -

- 150mm concrete block and beam.
- 150mm insulation.
- 75mm screed.

1st floors are constructed as follows: -

- 200mm timber 'I' Beam timber joists.
- 22mm water proof chipboard flooring.

Windows

Each of your windows is able to lock, however some are fire escape windows that close for security but are not key locked. These opened with a thumb press button.

Open and close doors with the utmost care to ensure they do not get damaged unnecessarily. Your windows are uPVC and should be cleaned as per the cleaning and maintenance guidelines recommended by the manufacturer.

Bathroom

Your sanitary ware is a white porcelain product which has a hard-wearing surface. These surfaces should be kept clean by using a damp cloth only and we strongly advise against

using abrasive materials or chemical products. Your brassware is plated and should be kept clean as per the cleaning guidelines located on the manufacturers website.

Over time, black mould may start to grow along the edges of baths and hand basins. This can be prevented by putting a small amount of bleach along these edges and scrubbing with an old tooth brush on a regular basis.

The extractor in the bathroom works continuously. A rise in humidity due to a shower or bath being operated will be picked up by the sensor and automatically switch the fan to boost mode.

Flushable items/Drainage

Do not flush unsuitable items such as nappies, wet wipes or sanitary products down the toilet as this will cause blockages to the drainage inside and around your home. The contractor will only undertake drainage clearance for defects within the drainage system, and not blockages as the results of misuse.

If in doubt, follow the “3 P’s” rule for what is allowed to be flushed in the toilet:

- Pee
- Poop
- Toilet Paper

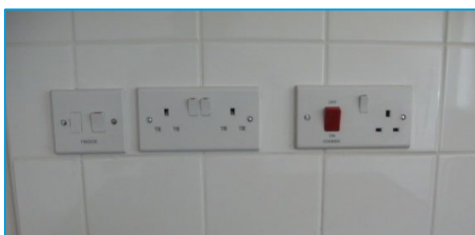
Kitchen

Spillages onto worktops and units should be cleaned immediately. Do not chop or cut directly onto the worktop as it will get damaged, use a chopping board or plate. Do not place hot pots and pans directly onto the worktop. Do not overload shelves.

Your kitchen ironmongery is chrome plated **Blanco 10 x 5 sink bowl & drainer, with Deva Pillar tap lever chrome ¼ turn lever pillar taps**. The Blanco sink which should be cleaned using a damp cloth only, and we strongly advise against using abrasive materials or chemical products.

The kitchen units are manufactured by **Symphony Kitchens**.

There is a bank of fused spurs located within the tiles above work top that will control the power outlets for your appliances.



Lighting and Light Bulbs

Lamp specification

100% dedicated low energy fittings to all rooms, with minimum luminous efficiency of 400 lumens.

WC/Bathroom

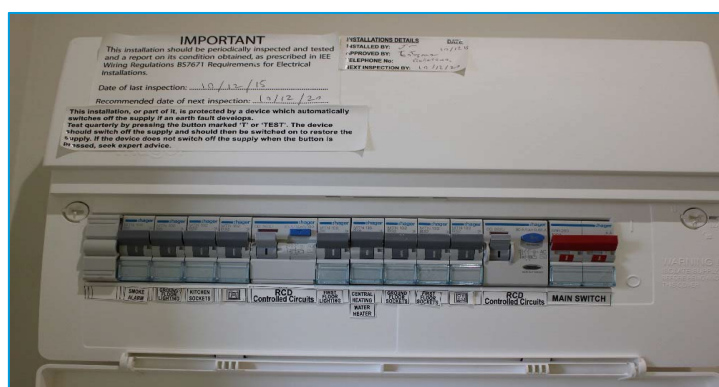
White 20 W Polycarbonate IP65 Round LED Utility Bulkhead, with 2800K (Warm White) LED Bulb.

Kitchen/Hallway/Lounge Bedrooms/Landing

All the light fittings in your home are fitted with low energy lamps. These lamps may take a few minutes to 'warm up' to give their full light output. The various types of bulbs are available from general DIY stores and supermarkets.

Low energy light bulbs come in numerous types, styles, colours, and ultimately quality, and some are even dimmable. A higher quality bulb will have a much shorter warm up period, last longer and likely produce a more aesthetically pleasing type of light.

To change light bulbs, the light switch and lighting circuit MCB must be in the off position. The lighting circuit MCB can be located in your electrical consumer unit box. Follow the guidelines shown on the inside the panel and switch the spur to the 'off' position. Do not switch back to the 'on' position until you have carried out the bulb change



It is advisable to replace the bulb with the same type of bulb that was removed. Your downlights in the kitchen, hallway, lounge and bathroom will require GU10 6w 400 lumens LED bulbs, available from general DIY stores. Look out for the colour temperature rating of the bulb - 2000K will be quite a 'yellow/warm light', 3500K will provide a much brighter 'whiter' light and is better for reading but can be harsh when looked at directly.

7. Services

Central Heating

CHANGE TO APPLICABLE TYPE, i.e. GAS, Air Source Heat Pumps etc

Your home is heated by a **Logic Combi ESP30 Gas fired** boiler. The **Logic Combi ESP** is a combination boiler, providing both central heating and instantaneous domestic hot water. It features full sequence automatic ignition and fan assisted combustion. Due to the high efficiency of the boiler, condensate is produced from the flue gases and is drained to a suitable disposal point through a plastic waste pipe at the base of the boiler. A condensate 'plume' will be visible at the flue terminal.



Your central heating is provided by radiators to each room, connected to a thermostat located in the lounge. The time that the heating comes on can be controlled by the thermostat programmers located in the lounge. This allows you to set the time of day that the central heating comes on and off. You can also switch the heating off or on manually at any time. For full instructions on how to use the thermostat please refer to the user manual.

[For User Guide please refer to the Boiler User Guide which is provided in a separate folder.](#)

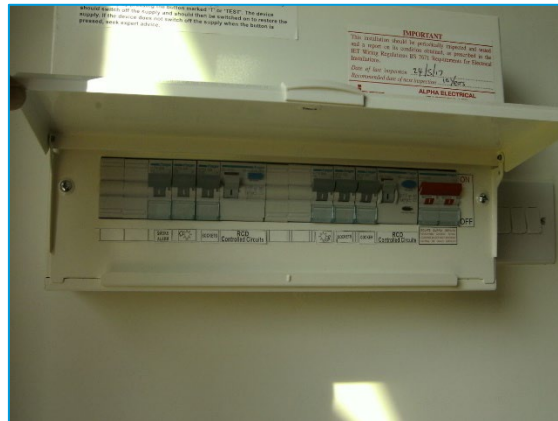
Electricity – Supplied by Eon Energy

Electricity is dangerous and can kill.

Electricity is supplied to your home through an underground cable entering your external electric meter box located to the side of your home. Cables from the meter connect to your consumer unit located in your hallway.

Your electricity consumer unit contains the main on/off switch and miniature circuit breakers (MCB), which protect individual circuits. They automatically disconnect the supply of electricity to that circuit if the circuit is overloaded or there is a fault. They can

be reset by turning the switch to the 'on' position. If the problem persists, you should call a competent electrician to investigate the cause.



Water – Supplied by Anglian Water

The clean water supply to your new home is provided by Anglian Water, the local water authority. Your individual water meter is located within a manifold in the public footpath outside your home. The mains cold water supply then travels from your water meter to the stopcock located in the cupboard under your sink in your kitchen. The stop valve is provided so the water supply can be stopped immediately by shutting off the water supply to the property.

From the stopcock the cold water is sent directly to the kitchen and bathrooms so all taps can be used for drinking water (as they are all fed directly from the mains supply).

Gas – Supplied by British Gas

Gas is supplied to your home by **British Gas**. Gas is dangerous; if you smell gas use the gas shut off valve located in the meter box and call the National Gas Emergency Service 24 hours a day on **0800 111 999**.

Any work or maintenance to gas appliances must be carried out by a gas safe registered engineer.

Electric Vehicle Charging Point

(Change if only a future provision being provided) Your home is fitted with an Electric Vehicle charging point provided by PodPoint. This is Solo Smart Charger which is 7kW Rate and untethered which means no charging cable is supplied to connect the car to the charger. The Charging Point will be either wall mounted or freestanding on a post where wall mounting is not suitable.



8. Fire safety

A smoke alarm is fitted into your home. These simple guidelines should be followed to keep the alarm in good working order:

Once a month

Test your smoke alarm by pressing the test button on the alarm

Every six months

You should open the case and gently vacuum the inside to remove dust from the sensor. If the smoke alarm doesn't open, vacuum through the holes.

Replacement

Your smoke alarm is fitted with an integrated non-removable lithium battery with a life span of approximately 10 years. **RENTED PLOTS ONLY** If the low battery warning sounds (an intermittent beep) please call Eastlight Community Homes on 0330 128 0330 and we will make arrangements to swap this alarm for you.

9. Keeping you linked to the world

Telephone and Internet Connection

Your home is fitted with Fibre to the Property (FTTP).

There will be a homehub present in your home (found in the hall/living room cupboard) which will be clearly labelled with one of the following providers (delete as appropriate):

- For a BT homehub please visit <https://www.bt.com/broadband/full-fibre>
- For a Hyperoptic homehub please visit <https://www.hyperoptic.com/help/>
- For a Virgin Media homehub please visit <https://www.virginmedia.com>
- For a FibreNest homehub please visit <https://www.fibrenest.com/>
- For a OFNL homehub please visit <https://www.ofnl.co.uk/residents-businesses/available-isps> for a list of providers available on the network.

TV information **DELETE ONE STATEMENT BELOW**

Your TV signal is connected to a central sub-station on the OFNL Network in the same way as your broadband - you will be able to access various TV packages (including Sky) from the OFNL providers when you set up your broadband and phoneline.

OR

Aerials and satellite dishes are/not provided to houses and maisonettes. The aerial lead from the Media Plate in the lounge is fed to either the loft space (where applicable) or can be found externally on the side elevation (typically in maisonettes). For planning compliance aerials and satellite dishes must not be fitted facing the main road and must be on the rear or side elevation.

10. Waste, Refuse and Recycling

There are 3 types of waste and recycling collected by Braintree District Council and waste collection services. The collections are weekly for domestic waste and fortnightly for recyclables.

Collections

Food waste – collected fortnightly on Fridays

You can recycle: plastic bottles, tins, cans and container glass.

Mixed recycling- collected fortnightly on Fridays

You can recycle: newspapers, magazines, brochures, directories, junk mail, envelopes (windowed and non-windowed), letters, flattened card, cardboard, glass, metals and cartons.

Domestic waste/non-recyclables - collected fortnightly on Fridays

Should be all non-recyclable/domestic waste.

11. Turf/landscaping

Quick tips for caring for your new turf

1. As soon as your new lawn has been laid be sure to water it well. You should water the turf for a considerable amount of time - this first watering is one of the most important ones. The water should soak through to the ground below. It's important to bear in mind that the care-needs of new turf will vary according to the time of year it's laid and the weather. If you lay your lawn in the autumn (September/October time) you will have to do less in order to maintain it. If you are thinking about laying your lawn in the summer months, when the weather (in theory) should be warmer, the turf will need a lot more care, and, in particular, water.
2. Water your new turf daily after it has first been laid, for the first two weeks or so. If the weather is warm when your new turf is laid, be sure to water it either early in the morning, or later in the evening. This prevents water evaporating in the heat of the sun. You may need to water your turf daily for up to a month if you've laid your new lawn during a warm summer. If the temperature is under 10°C, like it is in the autumn, watering daily may not be necessary. To know when you need to water your new turf check the underside of it. It should be moist all the time for about a month after it has been laid. After this point you can reduce the amount of watering.
3. Be careful not to over-water your turf as this can encourage lawn disease. Lift up a corner of the turf and check its underside – it should be moist and dark, but not sopping wet.
4. Do not walk on your new turf until its roots have bedded into the soil. This can take several weeks. You will know when the roots have rooted as you will not be able to lift up a corner of your new turf easily.
5. If your new turf has been laid on a slope, it can take longer to root in, so stay off it a little longer – perhaps six weeks or so to be safe.
6. Wait a few weeks before mowing your new turf, and when you do mow it, be sure to set your mower to one of its highest cutting settings. When mowing in the

autumn and early spring, it is best to use one of the highest cutting settings on your mower anyway.

7. Fertilising your lawn a couple of times a year will help keep it healthy. Most people do this in the spring and autumn.
8. After your lawn has established, remember to use a roller on the lawn when needed to help it settle, as the soft “top soil” underneath your new lawn can settle and create dips. Any dips can easily be remedied with a handful of top soil to the affected area, followed by a sprinkling of grass seed, if needed.

12 Local amenities

Emergency Services

Fire Station:

Essex Police:

Hospital:

Education

Facilities closest to your home

Leisure centres and parks

Enjoy your new home!